Parent Guide to Arbor

Introduction

From January 2025 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 Teachers2Parents (T2P) app.

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 https://login.arbor.sc
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/carers download and use the Arbor App.

Getting Started

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

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

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

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

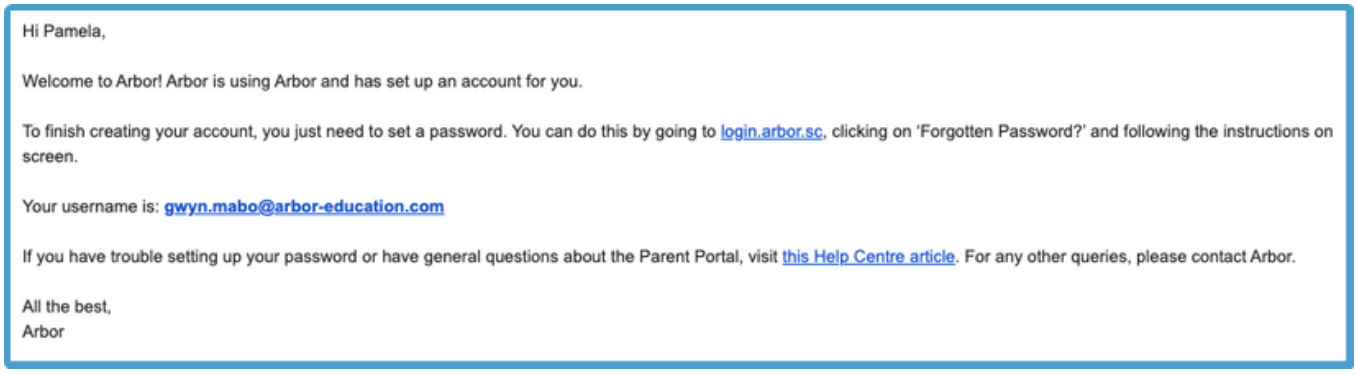
4. Accept the Terms & Conditions and enter your child's birthday

5. 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

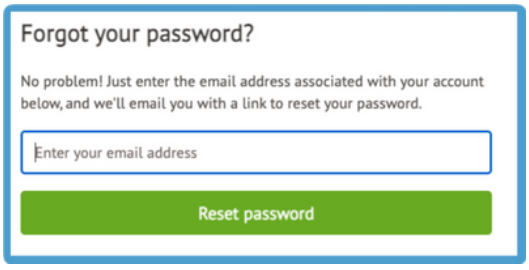
If you have trouble setting up your password or have general questions about the Parent Portal, visit this Help Centre article. For any other queries, please contact Arbor.

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.



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.

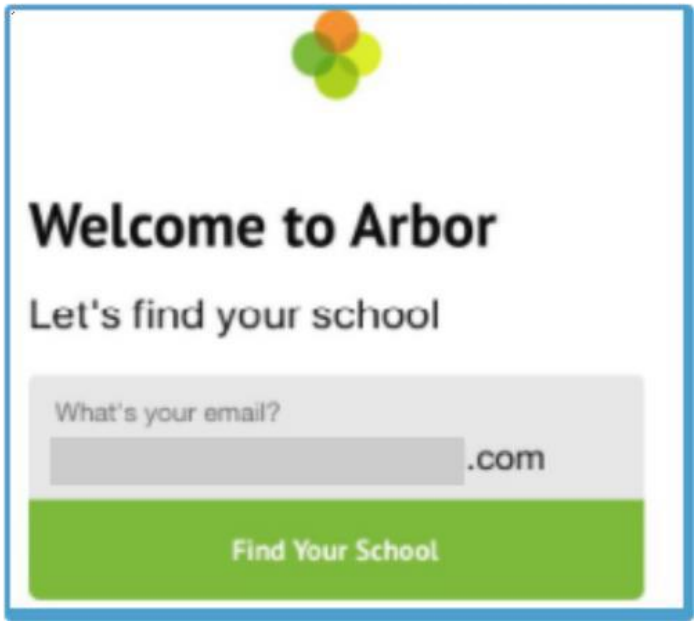
7 As a security precaution, you will then be asked to confirm one of your children's dates of birth. Once you click verify, you will now be logged in!

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.



1. Add in your email address.

2. 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.

