



Parent Guide to Arbor



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Introduction

We will be communicating with parents via The Parent Portal & Arbor App. This guide is for the Arbor App and Parent Portal.

What is Arbor?

Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school.

The Arbor App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way.

Log into Arbor to see and update your child's information and get live updates

What will we use Arbor to communicate?



All messages that were previously sent as SMS or using the MyEd app eg attendance and letters.



Reminders of upcoming dates and events.

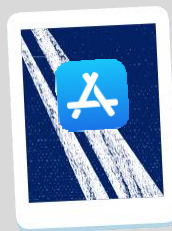


Log in to view trips, consent, and timetables

How do I access Arbor?



The Parent Portal works on Google Chrome (computer or laptop).



Download the Arbor App from the App Store or Google Play Store on your phone.

What are the differences?

	Arbor App	Parent Portal
Access	Mobile Phone Download via the App Store or Play Store for free	Computer/Laptop Via www.
Notifications	Notifications will be received directly to your phone like a text message.	Notifications of messages will be able to be viewed when logged in to the Parent Portal.

Recommendations

We recommend all parents/careers download and use the Arbor App.

Getting Started

If you have not accessed Arbor/Parent Portal before please follow the below instructions:

1 Wait for your welcome email from us telling you Arbor is ready - you won't be able to log in before

2 Click the link in your welcome email to set up your password and follow instructions on page ...

3 Go to the App or Google Play Store on your phone and search 'Arbor'

4 Click 'Install' on Android or 'Get' on iPhone then open the App

5 Accept the Terms & Conditions and enter your child's birthday

6 Enter your email, select the school, and then enter your password

Logging In for the First Time

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.

1 Welcome Email

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, clicking on 'Forgotten Password?' and following the instructions on screen.

Your username is: 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

When your school enables Parent Portal and the Arbor App, they will send you a welcome email. This will have your login details and a link that will take you to the browser version of the Parent Portal where you need to set up a password.

2 Click the link in your welcome email to open in a browser, then click Forgot your password?

3 Add in your email address then click Reset password.

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

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

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

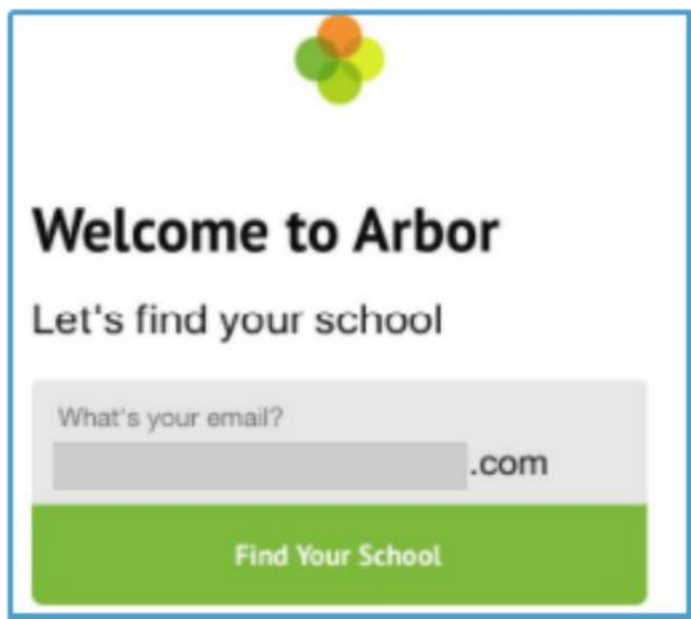
7 As a security precaution, you will then be asked to confirm one of your children's dates of birth. Once you click verify, you will now be logged in!

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

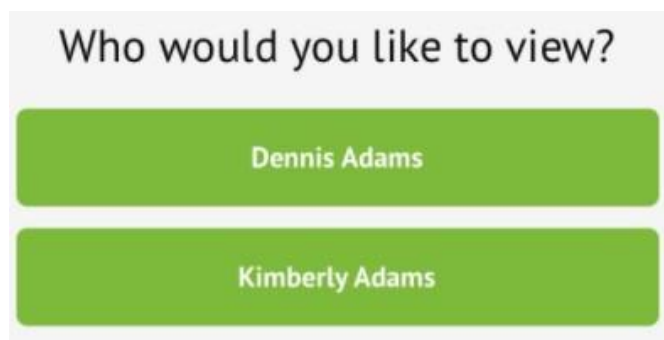
Logging In

Arbor App

Now your password has been set up, you can log into the Arbor App.

