

23<sup>rd</sup> January 2026

Dear Parent/Carer,

Further to the letter sent by Mrs Finney about 'Guided Options', we would like to welcome you to attend Year 9 Parents evening on **Thursday 12<sup>th</sup> February** commencing at 4.00pm.

You will have the opportunity to discuss your child's current progress with staff; to celebrate successes and discuss any issues which have the potential to prevent them from realising their potential. Teaching staff are keen to ensure that you are fully informed about how best to support them in their studies and wider school life.

The parents evening will take place at school and to make your appointment we will be using an online appointment booking system through Arbor. This allows you to choose your own appointment times with teachers and you will receive an email confirming your appointments. Please arrive at school for your first appointment along with the email containing your appointment list.


Appointments can be made from Monday 26<sup>th</sup> January at 12 noon and will close on 12<sup>th</sup> February at 12 noon. Should you wish to make any changes after this time please contact the school office.

Appointments are available to book with Mrs Garrett, Assistant Headteacher, SENCO should you have any SEND-related queries. Please contact Mrs Garrett directly to make an appointment.

Please go to your Arbor account to book your appointments. (A short guide on how to add appointments is included).

If you do not have access to the internet, please contact the school office who will be able to arrange an alternative.

Kind regards



Mrs Watling



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## **ARBOR INSTRUCTIONS FOR PARENTS**

### **Log into the Parent Portal and the Parent App**

The Parent Portal and Parent App let parents register their child for a club or trip, book parents evening slots, and manage payments all from their phone or computer. Parents can also check in on their child's attendance, behaviour and progress.

Arbor is only for parents at schools using the Arbor Management Information System (MIS), who have enabled the Parent Portal. If you're not sure whether this applies to you, we recommend contacting your school's office.

**If you are having difficulty using Arbor, please contact your school. Please do not contact Arbor directly.**

### **What is the Parent Portal?**

The Parent Portal is our version of Arbor accessible to guardians on a laptop or computer.

### **What is the Parent App?**

The Parent App is the mobile version of our Parent Portal, for use on mobile devices such as smartphones and tablets. If your school has switched on the Parent Portal, you can download the App and begin using it straight away.



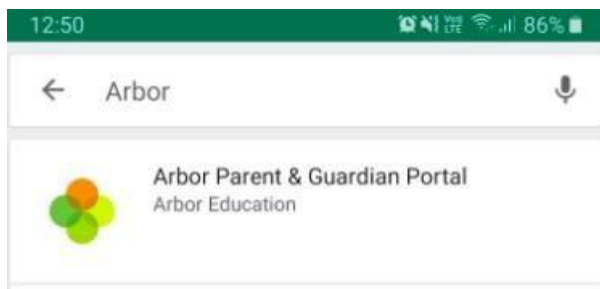
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## How do I get started with the Parent App?

### Downloading the Parent App

#### Android

Go to your Play store and search for 'Arbor'. Click the top option.

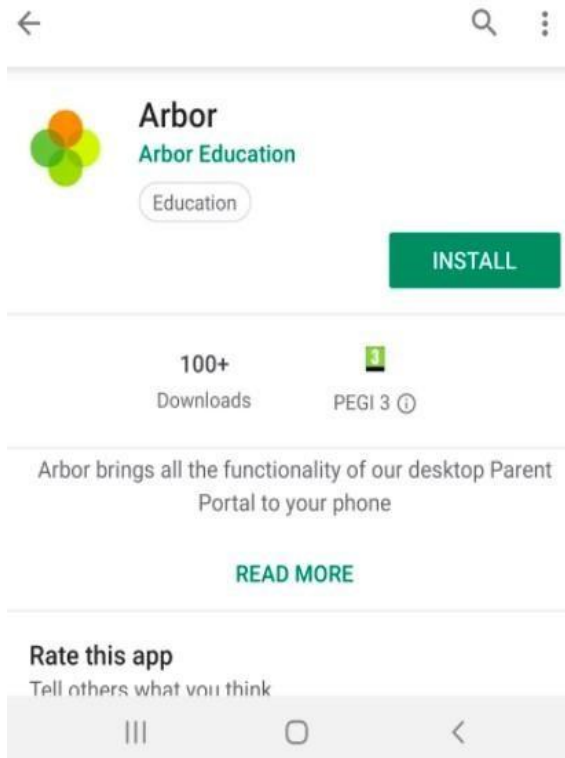


Click **Install** to download the Parent App. Once it has installed, click **Open**.



