



Introduction to Arbor Parents and Carers

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Getting started - Log into the Parent Portal and the Arbor App

The Parent Portal and Arbor App let parents receive communications and update their child's records (for example, a change of address, new medical condition or changes to parents' contact details). Please be aware that not all functions in Arbor are currently in use – we are starting with the Management Information System and Communications elements – additional features such as registering for clubs or trips, booking parents evening slots and manage payments will be added over time.

If you have any problems using Arbor, please contact the school office

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.

You can see more about the Arbor App here: <https://youtu.be/kFCuC1NyH5U>

How do I get started with the Arbor App?

Downloading the Arbor App

Go to the App Store (iPhones) or Play Store (Android) and search for Arbor. Click **Install** or **Get** to install the app and then click **Open** to log-in.

Enabling push notifications

Android:

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:

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.

Logging in

Logging in for the first time

You will receive a welcome email which 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.

The welcome email will look like this:

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**. You'll then receive another email. Click the link in this email to set your password. The second email will look like this:

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**. Click to accept the terms and conditions.

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.

Logging-in to the Parent Portal

Now your password has been set up, you can log into the Parent Portal by going to login.arbor.sc and inputting your email address and password. 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](#).

Logging into the Arbor App

Now your password has been set up, you can log into the Arbor App. Add in your email address. Select the school to log into. Enter your password, then click **Log in**.

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.

Using Arbor

Your Homepage Dashboard

The dashboard is the first screen that you will see. This gives a quick glance of the student's daily timetable, behaviour points, meals, notices, current attendance and progress. **NB: Not all of these functions are currently in use, so you may not see all of these options.**

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

The screenshot shows the Arbor Parent Portal dashboard for a student named Sammy Adams. The page is titled 'The Sainsbury School of Magic' and includes a user profile for Sammy Adams (Year 9, 900). The dashboard is divided into several sections:

- Statistics:** Attendance (2018/2019) at 84.0%, Behaviour Points (0), House Points (0), Spring Term - Grade Average (3), Spring Term - On Track Progress (***), Positive Behavioural Incidents (31), and Negative Behavioural Incidents (6).
- Guardian Consultations:** Parents Evening (29 Jun 2019, 10:00 - 16 Jun 2019, 19:00).
- Overdue Assignments:** Outdoor Literacy (Due 31, Mar 2019).
- Assignments that are due:** Additional work (Due 30 Jun 2019).
- Notices:** A list of notices regarding internet access, participation, administration fees, and copyright permission.
- Current lesson:** 08:45 - 09:00, Mon, 27 Jun 2019, Registration Year 9: Form 90A, Room: 615, Room: Litres.
- Next event:** 09:00 - 10:00, Mon, 17 Jun 2019.

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.

On the Arbor App

Click the profile icon at the bottom right of your screen and click **Switch student**. If this is the first time you are viewing information for this child, you will have to confirm their birth date.

Available data on your child

You will be able to click on different parts of the home page to view more data on your child. Please be aware that we are not currently using all aspects of the Arbor system and so you will not see all of the possible options.

For example, clicking the attendance percentage will bring up the attendance page which breaks down the attendance figures into present, late, or absent.

Once you've clicked on Attendance or another item, you will see a menu appear like so in the left-hand side of the page you are now on:

The screenshot shows the 'Megan's page' interface. On the left is a navigation menu with the following items: Main Dashboard, Profile, Calendar, Attendance (expanded), Summary (highlighted), By Date, Progress, Activities, Behaviour, Curriculum Tracking, Examinations, Report Cards, Accounts, and Guardian Consultations. The main content area is titled 'Recent Attendance for Megan Hill' and contains two tables.