The image shows the 'Welcome to Arbor' login screen. At the top is the Arbor logo, a stylized tree made of four overlapping circles in orange, green, and yellow. Below the logo, the text 'Welcome to Arbor' is in a large, bold, black font, followed by 'Let's find your school' in a smaller, regular black font. There is a text input field with the placeholder 'What's your email?' and a '.com' suffix. Below the input field is a large green button with the text 'Find Your School' in white.

1. Add in your email address.
2. Select the school to log into. Enter your password, then click Log in.

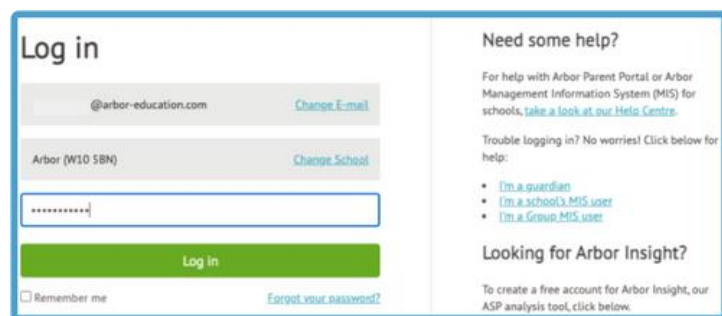
The image shows a screen titled 'Who would you like to view?'. Below the title are two green buttons with white text. The first button says 'Dennis Adams' and the second button says 'Kimberly Adams'.

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.

Parent Portal

Now your password has been set up, you can log into the Parent Portal.

1. Go to login.arbor.sc and input your email address and password.
2. If you have a child at more than one Arbor school, you will be asked to select the appropriate school.
3. Enter your password, then click Log in.

The image shows the 'Log in' screen for the Parent Portal. On the left, there is a 'Log in' section with two text input fields. The first field has the placeholder '@arbor-education.com' and a 'Change E-mail' link. The second field has the placeholder 'Arbor (W10 SBN)' and a 'Change School' link. Below these is a password input field with a masked password '*****'. A large green 'Log in' button is at the bottom of this section. There is also a 'Remember me' checkbox and a 'Forgot your password?' link. On the right, there is a 'Need some help?' section with a link to 'take a look at our Help Centre'. Below this is a 'Trouble logging in? No worries! Click below for help:' section with three links: 'I'm a guardian', 'I'm a school's MIS user', and 'I'm a Group MIS user'. At the bottom right, there is a 'Looking for Arbor Insight?' section with a link to 'create a free account for Arbor Insight, our ASP analysis tool, click below.'.

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

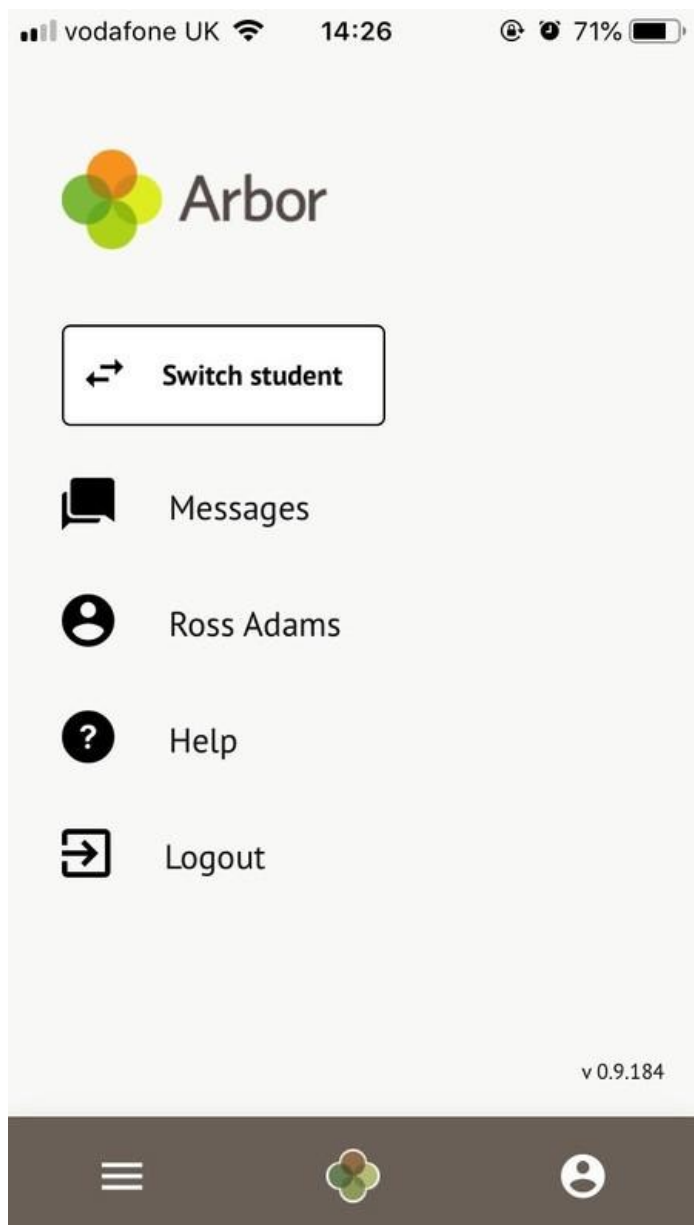
Logging Out

Arbor App

You will automatically be logged out of the Arbor App after 10 minutes of inactivity. You can also log out by using the logout feature.