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### IOS

Go to your App Store and search 'Arbor'. Click the top option. Click **Get** to download the Parent App.



### Enabling push notifications

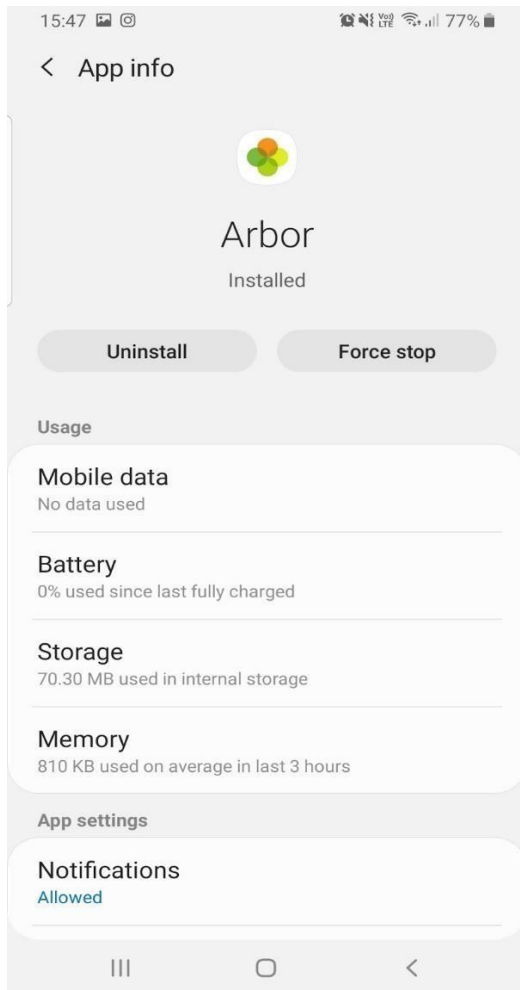
#### Android

You can turn Push Notifications on or off at any time by going to your **Settings** on your phone. example, on a Samsung Galaxy S8, go to **Settings > Apps > Arbor > Notifications**.

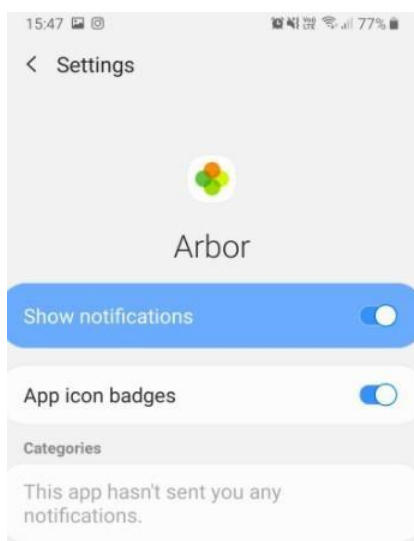


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Tap the slider to turn Push Notifications on and manage your settings.