Statistics for Academic Year 2018/2019	
Possible sessions	404
Present	398 sessions (98.51%)
Late	12 sessions (3.02%)
Authorised absent	6 sessions (1.49%)
Unauthorised absent	0 sessions (0.00%)

Recent Attendance (12 Jun 2019 - 19 Jun 2019)	
Present	9 sessions (100.00%)
Late	0 sessions (0.00%)
Authorised absent	0 sessions (0.00%)
Unauthorised absent	0 sessions (0.00%)

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 user interface for a student profile. On the left is a navigation menu with options like 'Main Dashboard', 'Profile', 'Calendar', 'Attendance', 'Progress', 'Activities', 'Behaviour', 'Curriculum Tracking', 'Examinations', 'Report Cards', 'Accounts', and 'Guardian Consultations'. The main content area is for 'Megan Hill'. It includes a profile picture, a form number '50NE', year 'Year 10', and house 'Rosie Hall'. Below this is a 'Notices' section with three items: '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'. A 'Student Details' table follows, listing Name (Megan Hill), Gender (Female), Date of birth (10 May 2004), Ethnicity (Pakistani), Religion (Not recorded - click to add), Language (English (Native speaker)), and Service child (No). On the right, an 'Instructions' box explains that information marked with an arrow can be edited. At the bottom right is a green 'Add Information' button.

Seeing and updating my child's information on the Parent Portal or Arbor App

The **Student Profile** on the Parent Portal gives you an overview of the student's personal details. To get to the student profile select the green **View Student Profile** button.

The screenshot shows a student profile card for 'Rebecca Allen'. It features a circular profile picture, the name 'Rebecca Allen', a form number '1MJ', and a green button at the bottom labeled 'View Student Profile'. Above the card is an orange bar with 'Quick Actions' and a dropdown arrow.

Notices and consents

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

On the Parent Portal

You can also see these on your Homepage, under the **View Student Profile** button.

To update this information, click on a notice. A slide over will appear where you can add the required information.

The screenshot shows a notice on the Parent Portal. At the top is a green button labeled 'View Student Profile'. Below it is a grey bar with the text 'You have no unread messages'. Underneath is a 'Notices' section with one notice: 'You have not consented to Photograph Student for Rebecca Allen - click to correct'. A right-pointing arrow is at the end of the notice.

Once you've filled in all the information, the notices will disappear - you can edit the information by clicking into the data further down your child's profile.

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



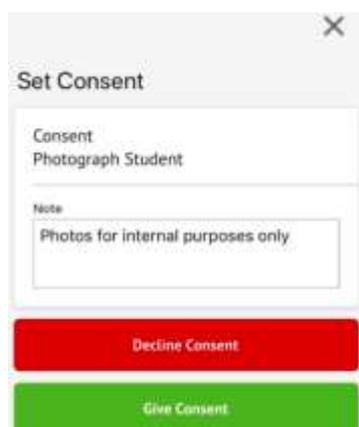
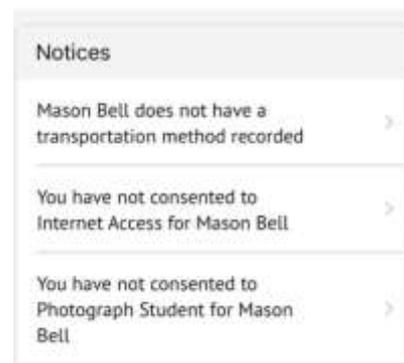
You'll need to contact the school office if you need to change whether you've consented or not. This is not possible to change through the Parent Portal, but you can see your consents at the bottom of the page.

On the Arbor App

To update this information, click on a notice.

Add the information, then click **Confirm**.

Once you've filled in all the information, the notices will disappear - you can edit the information by clicking into the data further down your child's profile.



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

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

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.

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

Contact Details

Student contact details

As a primary guardian, you can see and amend the child's contact details. You can only see postal addresses that you also live at with the child.

New contact details can be added by clicking **+Add**.

Student Contact Details		+ Add
Personal email	rebecca.allen@arbor-mail.com	▶
Mobile number	07700 900745	▶
Home number	020 8467 3814	▶
Home address	Lives with Pamela Allen. Hidden - hover over the question mark for details.	12 May 2021 - ongoing
Home address	29 Melrose Gardens London W6 7RN Rebecca Allen lives here This is a correspondence address	Ongoing ▶

You can edit or delete any contact details where there is an arrow symbol. Just click the field, click the **Edit** button, then edit or delete.