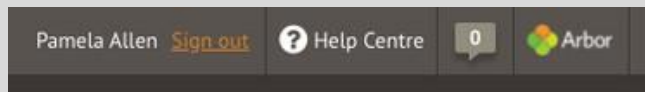
Log out from within the App

Tap the profile icon in the bottom right of your screen and select Logout.

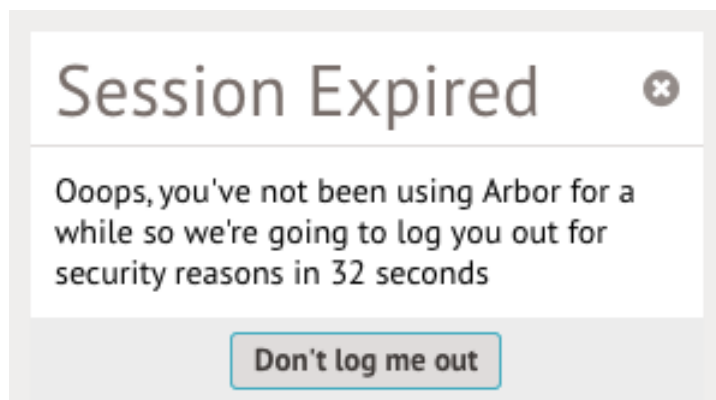


Parent Portal

To log out, just click the Sign out link at the top-right of your page.



You will also be automatically logged out after a period of two hours of inactivity. If you click back into your Arbor tab just before the time is up, you can choose whether to remain logged in.



Once you have logged in

When you have logged in the dashboard is the first screen that you will see. This gives a quick glance at the student's daily timetable, behaviour points, notices, current attendance and progress.

Dashboard

You can return to this page at any time by clicking on the school's logo or choosing Dashboard from any menu.

The Statistics section shows information about the student's attendance, behaviour and progress statistics for the current term.

The screenshot shows the student dashboard for Sammy Adams at The Sunnyville School of Magic. The interface includes a top navigation bar with the school logo, user name, and a 'Sign out' button. A sidebar on the left contains a 'Quick Actions' menu, student profile information, a 'View Student Profile' button, a message status, and a list of notices. The main content area is divided into several sections: 'Statistics' (Attendance, Behaviour Points, House Points, Spring Term Grade Average), 'Spring Term - 'On Track' Progress', 'Positive Behavioural Incidents', 'Negative Behavioural Incidents', 'Overdue Assignments', and 'Assignments that are due'. Arrows point from the explanatory text to the school logo and the 'Statistics' section.

Attendance (2018/2019)	Behaviour Points - this term	House Points - this term	Spring Term - Grade Average
84.0%	0	0	3

Spring Term - 'On Track' Progress	Positive Behavioural Incidents - this term	Negative Behavioural Incidents - this term
***	31	6

Overdue Assignments	Assignments that are due
Oxbow Lakes (Due 11 Mar 2019)	Addition work (Due 30 Jun 2019)

From the dashboard you will be able to access the student portal.

Student Profile

Access your child's profile by clicking the View Student Profile button on your homepage.

This allows you to see basic information about your child, and highlights any unread notices or actions needing to be completed. You will be able to amend details such as your contact details, medical information, consents, and so on.

The screenshot shows a web interface for a student profile. On the left is a sidebar menu with options: 'Megan's page', 'Main Dashboard', 'Profile' (highlighted), 'Calendar', 'Attendance', 'Progress', 'Activities', 'Behaviour', 'Curriculum Tracking', 'Examinations', 'Report Cards', 'Accounts', and 'Guardian Consultations'. The main content area is divided into three sections. The top section, 'Megan Hill', includes a profile picture and a table with details: Form (10NE), Year (Year 10), House (Acklam), and Tutor (Rosie Hall). Below this is a 'Notices' section with three items, each with a right-pointing arrow: 'Megan Hill does not have a religion recorded - click to correct', 'You have not consented to Photograph Student for Megan Hill - click to correct', and 'You have not consented to Specific photo consent for Megan Hill - click to correct'. The bottom section is 'Student Details', containing a table with fields: Name (Megan Hill), Gender (Female), Date of birth (30 May 2004), Ethnicity (Pakistani), Religion (Not recorded - click to add), Language (English (Native speaker)), and Service child (No). On the right side of the profile is an 'Instructions' box explaining that the page allows adding and editing information and guardian details, with a note that information marked with an arrow on the right can be edited. Below the instructions is a green button labeled 'Add Information'.