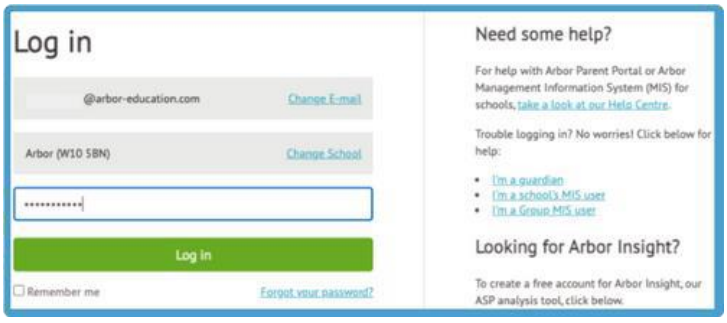
Parent Portal

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.



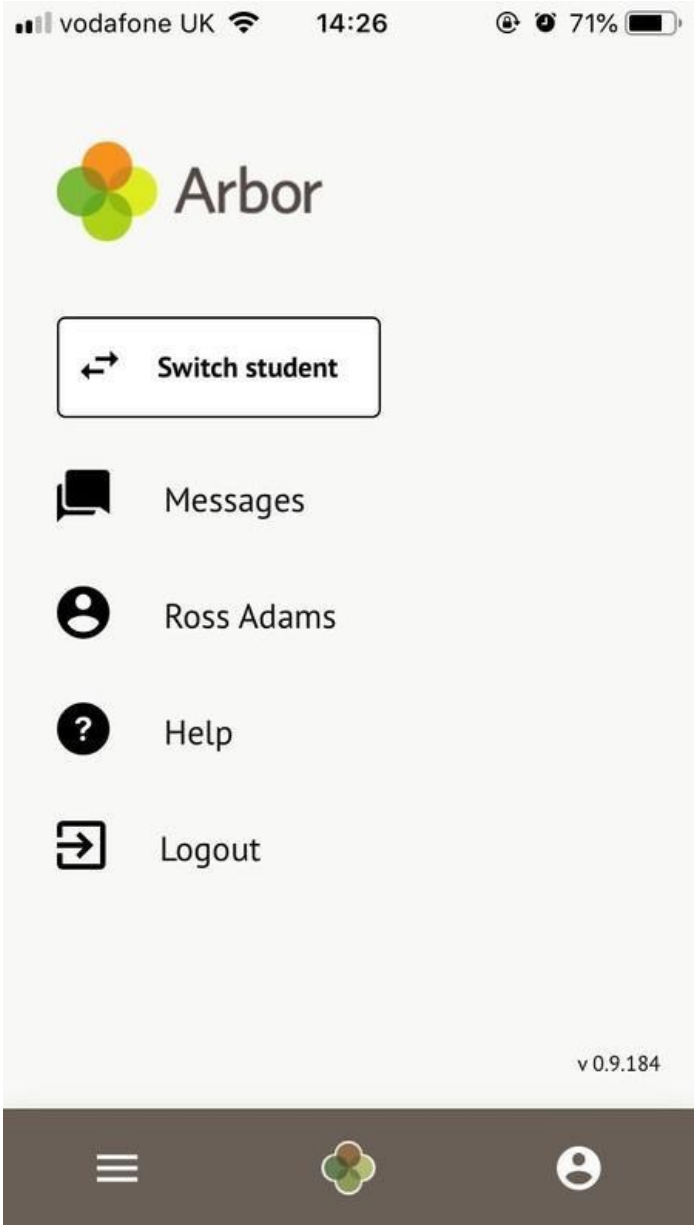
If you can't log in, use the I'm a guardian link on the right-hand side to view troubleshooting tips.

