



Getting Started guide to Arbor

Log into the Parent Portal and the Arbor App

The Parent Portal and Arbor App let parents register their child for a club or trip, book parents' evening slots, and update their child's records all from their phone or computer. Parents can also check in on their child's attendance and also report their absence.

Arbor is only for parents at schools using the Arbor Management Information System (MIS), who have enabled the Parent Portal.

If you are having difficulty using Arbor, please contact your school. Please do not contact Arbor support 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 Arbor App?

The Arbor 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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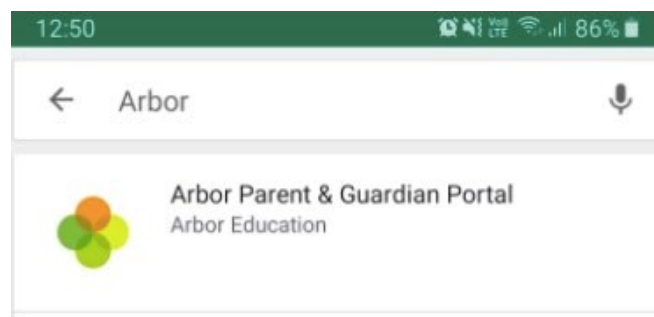
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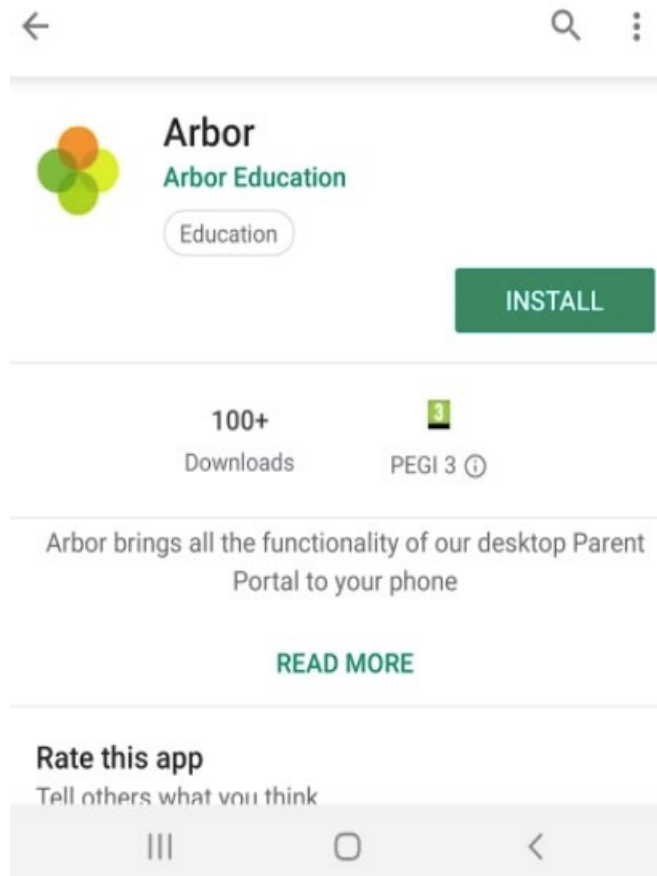
How to download the Arbor Parent Portal App

