

Parent Guide to Arbor



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Introduction

From September 2023 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.



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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.	Notifciations 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 Forgotten 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!

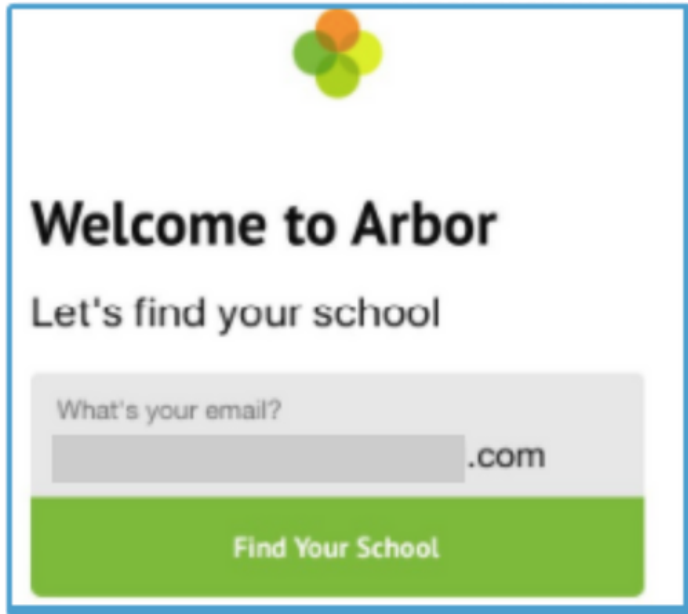
8 You can then close your browser and switch to using the app.



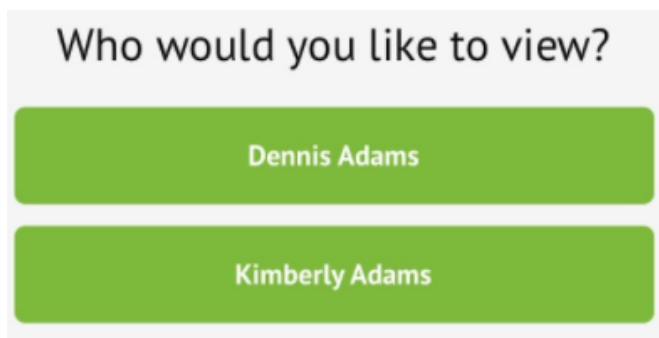
Logging In

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 with orange, green, and yellow leaves. 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.

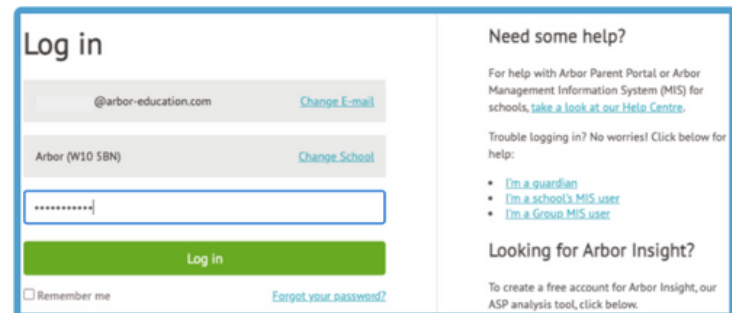
The image shows a screen titled 'Who would you like to view?'. Below the title are two green buttons with white text. The first button says 'Dennis Adams' and the second button says 'Kimberly Adams'.

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 a text input field for an email address (placeholder '@arbor-education.com') and a 'Change E-mail' link. Below that is a dropdown menu for school selection (placeholder 'Arbor (W10 SBN)') and a 'Change School' link. There is a password input field with a masked password '*****'. A large green 'Log in' button is at the bottom of the login section. To the left of the button is a 'Remember me' checkbox. To the right of the button is a 'Forgot your password?' link. On the right side of the screen, there is a 'Need some help?' section with a link to the 'Help Centre'. Below that is a 'Looking for Arbor Insight?' section with a link to create a free account.