Logging Out

Arbor App

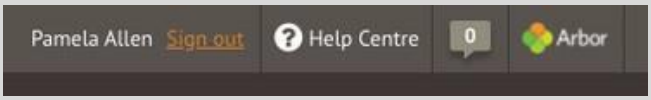
Log out from within the App

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

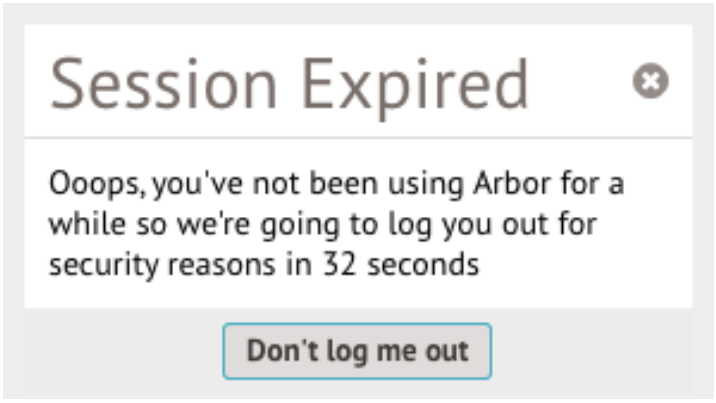


Parent Portal

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.



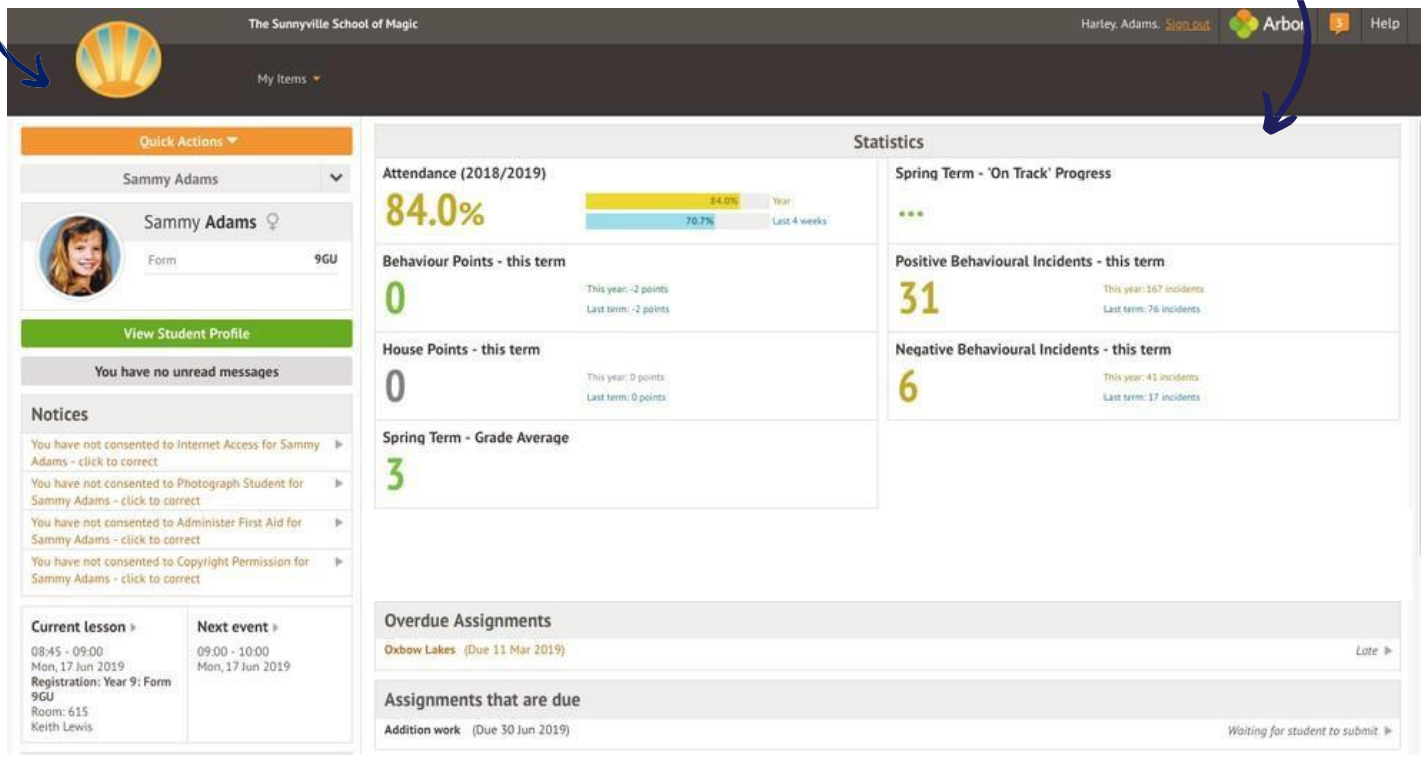
Once you have logged in

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.