Android

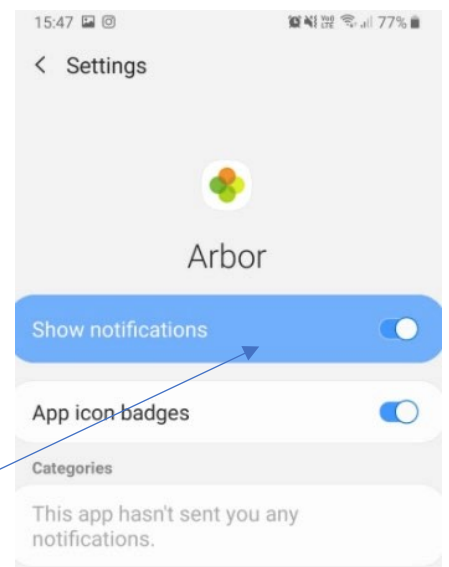
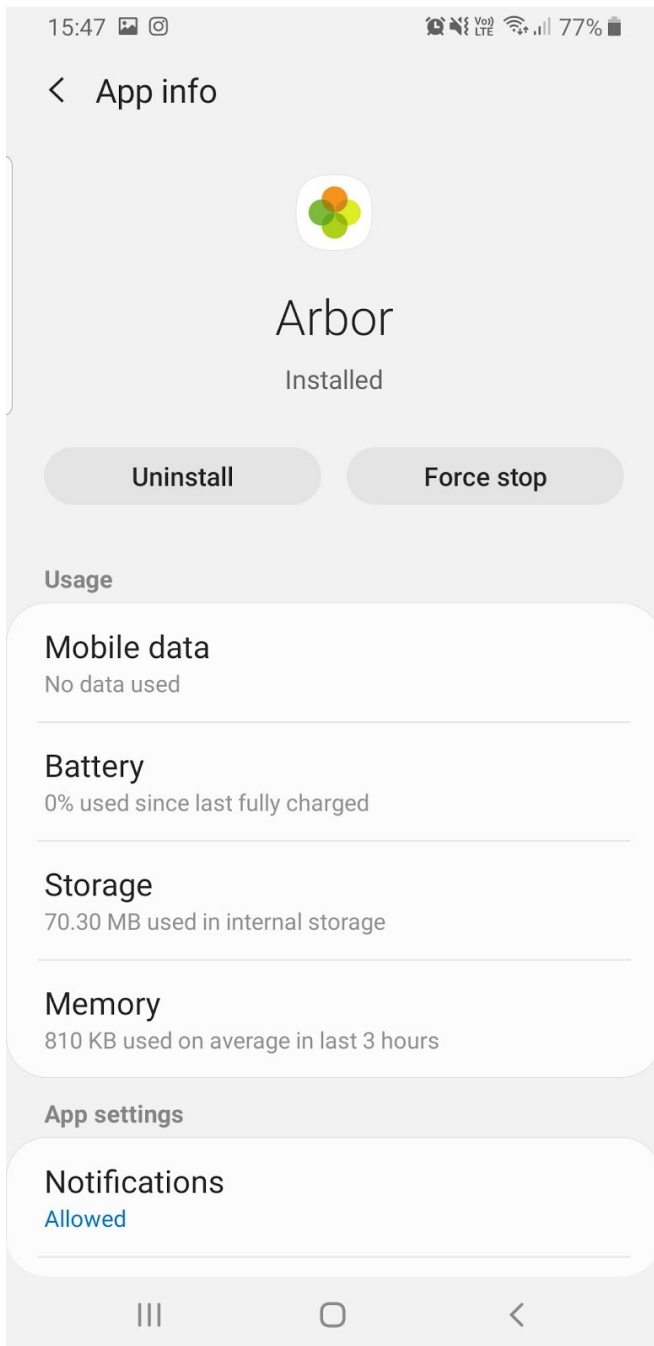
Go to your Play store and search for 'Arbor'. Click the top option.