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



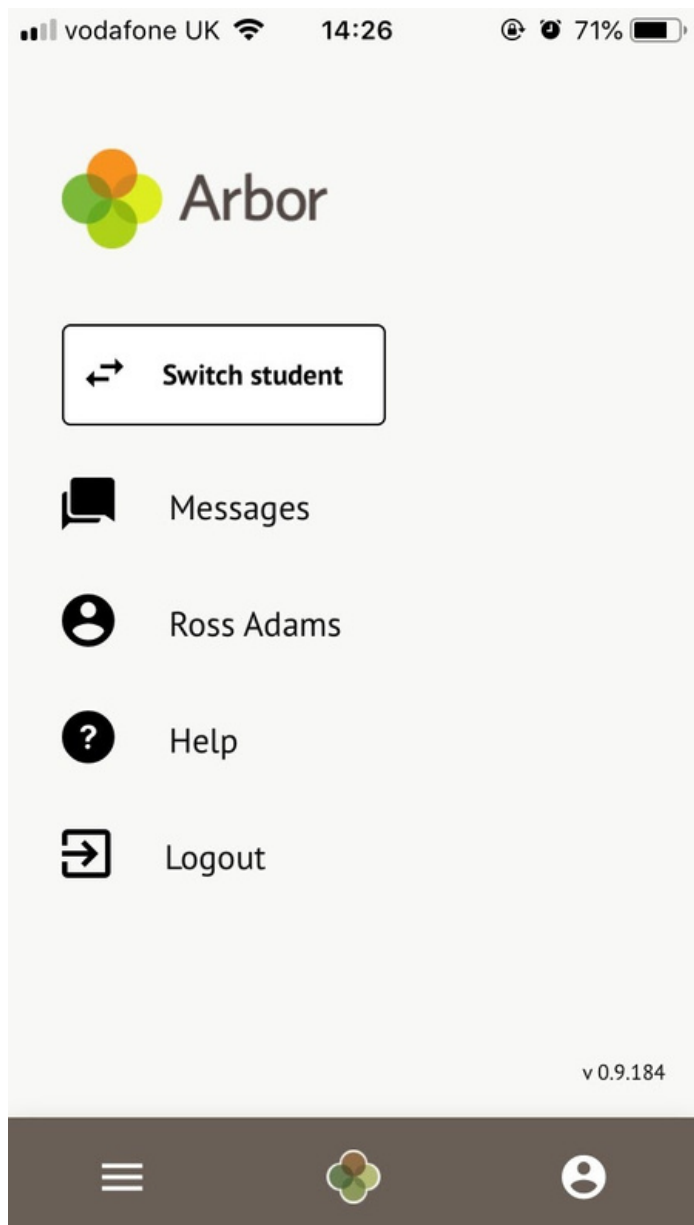
Logging Out

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.

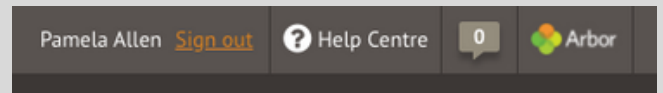
Log out from within the App

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

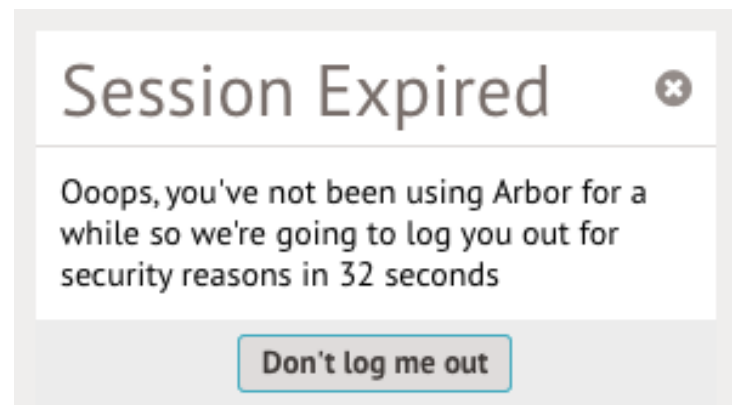


Parent Portal

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.