Megan Hill			
Form	10NE	Year	Year 10
House	Acklam	Tutor	Rosie Hall

Notices

- Megan Hill does not have a religion recorded - click to correct
- You have not consented to Photograph Student for Megan Hill - click to correct
- You have not consented to Specific photo consent for Megan Hill - click to correct

Student Details

Name	Megan Hill
Gender	Female
Date of birth	30 May 2004
Ethnicity	Pakistani
Religion	Not recorded - click to add
Language	English (Native speaker)
Service child	No

Instructions

This page lets you add and edit information and guardian details for Megan Hill.

Information that can be edited is marked by an arrow at the right hand side of the line that the information is on. Simply click anywhere in the line and an editing pane will slide out.

[Add Information](#)

From here you can access more areas of their profile for:

- **Calendar and Timetable**
- **Attendance** - The summary page shows statistics and recent attendance for the academic year as shown. The Attendance By Date page is a breakdown of the student's attendance, day by day with the mark.
- **Behaviour** - View the positive and negative behaviour points given.
- **Report cards** - All the report cards that your school has published for your child will be available here.
- **Progress** - You can view your child's current grades here.
- **Examinations** - In this section, you can view and download the student's Exams timetable for the current year.

Being a guardian for multiple children – switching students

If you are the Primary Guardian for more than one child in the school, you can access and view each child through the same portal.

On the Parent Portal

On the left-hand side of your homepage, click the arrow next to the current child's name. Select the other child.


When doing this for the first time, you will need to enter your other child's date of birth.

Sonia Adams

▼

Patricia Adams

Sonia Adams



Form

6GT

View Student Profile

On the Parent App

Click the profile icon at the bottom right of your screen and click **Switch student**.



Arbor



Switch student



Messages



Gordon Baker



Help



Logout

v 0.9.359



Choose which child you would like to view.

Back	Select One
Switch student	✓
Dennis Adams	
Kimberly Adams	

If this is the first time you are viewing information for this child, you will have to confirm their birth date.

Verify Access to Kimberly

To verify that you are authorised to access Kimberly on the Arbor system, please enter Kimberly's date of birth.



Date of birth

2011-06-06

Verify Access

Notices & Consents

This section contains a list of missing information (including consents) on the student's profile.

Updating Notices

Arbor App

1. Click on a notice



Notices

Mason Bell does not have a transportation method recorded

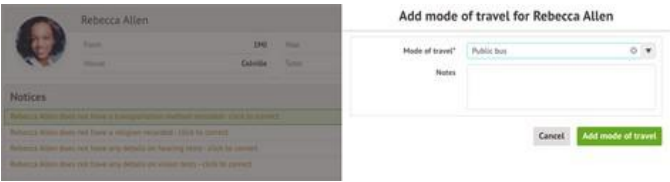
You have not consented to Internet Access for Mason Bell

You have not consented to Photograph Student for Mason Bell

2. Add the information, then click confirm
3. Once you have filled in all the information, the notices will disappear
4. You can edit the information by clicking into the data further down your child's profile

Parent Portal

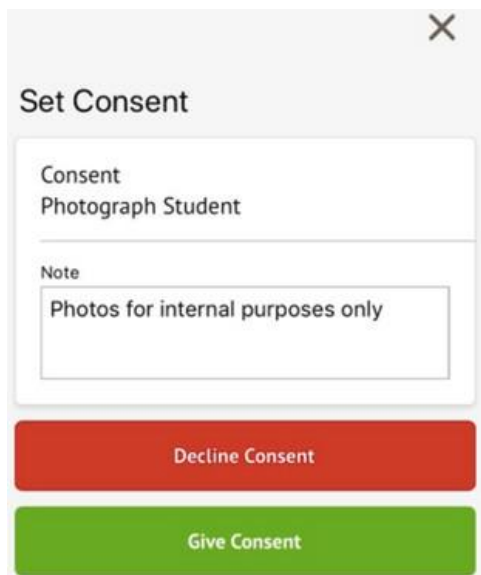
1. Click on a notice.
2. A slide over will appear where you can add the required information.
3. Once you've filled in all the information, the notices will disappear
4. You can edit the information by clicking on the data further down your child's profile.



