



Getting started - 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 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 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?

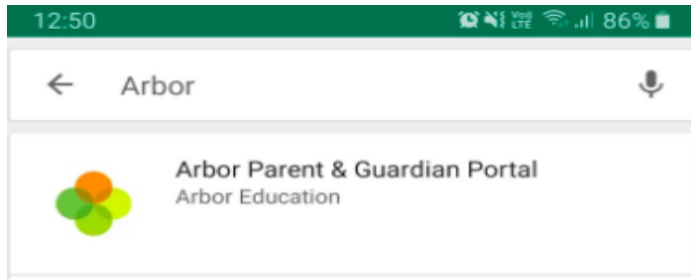
The Arbor App is the mobile version of our Parent Portal, for use on mobile devices such as smartphones and tablets. If your school has switched on the Parent Portal, you can download the App and begin using it straight away.

How do I get started with the Arbor App?

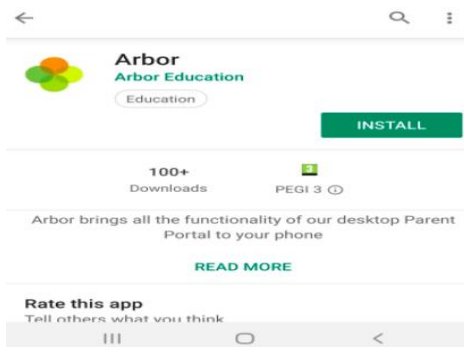
Downloading the Arbor App

Android

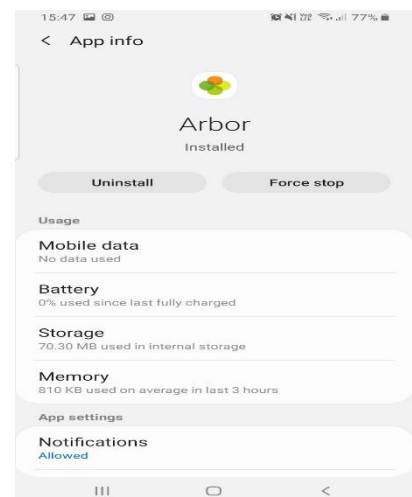
Go to your Play store and search for 'Arbor'. Click the top option.



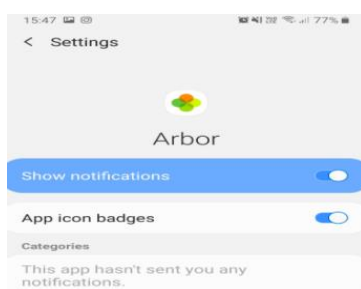
Click **Install** to download the Arbor App. Once it has installed, click **Open**.



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**.

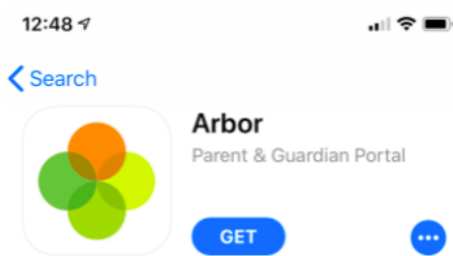


Tap the slider to turn Push Notifications on and manage your settings.

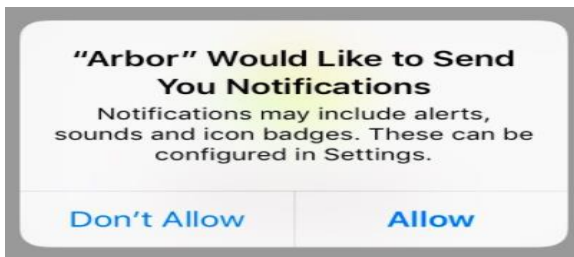




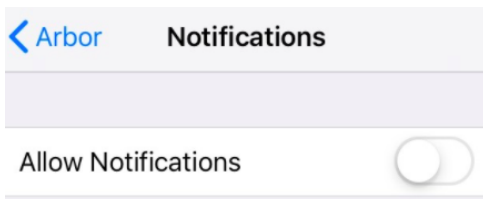
Go to your App Store and search 'Arbor'. Click the top option. Click **Get** to download the Arbor App.



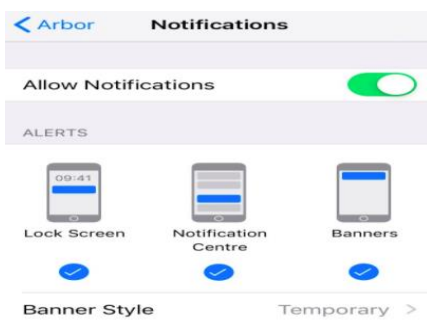
When you download the Arbor App, you will receive a prompt to receive notifications from Arbor. Make sure you select **Allow** to enable your school to send you push notifications. This will ensure you receive a notification when you have a new In-app message.



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

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 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.

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.

Click the link, then click **Forgot your password?**. 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

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

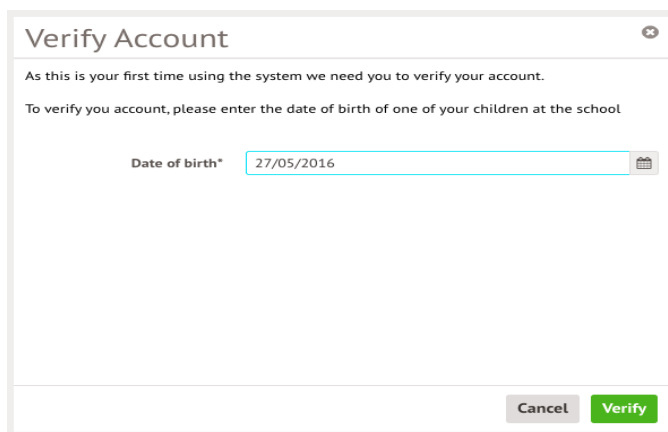
Click to accept the terms and conditions.



The dialog box is titled "Arbor System Terms of Use". It contains a light blue box with an information icon and the text: "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." Below this is a button labeled "View user terms & conditions". At the bottom, there is a checked checkbox labeled "I agree to Arbor's standard user terms & conditions", and two buttons: "Cancel" and "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.



The dialog box is titled "Verify Account". It contains the text: "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". Below this is a text input field labeled "Date of birth*" with the value "27/05/2016" and a calendar icon. At the bottom, there are two buttons: "Cancel" and "Verify".

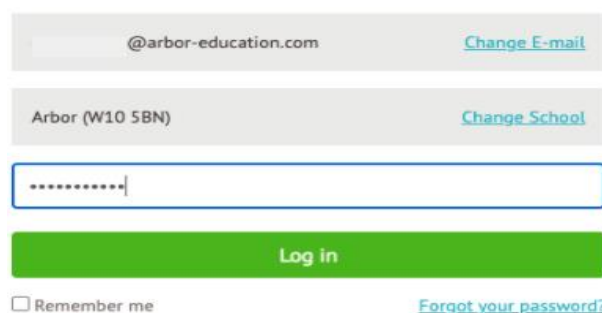
Logging into the Parent Portal

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.

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



The login form has a header "Log in". It contains an email input field with the placeholder "@arbor-education.com" and a "Change E-mail" link. Below it is a school selection dropdown menu with "Arbor (W10 5BN)" selected and a "Change School" link. There is a password input field with a masked password ".....". A large green "Log in" button is below the password field. At the bottom, there is a "Remember me" checkbox and a "Forgot your password?" link.

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.