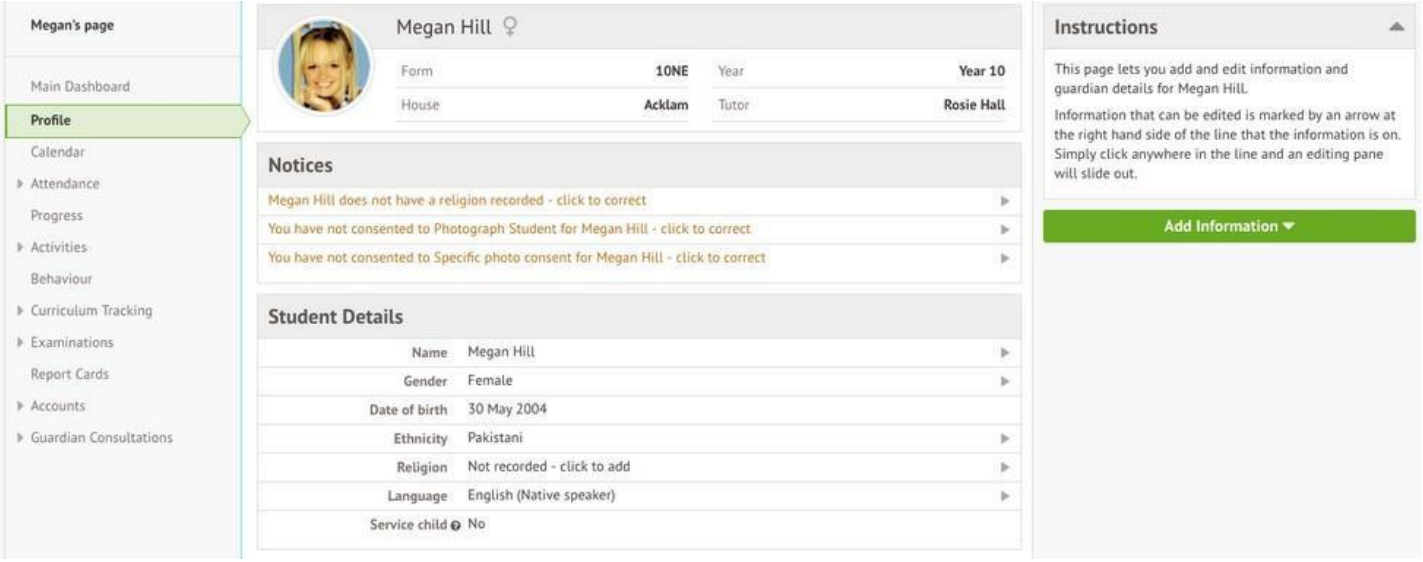


From the dashboard you will be able to access the student portal.

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.



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. (Will be introduced at a later date)
- Examinations - In this section, you can view and download the student's Exams timetable for the current year. (will be introduced at a later date)

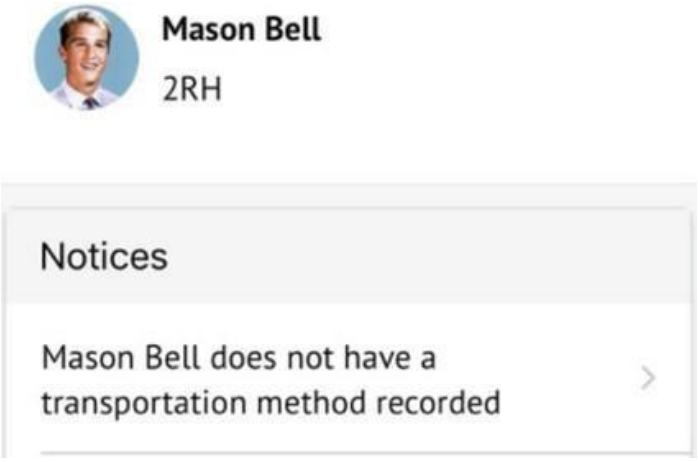
Notices & Consents

This section contains a list of missing information on the student's profile.