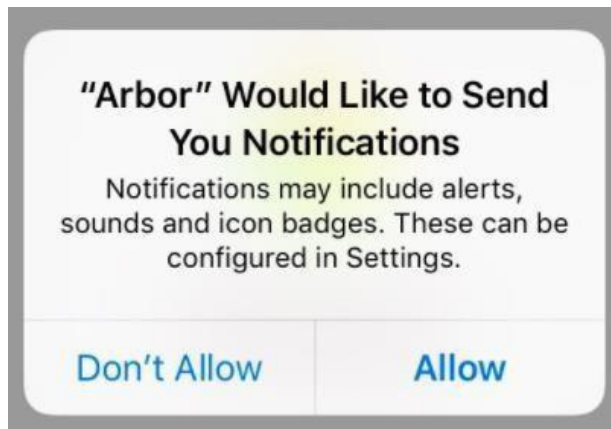


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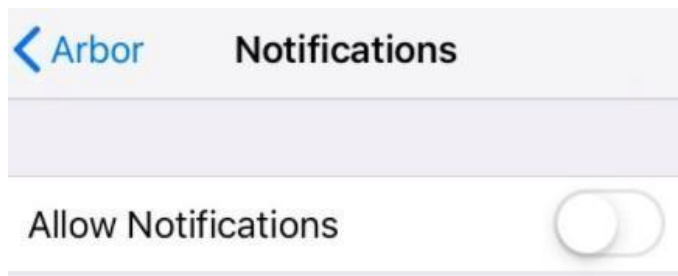
## Enabling push notifications

### IOS

When you download the Parent App, you will receive a prompt to receive notifications from Arbor. Make sure you select **Allow** to enable your school to send you push notifications. This will ensure you receive a notification when you have a new In-app message.



If you select **Don't Allow**, you can turn Push Notifications back on at any time by going to your **Settings** on your phone. For example, on an iPhone SE, go to **Settings > Arbor > Notifications**.

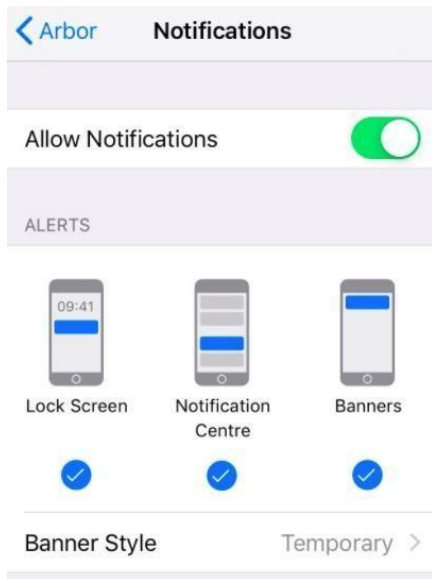


Tap the slider to turn push notifications on and manage your settings. We recommend setting your banner style to Permanent, so it doesn't disappear.



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### Logging in

Before you log in for the first time, please wait until your school has enabled the Parent Portal. You will not be able to log in until they have.

When your school enables Parent Portal and the Parent App, they will send you a welcome email to set your password. You won't be able to do this through the app, as the links in our reset password emails only work with a browser. Please follow the **Logging in for the first time** instructions in the **Logging in on the Parent Portal** section below.

### Logging in on the Parent Portal

#### Logging in for the first time

The welcome email from your school will contain your login details and a link that will take you to browser version of the Parent Portal where you need to set up a password.

You can reset your password using a computer, or using a mobile browser on your phone or tablet.



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Hi Pamela,

Welcome to Arbor! Arbor is using Arbor and has set up an account for you.

To finish creating your account, you just need to set a password. You can do this by going to [login.arbor.sc](https://login.arbor.sc), clicking on 'Forgotten Password?' and following the instructions on the screen.

Your username is: [gwyn.mabo@arbor-education.com](mailto:gwyn.mabo@arbor-education.com)

If you have trouble setting up your password or have general questions about the Parent Portal, visit [this Help Centre article](#). For any other queries, please contact Arbor.

All the best,  
Arbor

Click the link, then click **Forgot your password?** Add in your email address then click **Reset password**.

If you have a child at more than one Arbor school, you will be asked to select the appropriate school.

### Forgot your password?

No problem! Just enter the email address associated with your account below, and we'll email you with a link to reset your password.

Reset password

You'll then receive another email. Click the link in this email to set your password.

We've just received a request to change your password on your Arbor account.

If you requested this password change, please click the link below to set your password:

<https://gwyn1.uk.arbor.sc/auth/change-password/id/2008/hash/MTBkNzlwOWMtMDg1MS00N2VjLWI3MzAtNGVmZTUwOGM3Yjc5LjE2MjA4MDkzMDE=>

Use your email address when you log in next time:

Username: [gwyn.mabo@arbor-education.com](mailto:gwyn.mabo@arbor-education.com)

If you didn't ask to change your password, you can ignore this email. No changes will be made to your account.