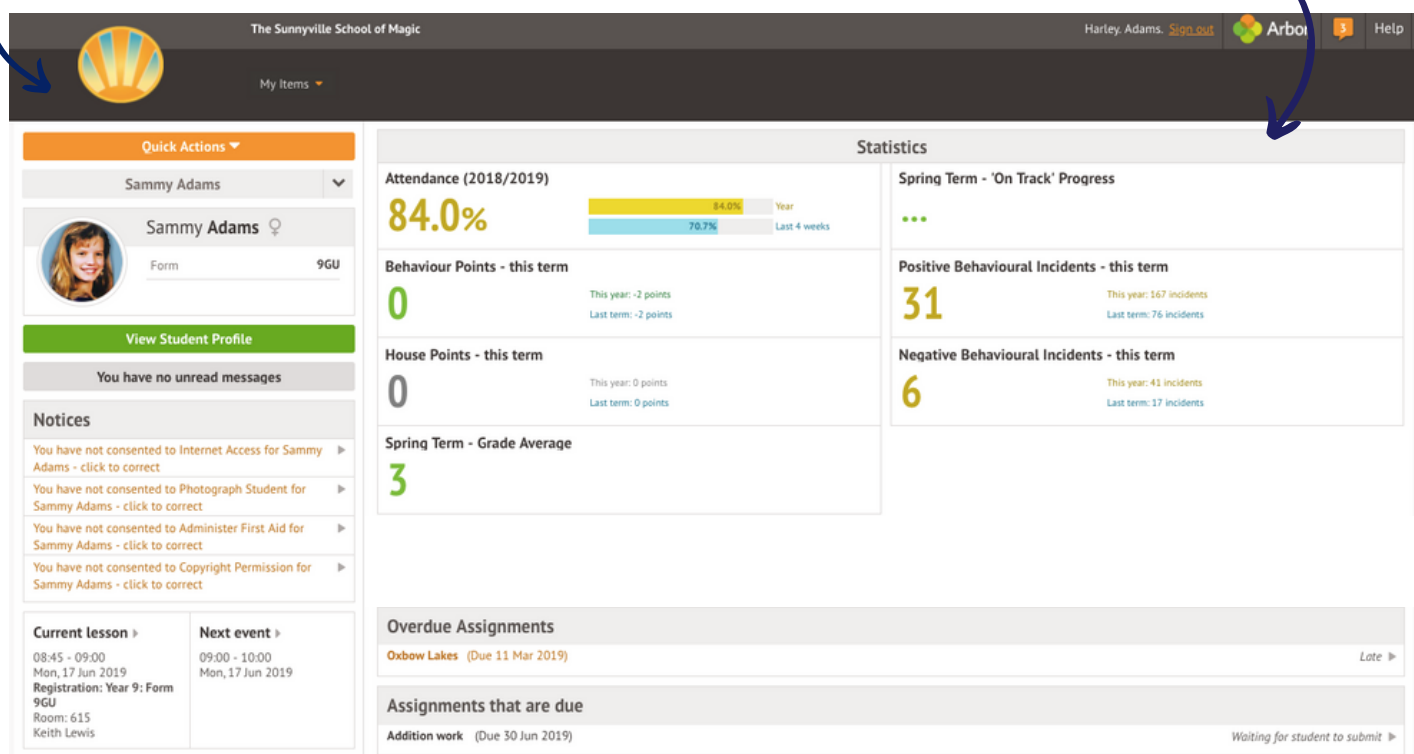
Once you have logged in

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.



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



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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.

Megan's page

Main Dashboard

Profile

Calendar

Attendance

Progress

Activities

Behaviour

Curriculum Tracking

Examinations

Report Cards

Accounts

Guardian Consultations



Megan Hill ♀

Form	1ONE	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.

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



Mason Bell

2RH

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.