Consents

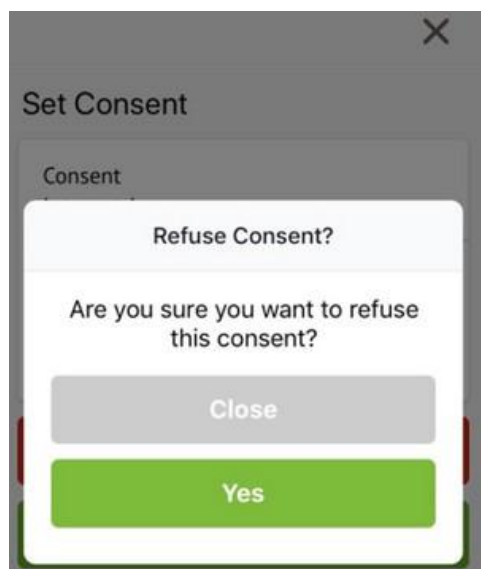
For consents, you need to either Give or Decline consent.

Arbor App



The 'Set Consent' screen in the Arbor App shows a consent type of 'Photograph Student'. Below this, there is a 'Note' field containing the text 'Photos for internal purposes only'. At the bottom of the screen, there are two large buttons: a red 'Decline Consent' button and a green 'Give Consent' button.

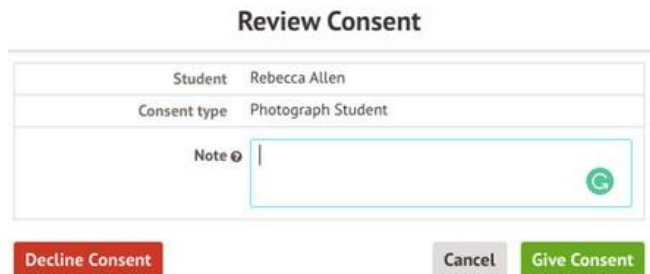
If you choose to decline the consent, you will be asked to confirm your choice.



This screen is a confirmation dialog titled 'Refuse Consent?'. It asks the user, 'Are you sure you want to refuse this consent?'. There are two buttons at the bottom: a grey 'Close' button and a green 'Yes' button.

You'll need to contact your school if you need to change whether you've consented or not. This is not possible to change through the Parent Portal, but you can see your consents at the bottom of the page. Click for more information.

Parent Portal



The 'Review Consent' screen in the Parent Portal shows details for a student named Rebecca Allen. The consent type is 'Photograph Student'. There is a 'Note' field which is currently empty. At the bottom, there are three buttons: a red 'Decline Consent' button, a grey 'Cancel' button, and a green 'Give Consent' button.

You'll need to contact your school if you need to change whether you've consented or not. This is not possible to change through the Parent Portal, but you can see your consents at the bottom of the page.

Consents	
Photograph Student	Rejected by Jonathan Allen on 12 May 2021



The 'Consent' screen in the Parent Portal shows 'Consent Details' for a 'Photograph Student' consent. The details include: 'Consent type: Photograph Student', 'Requested date: 12 May 2021', 'Status: Declined (12 May 2021)', and 'Response by: Jonathan Allen'. A 'Close' button is located at the bottom right.

When you have provided all the information required, the page will display that there are no more notices.

Mine and other guardian's contact details

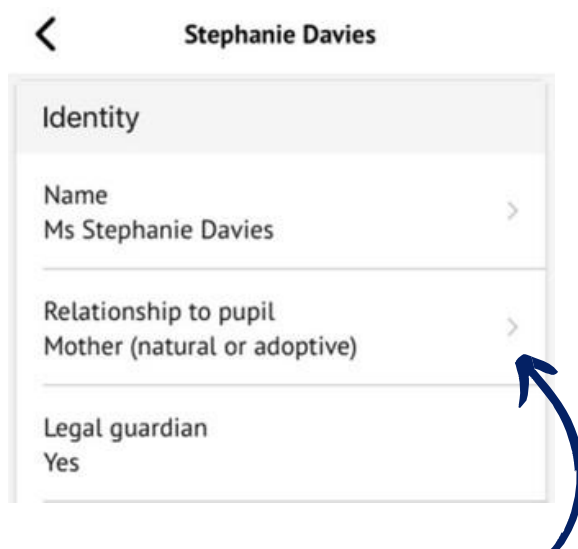
The Family, Guardians & Contacts section displays all guardians linked to the student's profile. You can only see and update your own details.

If you need to update another guardian's details, they will need to log in and update if they are a primary guardian, or you can contact your school to make any changes for you.