All the best,  
Team Arbor

Create your password. You will then be logged in when you click **Create password**.






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## Create password

Create password


Click to accept the terms and conditions.

### Arbor System Terms of Use

**Welcome to Arbor!**

Before you get started, we need you to download, read and agree to our standard user terms & conditions.

When you're ready, tick "I agree", then click 'Accept' and we'll get you set up.

 View user terms & conditions

☒ I agree to Arbor's standard user terms & conditions

Cancel

Accept

As a security precaution, you will then be asked to confirm one of your children's dates of birth. Once you click verify, you will now be logged in!



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You can then close your browser and switch to using the app.

### Verify Account

As this is your first time using the system we need you to verify your account.

To verify you account, please enter the date of birth of one of your children at the school

Date of birth\*

### Returning to log in again

Now your password has been set up, you can return to the Parent Portal by going to [login.arbor.sc](http://login.arbor.sc) and inputting your address and password.

If you have a child at more than one Arbor school, you will be asked to select the appropriate school. Enter your password, then click **Log in**.

If you can't log in, use the **I'm a guardian** link on the right-hand side to view [troubleshooting tips](#).



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### Log in

[Change E-mail](#)

[Change School](#)

☐ Remember me [Forgot your password?](#)

### Need some help?

For help with Arbor Parent Portal or Arbor Management Information System (MIS) schools, [take a look at our Help Centre](#).

Trouble logging in? No worries! Click below for help:

- [I'm a guardian](#)
- [I'm a school's MIS user](#)
- [I'm a Group MIS user](#)

### Looking for Arbor Insight?

To create a free account for Arbor Insight ASP analysis tool, click below.

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### Logging in on the Parent App

Save your password and fill it in automatically using your phone's built-in Face ID, fingerprint scan or pin entry.

**Top Tip: You will need to download the latest version from the app store to use biometric login:**

- The version number for iOS for biometric login is 24.1 • The version number for Android is 35 (24)

### Logging in for the first time

When you open the app for the first time, you'll be prompted to add in your email address and password.

The **Remember my password** box will be ticked by default but you can untick it if needed. This allows Arbor to remember your password the next time you log in.



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## Welcome to Arbor

Let's find your school

Enter your email address

gb@arbor-mail.com

Enter your password



Remember my password

Log in

[Forgotten password?](#)



### Having issues logging in?

[Please press here](#) to see our troubleshooting article.

Version number: 0.9.353

Make sure both your email address and password are correct, or you'll receive this message.

Incorrect email address or password

**CLOSE**

When your email address and password are correct, we'll check your biometric details - either by Face ID, fingerprint scan or pin entry.

- Once the check is successful, biometric login will be enabled for the next time you log in, and you won't need to input your Arbor password.
- You need to ensure one of these options is enabled to be able to save your password, or you'll need to untick the box.





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Remember my password

Log in

You need to have a pin, fingerprint or facial recognition enabled on this device to save your password

Next you'll need to select your school. If you have accounts on more than one school, there'll be a tick next to any schools your password works for.

- Click on a school with a tick to be logged right in.
- Click on a school without a tick to input your alternative password for that school.



Select School

Waterford Primary School

W10 5BN, London, GBR



Select School

Pinewood Secondary

W10 5BN, London, GBR

Select School

Once you input your alternative password, it'll save this password for next time.

**EXECUTIVE HEADTEACHER: MR CARLTON BRAMWELL**

The Westleigh School, Westleigh Lane, Leigh WN7 5NL

Tel: 01942 202580 Web: [www.thewestleighschool.co.uk](http://www.thewestleighschool.co.uk)

Email: [enquiries@westleigh.set.org](mailto:enquiries@westleigh.set.org)



**Shaw  
Education  
Trust**

**Ofsted**  
Good  
Provider



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## Select School

**Waterford Primary School**

W10 5BN, London, GBR

*Your password is different for this school. Please enter the correct password.*

Enter your password

Log in

**Forgotten password?**

If you have more than one child at the school, please select the child you wish to view. Don't worry, you can select another child once you are logged in.