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



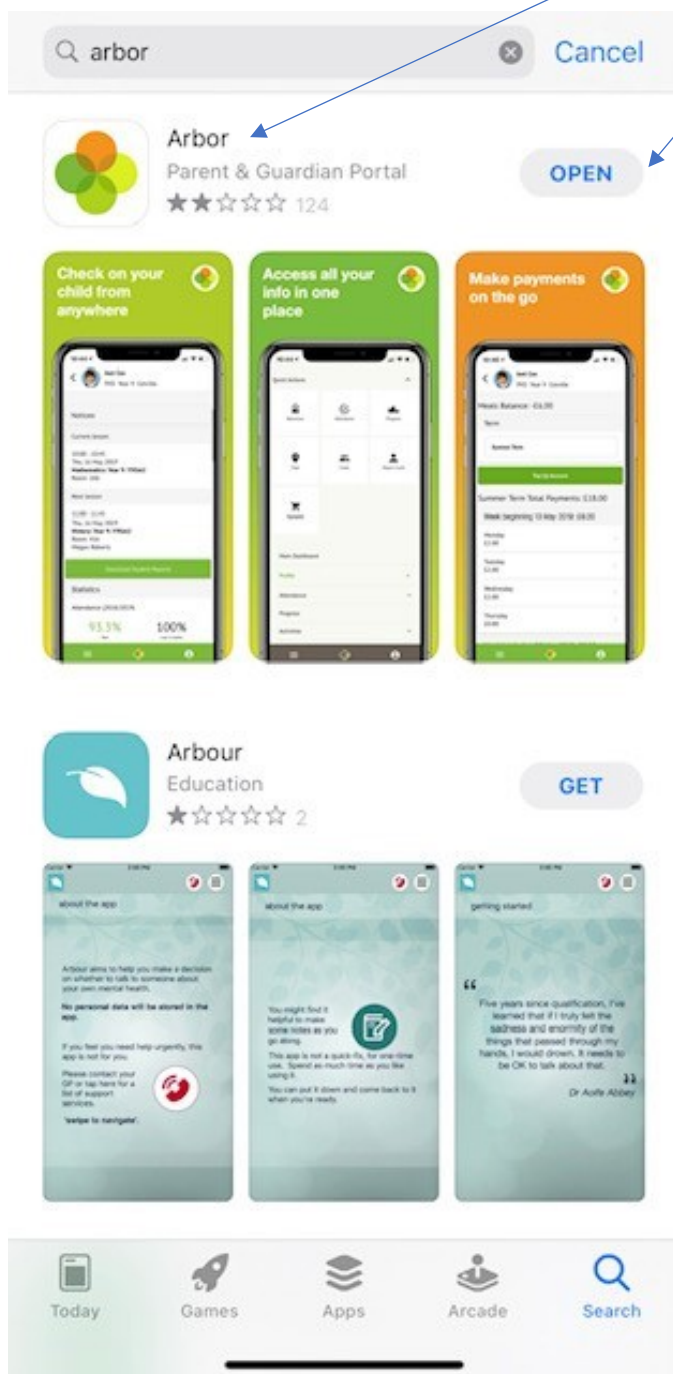
You can turn Push Notifications on or off at any time by going to your **Settings** on your phone. For example, on a Samsung Galaxy S8, go to **Settings > Apps > Arbor > Notifications**.



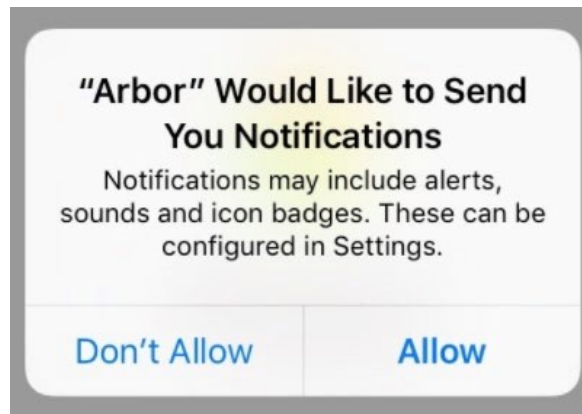
Tap the slider to turn Push Notifications on and manage your settings.

iOS

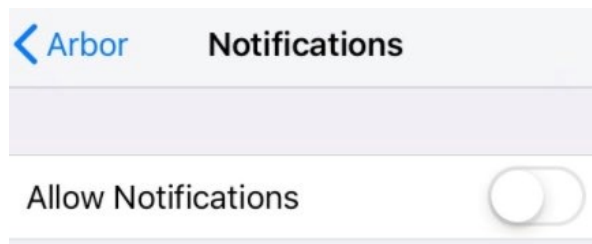
Go to your App Store and search 'Arbor'. Click the top option. Click **Get** to download the Arbor App. (Image shows 'open' as it is already downloaded on this device)



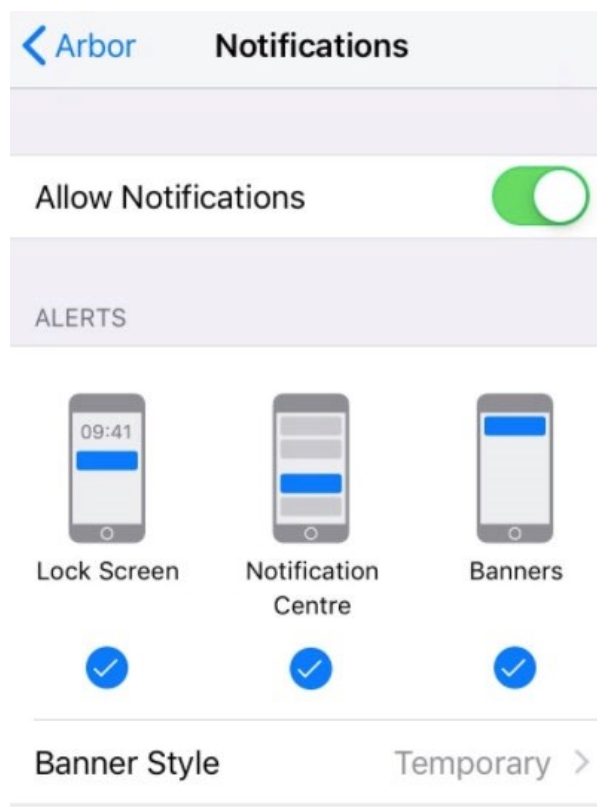
When you download the Arbor App, you will receive a prompt to receive notifications from Arbor. Make sure you select Allow to enable your school to send you push notifications. This will ensure you receive a notification when you have a new In-app message.