Updating Notices

Arbor App

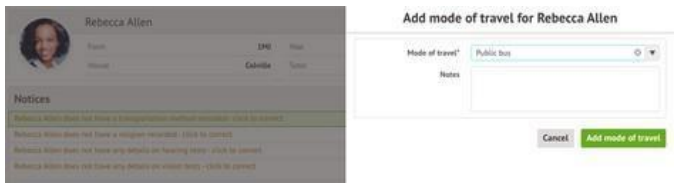
1. Click on a notice



2. Add the information, then click confirm
3. Once you have filled in all the information, the notices will disapear
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.



Mine and other guardian's contact details

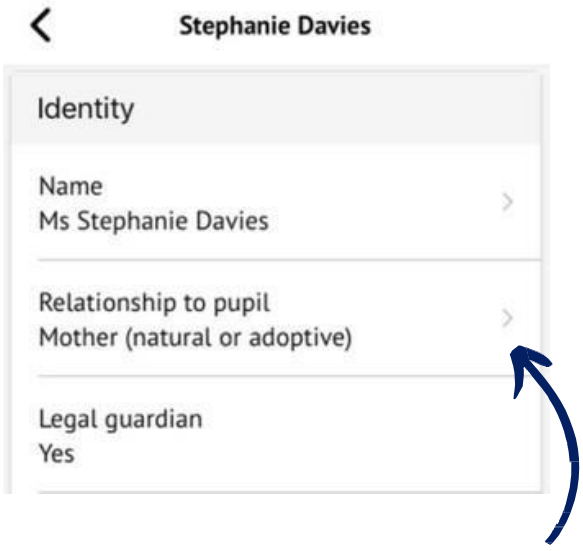
The Family, Guardians & Contacts section displays all guardians linked to the student's profile. You can only see and update your own details.

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.



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 January 2025. Please ensure you know how to access these messages.

What information will we send via in-app message?

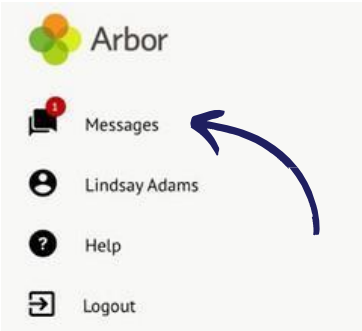
Attendance, Consent and Letters.

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

Reading in-app messages sent from the school:

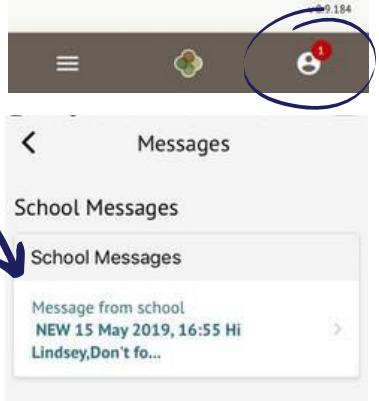
1 Tap the notification and log into the app to be able to view the message.

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.