Rebecca Allen

Form

Phone

DOB

Gender

Tutor

Notices

Rebecca Allen does not have a transportation method recorded - click to correct

Rebecca Allen does not have a religion recorded - click to correct

Rebecca Allen does not have any details on hearing tests - click to correct

Rebecca Allen does not have any details on vision tests - click to correct

Add mode of travel for Rebecca Allen

Mode of travel* Public bus

Notes

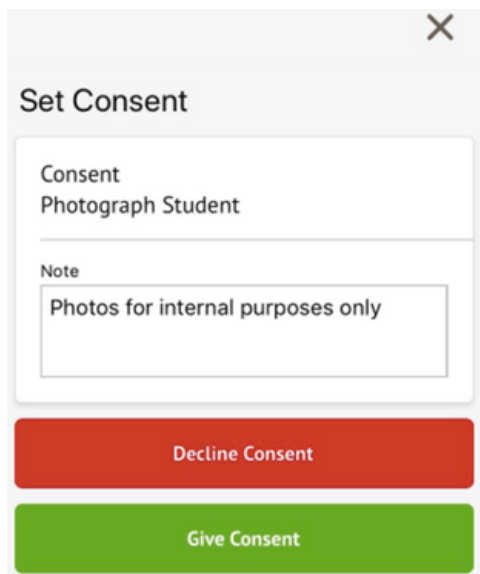
Cancel Add mode of travel



Consents

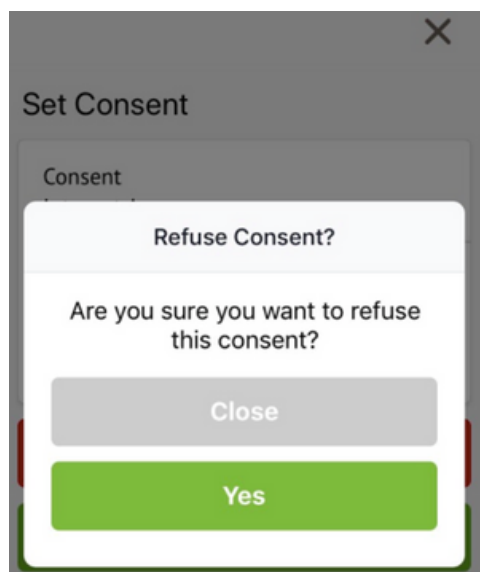
For consents, you need to either Give or Decline consent.

Arbor App



The screenshot shows the 'Set Consent' screen in the Arbor App. At the top, there is a close button (X). Below it, the title 'Set Consent' is displayed. The main content area has a 'Consent' section with the text 'Photograph Student'. Below this is a 'Note' section with a text box containing 'Photos for internal purposes only'. At the bottom, there are two large buttons: a red 'Decline Consent' button and a green 'Give Consent' button.

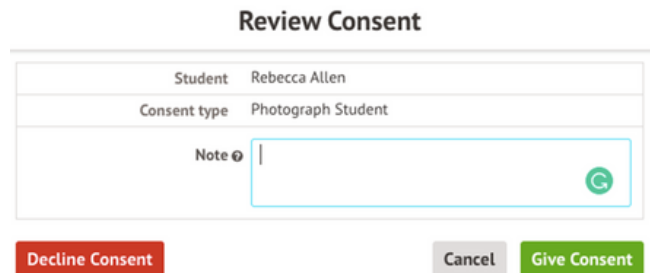
If you choose to decline the consent, you will be asked to confirm your choice.



The screenshot shows a confirmation dialog box titled 'Refuse Consent?'. The text inside asks '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.

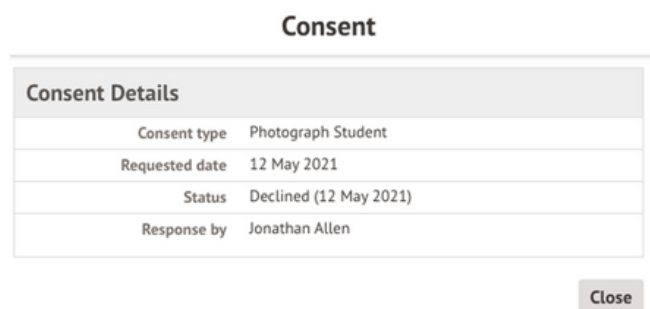
Parent Portal



The screenshot shows the 'Review Consent' screen in the Parent Portal. It features a table with the following information: Student: Rebecca Allen, Consent type: Photograph Student. Below the table is a 'Note' field with a text box and a green circular icon. 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 screenshot shows the 'Consent' screen in the Parent Portal. It features a table with the following information: Consent type: Photograph Student, Requested date: 12 May 2021, Status: Declined (12 May 2021), Response by: Jonathan Allen. At the bottom right, there is a grey 'Close' button.