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 you banner style to Permanent, so it doesn't disappear.



How to login to Arbor using the Parent Portal App

Logging in for the first time

When we enable the Parent Portal and the Arbor App, we 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.

You won't be able to do this through the app, as the links in our reset password emails only work with a browser. You can reset your password using a computer or using a mobile browser on your phone or tablet.

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

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

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.

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.

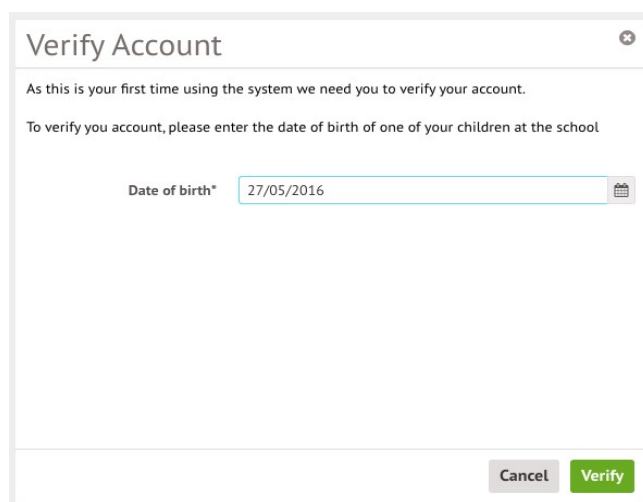
 View user terms & conditions

☒ 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!

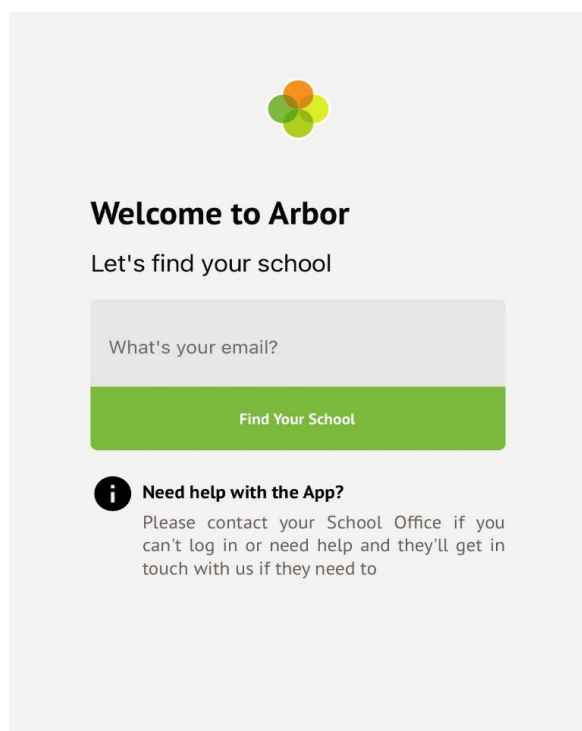
You can then close your browser and switch to using the app.



A dialog box titled "Verify Account" with a close button in the top right corner. The text inside reads: "As this is your first time using the system we need you to verify your account." followed by "To verify you account, please enter the date of birth of one of your children at the school". Below this is a label "Date of birth*" and a text input field containing "27/05/2016" with a calendar icon to its right. At the bottom right are two buttons: "Cancel" and "Verify".