Arbor App

On the Student Profile page, scroll down to the Family, Guardians & Contacts section. It will show only the names of your child's other family members, and your information.

- To add a new contact click Add Family member, guardian or contact.
- To amend your information, click your name.



< Stephanie Davies

Identity	
Name	Ms Stephanie Davies >
Relationship to pupil	Mother (natural or adoptive) >
Legal guardian	Yes

You can also add or amend information anywhere where you see an arrow icon on the right-hand side. Click the information to amend it.

In-App Messages

We will be using in-app messages instead of SMS messages from September 2023. Please ensure you know how to access these messages.

What information will we send via in-app message?

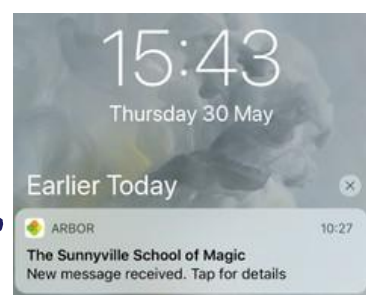
Attendance, Consent and Letters.

How can I read and send in-app messages via the Arbor App?

Reading in-app message sent from the school:

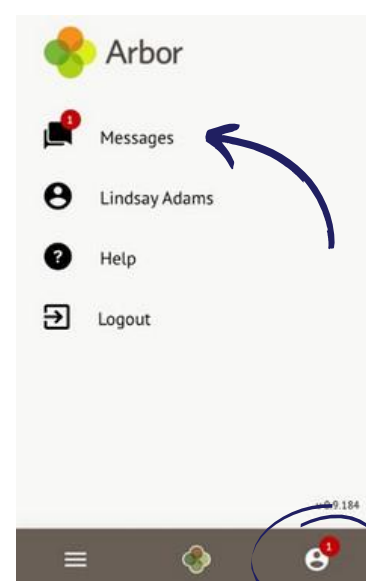
1

Tap the notification and log into the app to be able to view the message.



2

In the App, you'll see a notification at the bottom right of your screen. Click this notification, then click Messages to see your messages.

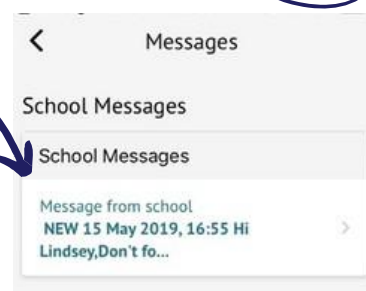


3

All new messages are marked as 'NEW' and are written in bold. Read messages will be written in normal text.

4

Click the message to view it.



5

Click a link in an in-app message to open the page in your default web browser app (e.g. Safari, Chrome etc).

Sending a message via the Arbor App

1 Click a message

2 Click the 'Respond' button to reply

3 Type the message

4 Then click send

5 The Messages page will then show your message.

Message From School

Received
15 May 2019, 16:55

Sent by
The Sunnyville School of Magic

Message

Hi Lindsey,Don't forget to pay for the upcoming museum trip!Sunnyville School

Respond

Message From School

Received
15 May 2019, 16:55

Sent by
The Sunnyville School of Magic

Message

Hi Lindsey,Don't forget to pay for the upcoming museum trip!Sunnyville School

Respond

Write Message

My Message

Responding to
The Sunnyville School of Magic

My message
Thank you

Send Message

School Messages

School Messages

My message to school
15 May 2019, 16:57 Thank you... >

Message from school
15 May 2019, 16:55 Hi Lindsey,Don't fo... >

How can I read and send in-app messages via Parent Portal?

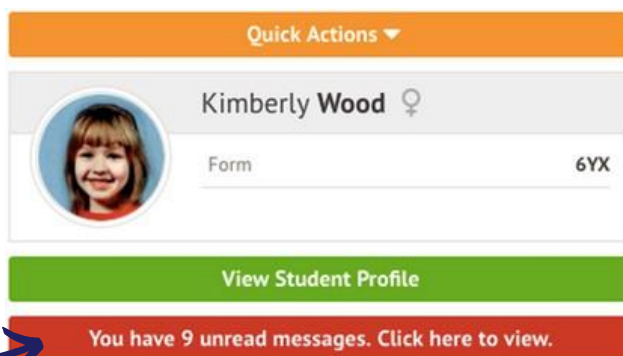
Reading a message sent from the school

1

You can see if you have any unread messages in the top-right of your Arbor Homepage.

2

Click the message button to view all In-app messages received.



3

You should now be able to see all messages received and all messages you have sent to school. All new messages are marked as 'NEW' and are written in bold. Read messages will be written in normal text.