Edit Student Telephone Number

Please note - this is the telephone number for Rebecca Allen, not a guardian/emergency contact.

Number type* Mobile

Number* 4447700900745

Extension

Notes

Delete Cancel Save Changes

Yours 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.

You can add new contacts by following these instructions: [How to add new guardians and contacts for your child](#)

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.

Family, Guardians & Contacts		+ Add
Jonathan Allen	Father 07700 900572 (Mobile) 020 8467 3814 (Home) jonathan.allen@arbor-mail.com (Personal) 29 Melrose Gardens, London, London, W6 7RN Access Options Primary guardian Can collect Emergency contact	▶
Megan Allen	<i>You cannot see this guardian's details for security reasons</i>	

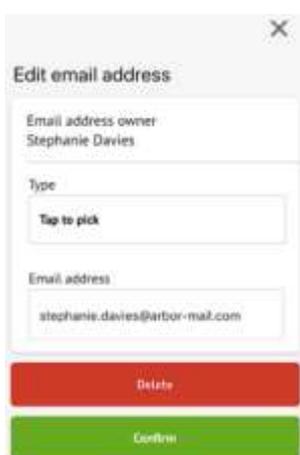
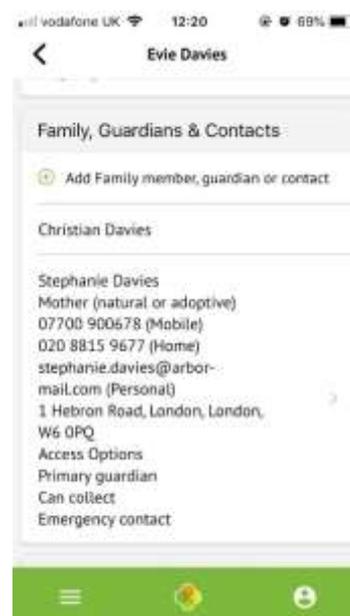
On the Arbor App

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.

On your profile, click the **Quick Actions** button to add key information quickly.

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.



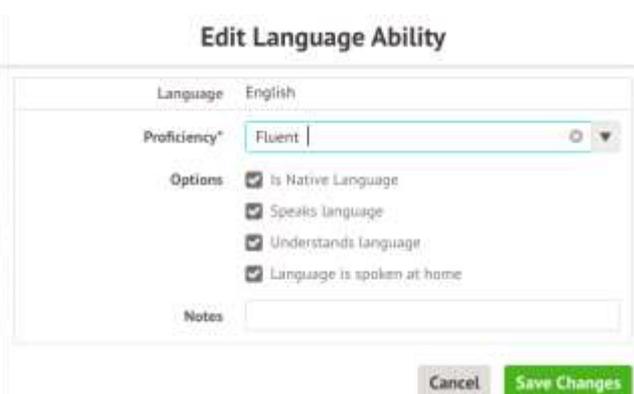
For example, when amending an email address, you will see this page. Please be aware that if you amend your default email address, you will have to log in using the new email address.

Other information you can view and amend

On the Parent Portal

The **Student Details** section contains the student's personal information. Any information with the ► symbol to the right of it can be amended.

Click on the student details you would like to amend, a slide over will then appear for you to update the information, once updated select **Save Changes**.



The **Meal Preferences & Dietary Requirements** section shows what any dietary requirements the student has and displays the current meal preferences.

To add another dietary requirement, click **+Add** and update the slide over.

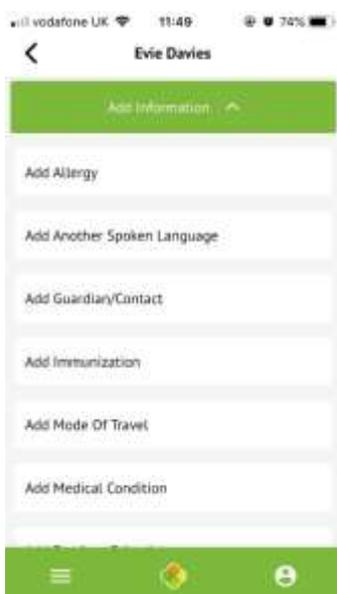


The **Medical** section will load all of the medical details linked to the students profile. This includes the student's Doctor, Medical Conditions, Immunisations etc depending on what you have added.