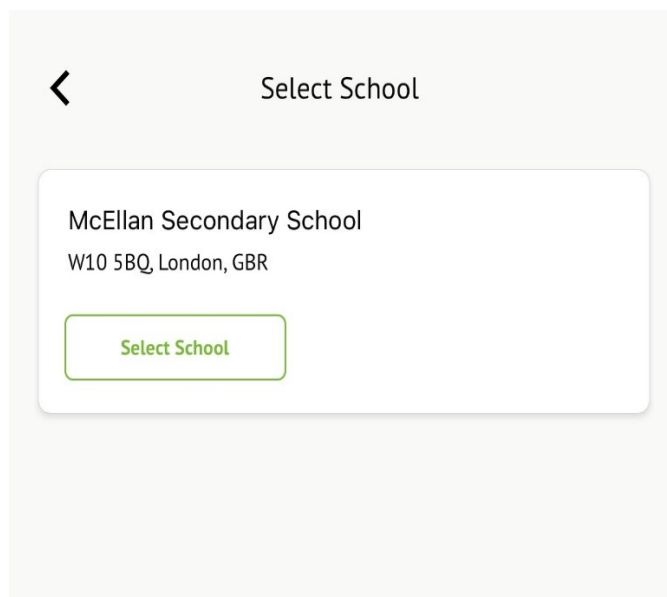
Logging in using the app

Select the Arbor app you have installed on your mobile device, and you will be presented with the following screen. Enter the email address you provided Oaklands Primary Academy for contacting you and then select 'find your school'.



The Arbor app login screen features a logo at the top consisting of four overlapping circles in orange, yellow, and green. Below the logo, the text "Welcome to Arbor" is displayed in bold, followed by "Let's find your school". A light gray input field contains the placeholder text "What's your email?". Below this is a prominent green button labeled "Find Your School". At the bottom, there is an information icon (a lowercase 'i' in a circle) followed by the heading "Need help with the App?". Below this heading, the text reads: "Please contact your School Office if you can't log in or need help and they'll get in touch with us if they need to".

If you have entered the email address you provided Oaklands Primary Academy correctly, you will be able to select the school on the following screen. (Image below is for demonstration purposes only, it will show Oaklands Primary Academy)



Upon selecting the school, you will be asked to enter your password. If the password you have provided is correct, you will then be able to see the details of your child/children.

How to login to Arbor using the Parent Portal website

Now your password has been set up, you can log into the Parent Portal by going to <https://login.arbor.sc> and inputting your email 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.

Log in

Log in

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

Need some help?

For help with Arbor Parent Portal or Arbor Management Information System (MIS) for 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](#)

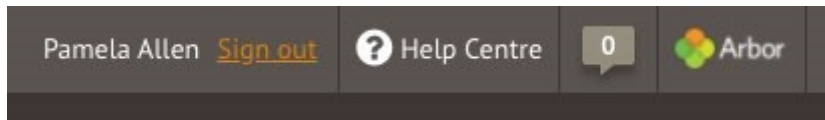
Looking for Arbor Insight?

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

Sign up for Arbor Insight

For help with Arbor Insight, call us on [0207 043 1830](tel:02070431830) or email insight@arbor-education.com