School Messages

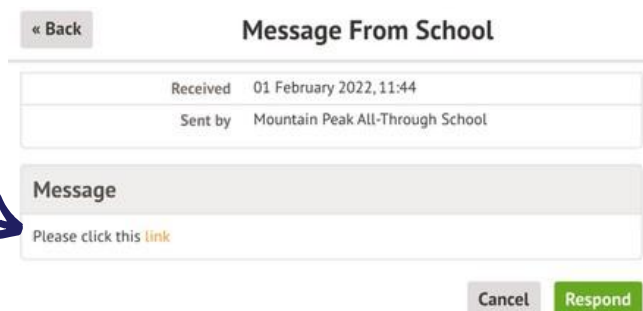
School Messages			Send new message
My message to school	22 April 2020, 10:03	Hey...	▶
My message to school	22 April 2020, 09:59	Xhdhdbe ...	▶
My message to school	22 April 2020, 09:59	Fghhh Ghhdhbd...	▶
My message to school	22 April 2020, 09:58	Hshshdvd ...	▶

4

Click the message to view it.

5

Click a link in an in-app message to open the page in a new tab.



Sending a message via the Parent Portal

1

Click send new message button

School Messages

Send new message

School Messages		
My message to school	22 April 2020, 10:03	Hey...
My message to school	22 April 2020, 09:59	Xhdhdbbe ...
My message to school	22 April 2020, 09:59	Fghhhh Ghdhdbd...
My message to school	22 April 2020, 09:58	Hshshdvd ...

2

Type in your message

« Back

Write Message

My Message

Messaging to

Sunnyville School of Magic

My message*

Hello

Cancel

Send message

3

Then click 'send message'

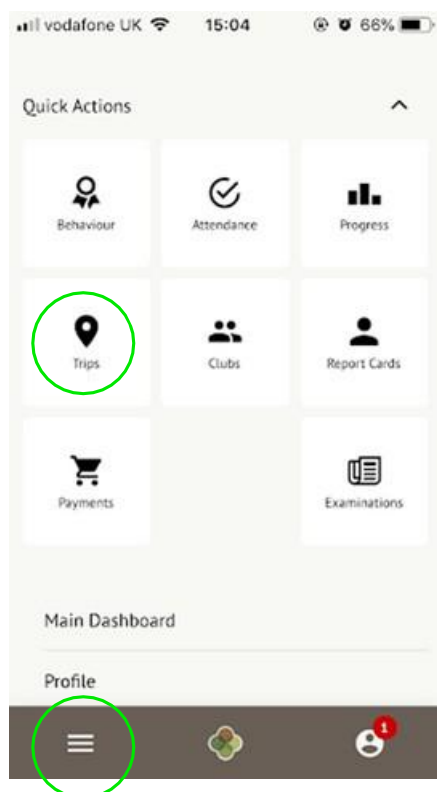
Trips

Registering a child for a trip using the Parent Portal or Arbor App is a simple process.

Please note that once you have signed up, you will need to contact your school if you would like to cancel participation or would like a refund.

Arbor App

1. To sign up for a trip, click the menu icon at the bottom left of your screen. Select Trips.

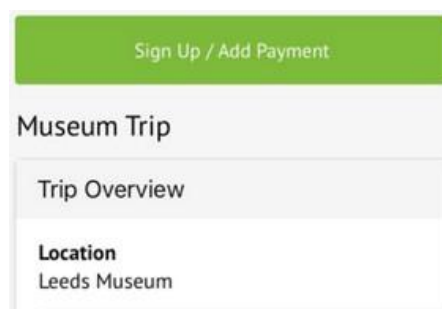


2. You will then be able to see all of your child's upcoming trips, and trips they are eligible for.



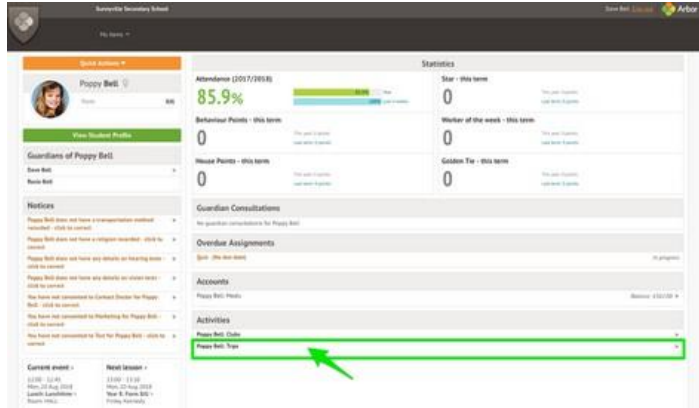
3. Select the trip to reach the Trip Overview.