To update any of the sections, click on one of them. Amend the details on the slide over and click on **Save Changes**.

Medical		Add
Doctor	Not recorded - click here to add	▶
New medical condition	Penicillin Allergy	Pending ▶
Allergies	None recorded - click here to add	▶
Immunisations	None recorded - click here to add	▶
New hearing test	05 May 2021	Pending ▶
Hearing tested	Not recorded - click here to add	▶
New vision test	New Vision Test	Pending ▶
Vision tested	Not recorded - click here to add	▶
Handedness	Not recorded - click here to add	▶

On the Arbor App



You can quickly add information by clicking the **Add Information** button and selecting the information you would like to add.

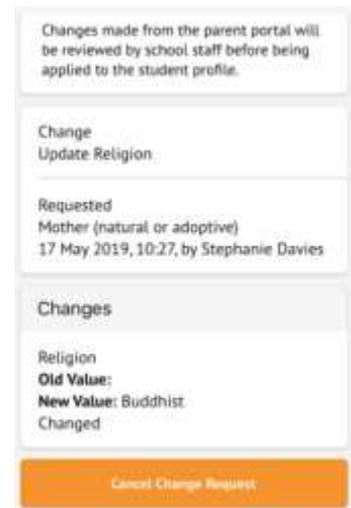
Once you have added the information, click the green button at the bottom.





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.

If you click on an item that is waiting for confirmation by your school for the changes to take effect, you can see the information, or cancel the change request.



In-app messages in the Parent Portal and Arbor App

You can see any in-app messages sent to you in the messages section of the Parent Portal or Arbor App. If you've enabled Push Notifications for the App, you'll get a push notification whenever you have a new in-app message, whether you are logged in or not.

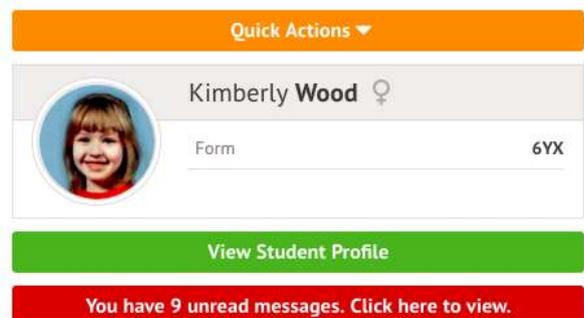
If you aren't receiving push notifications, or they vanish quickly, please follow [these instructions](#).

How can I read my in-app messages?

Through the Parent Portal

You can see if you have any unread messages in the top-right of your Arbor Homepage. Click this button to view all In-app messages received.

You can also get to the list of messages by going to the drop-down menu at the top of your screen and selecting **My Items > School Messages**.



You can 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.

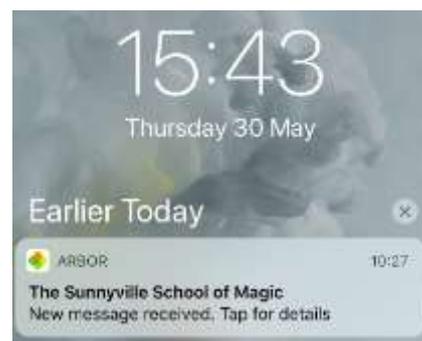
Click the message to view it.

Through the Arbor App

When using the App, you'll receive a Push Notification (if you have enabled this feature).

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

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.



All new messages are marked as 'NEW' and are written in bold. Read messages will be written in normal text. Click the message to view it.

More Information and Help

You can find out more about Arbor, get help and tips here: [Arbor Help](#)

Or, please speak to a member of staff in the school office who will be able to help you.

Email: airballoonhillp@bristol-schools.uk

Phone: 0117 903 0077