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

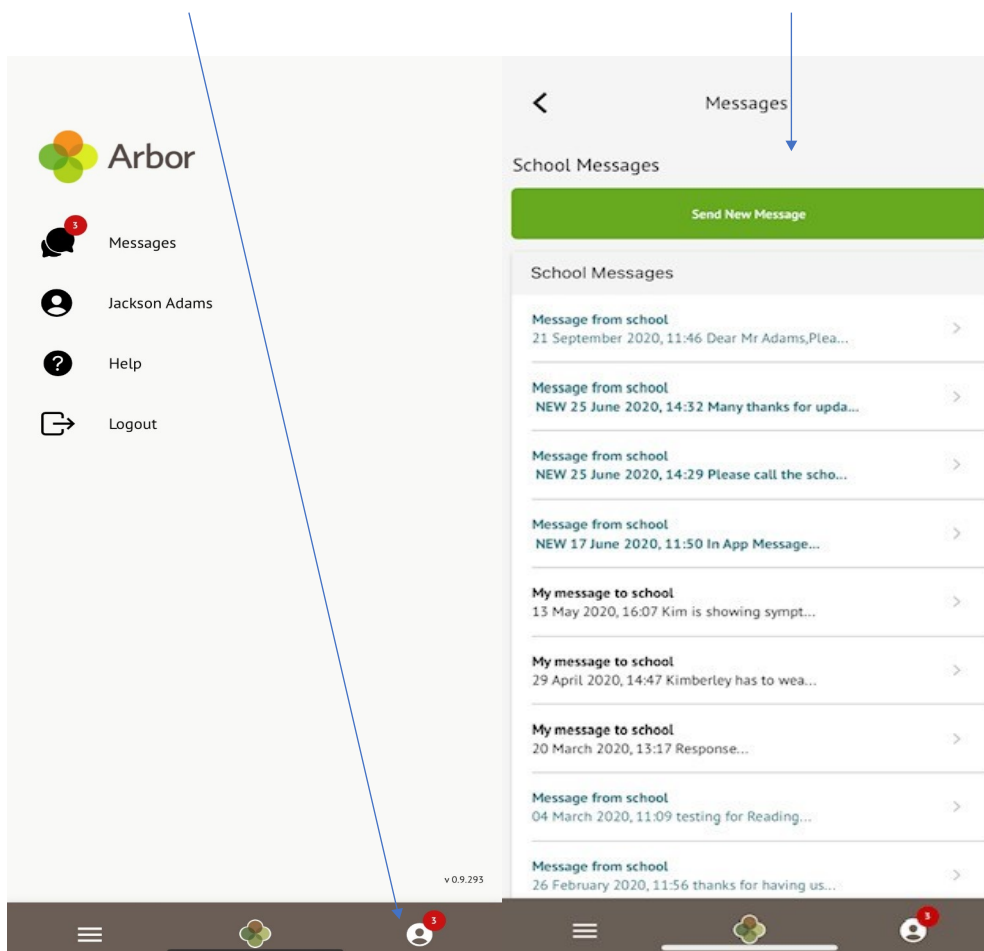


You will also be automatically logged out after a period of two hours of inactivity. If you click back into your Arbor tab just before the time is up, you can choose whether to remain logged in.

How to check for important communications from Oaklands Primary Academy regarding your child

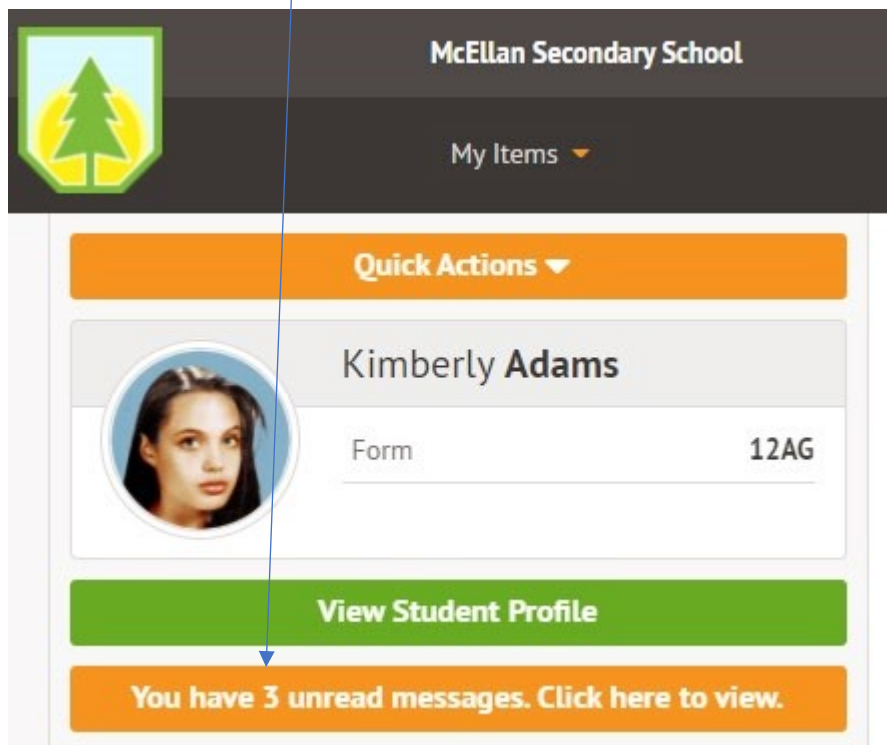
Using the app

Look to the bottom right of the app screen when logged in and you will see the 'person' icon, if it has a red filled circle with a number showing, this informs you of how many notifications you have. Click this icon to be taken to the notification list.



Using the parent and guardian portal

The top left of the screen you will see an orange button stating 'you have (number) unread messages. Click here to view', click here to view the unread messages.



Useful Link

[Parent Portal and the Arbor App as a parent](#)

The all-in-one place to find guides to Arbor as a parent and or guardian.