4. Click the green button to sign up for the trip and pay if required.



Parent Portal

1. From the main Parent Portal page, click on the Trips field within the Activities section.



The Trips main page features three sections - Upcoming Trips are any trips the child is currently registered for, Past Trips are trips which have taken place and Trips Open are any trips that the child can currently be registered for.

2. To start registering a child for a trip, click on the desired trip in the Trips Open section.

School Trips

Molly's Upcoming Trips	
No results found	
Trips Open to Molly	
London Zoo	Trip Date(s): 14 Oct 2020, 14:12 - 15 Oct 2020, 14:12 Signup Window: 01 Sep 2020, 14:12 - 15 Oct 2020, 14:12
Garden adventures	Trip Date(s): 25 Nov 2020, 14:48 - 15:48 Signup Window: 01 Sep 2020, 14:48 - 30 Oct 2020, 14:48
Calendar sales	Trip Date(s): 01 Jan 2021, 08:54 - 09:00 Signup Window: 01 Sep 2020, 08:54 - 30 Oct 2020, 08:54
Molly's Past Trips	
No results found	

3. On the Trip Overview page, you can see details relating to the trip such as date, time and price.

4. Click on Sign Up to begin the registration process.

« Back London Zoo Attachments

Registration Information

Registration status Molly does not have a place on this trip yet. Click 'Sign up for trip' button to register.

Trip Overview

Location	London Zoo
Description	Trip to London Zoo to see pandas!
Trip dates	14 Oct 2020, 14:12 - 15 Oct 2020, 14:12
Sign-up window	01 Sep 2020, 14:12 - 15 Oct 2020, 14:12
Price	£30.00
Voluntary contribution	Yes

Sign up Molly for trip

5. A slide-over menu will appear where you can add consent (if your school requires this) for the trip by ticking the checkbox and ticking Add Consent.

« Back Register Molly for Trip

Trip Price

Trip price	Free
------------	------

Previous Payments for This Trip

Already paid	£0.00
--------------	-------

Add Consent

Consent* ☐

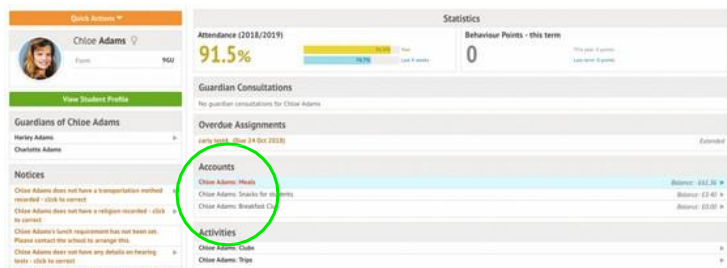
Cancel Add consent

6. Once consents have been confirmed, you will be taken back to the Trip Overview page. You will now see that the Status field will have been updated to confirmed (assuming consent was not refused).

7. When returning to the All Trips page, the trip will now be displayed in Upcoming Trips, rather than the Open Trips section.

Payments

To manage a meal account, go to Accounts and click Meals. For other accounts, select the account name.



Account Name	Balance
Meals	£12.50
Travels for events	£14.00
Breakfast Club	£10.00

Above the table on the balance page, the credit/debit amount of the student account will show. Debt amounts will show in **red**, credit amounts will show in **green**.

Clicking on a Payment will load a slide over with details of the lunches taken that day.

View Week beginning 01 Jan 2019: £0.00

Week beginning 01 Jan 2019: £0.00	
Tuesday	£0.00
Wednesday	£0.00
Thursday	£0.00

To make a Card Payment, click on the Top up account button.

Meals Balance: -£0.40

Term Summer Term

Summer Term Total Payments: £146.20

Top up account

View All Sections

Week beginning 19 Aug 2019: £4.40	
Monday	£2.20
Tuesday	£0.00
Wednesday	£2.20

Week beginning 12 Aug 2019: £11.00	
Monday	£2.20
Tuesday	£2.20

A slide over will load, where you can select the bill payer and payment amount. Please note the minimum payment amount is £2.

You can choose to pay now or to add your payment to your basket to pay later.

« Back Top Up Account by Card

Top-Up Details

Customer account Molly Allen (Meals)

Bill payer* Carly McKelvey

Payment amount* £ 10

Narrative

Cancel Add to basket Pay now

In the pop-up, add in your card details then click Pay.

Make Payment

Card number 1234 1234 1234 1234

Expiration date MM / YY

Name on card

Security code (CVV/CVC) CVC

Cancel Pay £10.00

You may have to then authenticate your identity for the payment to go through. This is a requirement of the recently introduced Strong Customer Authentication (SCA) regulations. If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports. This could be:

- an SMS code,
- your mobile banking app
- another method