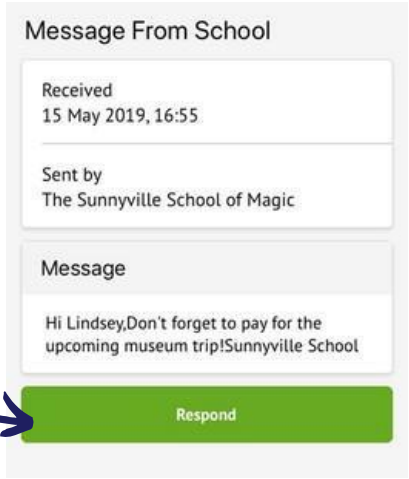


5 Click a link in an in-app message to open the page in your default web browser app (e.g. Safari, Chrome etc).

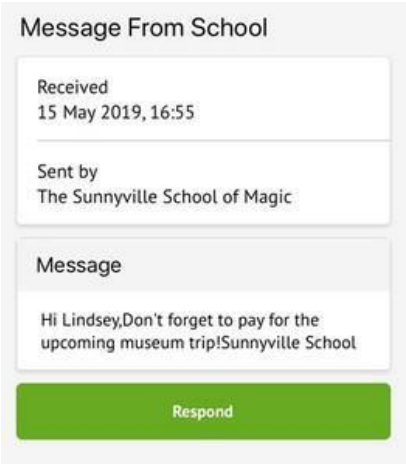
Sending a message via the Arbor App

1 Click a message

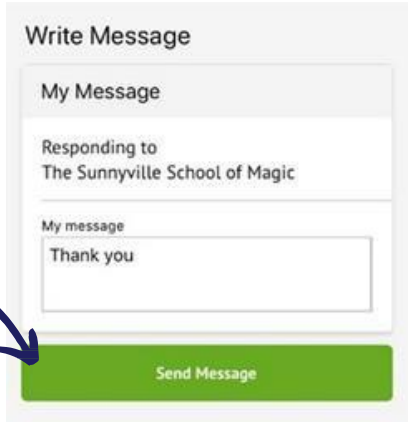
2 Click the 'Respond' button to reply



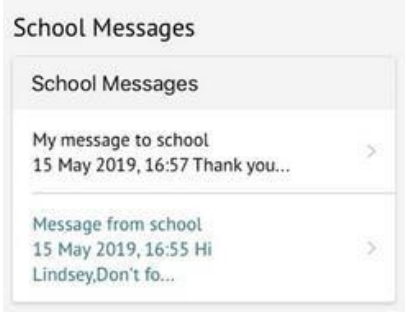
3 Type the message



4 Then click send



5 The Messages page will then show your message.

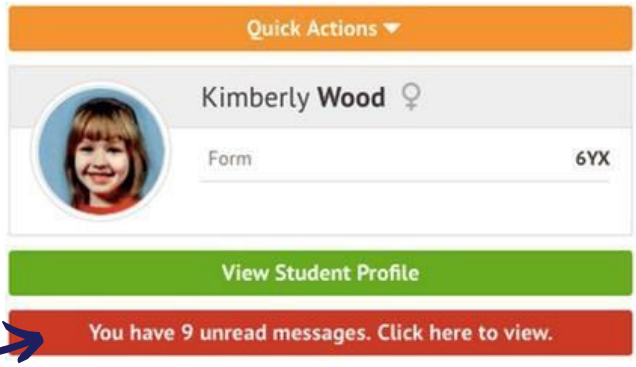


How can I read and send in-app messages via Parent Portal?

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.

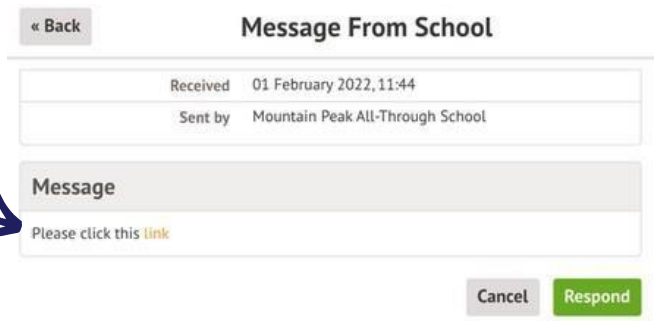
2 Click the message button to view all In-app messages received.



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.

4 Click the message to view it.

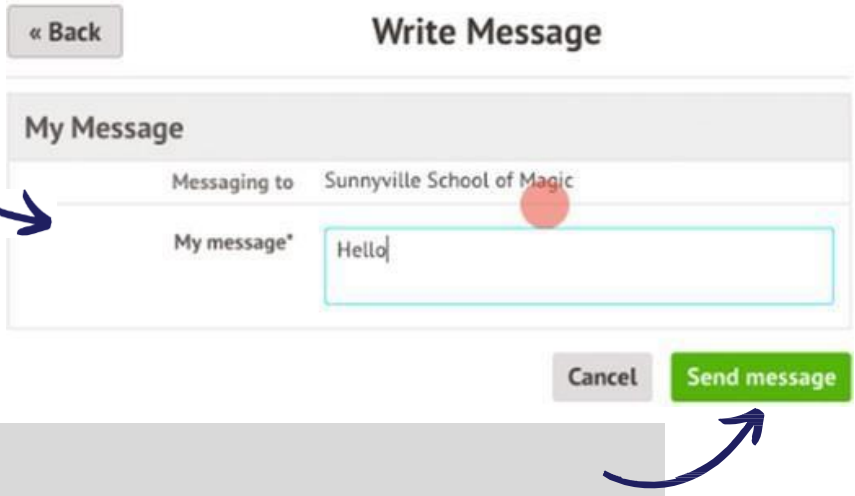
5 Click a link in an in-app message to open the page in a new tab.



Sending a message via the Parent Portal

1 Click send new message button

2 Type in your message



Then click 'send message'