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



Mine and other guardians' contact details

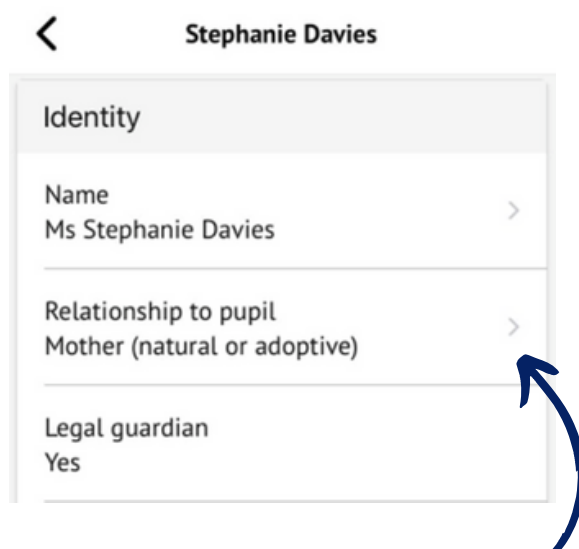
The Family, Guardians & Contacts section displays all guardians linked to the student's profile. You can only see and update your own details.

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?

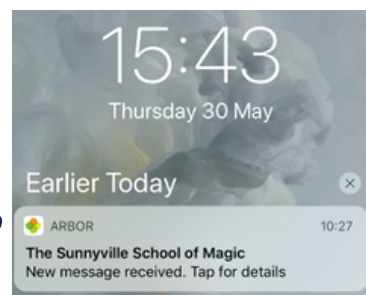
Attendance, Consent and Letters.

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

Reading in-app message sent from the school:

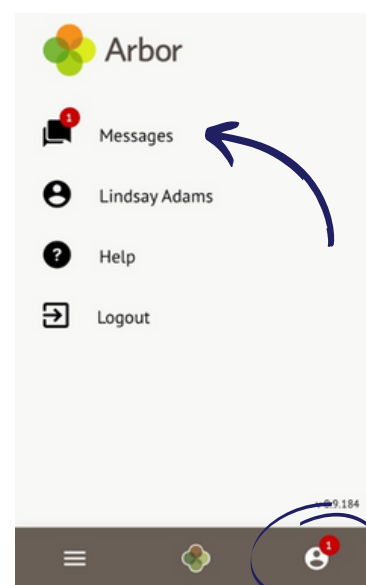
1

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.

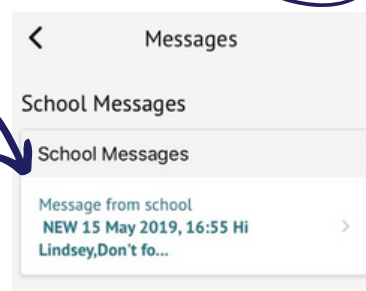


3

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).



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How can I read an in-app message 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.

Quick Actions ▾

 **Kimberly Wood** ♀

Form 6YX

[View Student Profile](#)

You have 9 unread messages. Click here to view.

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	Xhdhdb ...	▶
My message to school	22 April 2020, 09:59	Fghhh Ghdhdbd...	▶
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.

« Back

Message From School

Received	01 February 2022, 11:44
Sent by	Mountain Peak All-Through School

Message

Please click this [link](#)

[Cancel](#) [Respond](#)

Many thanks to Manchester Academy, also part of United Learning, for sharing this document template with us.



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