### Who would you like to view?

Dennis Adams

Kimberly Adams

**Returning to log in again**

**EXECUTIVE HEADTEACHER: MR CARLTON BRAMWELL**  
The Westleigh School, Westleigh Lane, Leigh WN7 5NL  
Tel: 01942 202580 Web: [www.thewestleighschool.co.uk](http://www.thewestleighschool.co.uk)  
Email: [enquiries@westleigh.set.org](mailto:enquiries@westleigh.set.org)

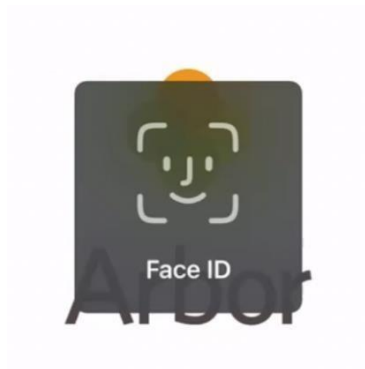




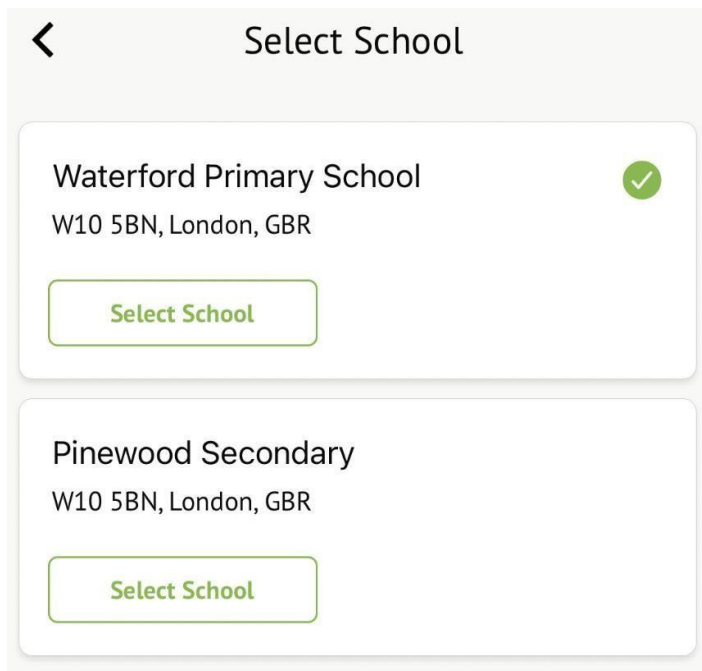
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When you open your Parent App and you chose to save your password, we'll run a biometric check

**Please note that if you haven't logged into the Parent App for 1 month, you'll need to enter your password the next time you log in.**



We'll then automatically log you in with your email and password - just click on the school with the tick.

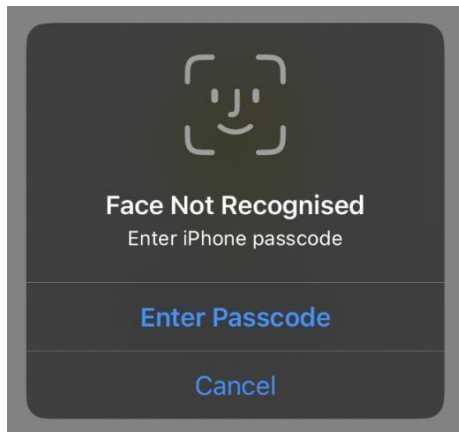


If the biometric login fails, a message will be displayed (this will vary based on device OS) and you'll need to retry or enter your passcode to be able to select your school.






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If you fail all authentication, you'll have the option to input your Arbor password.




## Welcome to Arbor

Let's find your school

gb@arbor-mail.com

☒ Remember my password

[Forgotten password?](#)

 **Having issues logging in?**  
[Please press here](#) to see our troubleshooting article.

Version number: 0.9.353