Parent Guide to Arbor

What is Arbor?

Arbor is the system our school uses to manage student information and communication with parents. It helps us keep everything in one place and makes it easier for you to stay up to date.

With the Arbor Parent Portal and Arbor App, you can view your child's attendance, behaviour, timetable, and academic progress. You can also receive messages from the school and update your contact details.

Whether you use a computer or mobile device, Arbor gives you a simple way to stay connected and support your child's education. This guide will help you get started and make the most of what Arbor has to offer.
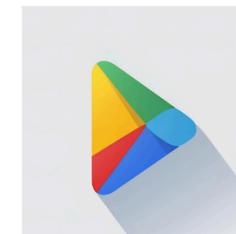
How do I access Arbor?

Parent Portal
This can be accessed via browser. To ensure you can access all the system's functions we recommend Google Chrome.

Download the Arbor App from Google Play Store or the app store

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.	Notifications of messages will be able to be viewed when logged in to the Parent Portal.

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	Go to the App or Google Play Store on your phone and search 'Arbor'
2	Click 'Install' on Android or 'Get' on iPhone then open the App
3	Wait for your welcome email from us telling you Arbor is ready - you won't be able to log in before
4	Click the link in your welcome email to set up your password and follow instructions on page...
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 Forgot 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.

Enter your email address

Reset password

Logging In for the First Time cont...

| 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.
6	As a security precaution, you will then be asked to confirm one of your child's dates of birth. Once you click verify, you will now be logged in!
7	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
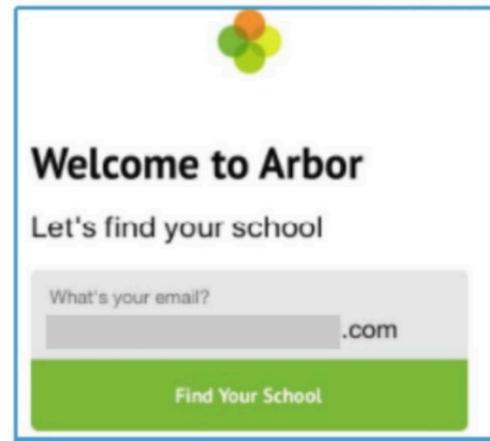
1. Add in your email address.
2. Select the school to log into. Enter your password, then click Log in.
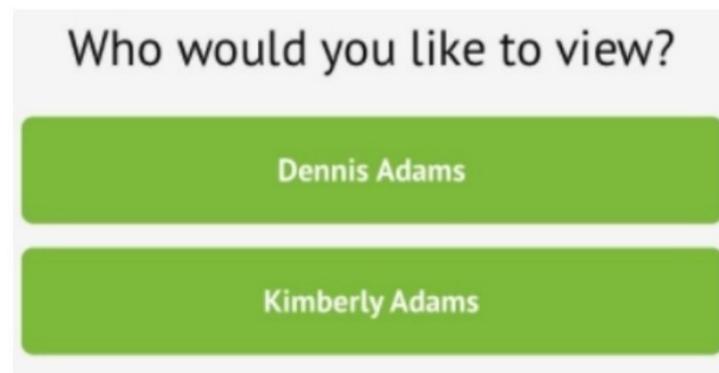
If you have more than one child at the school, please select the child you wish to view. Don't worry, you can select another child once you are logged in.

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.
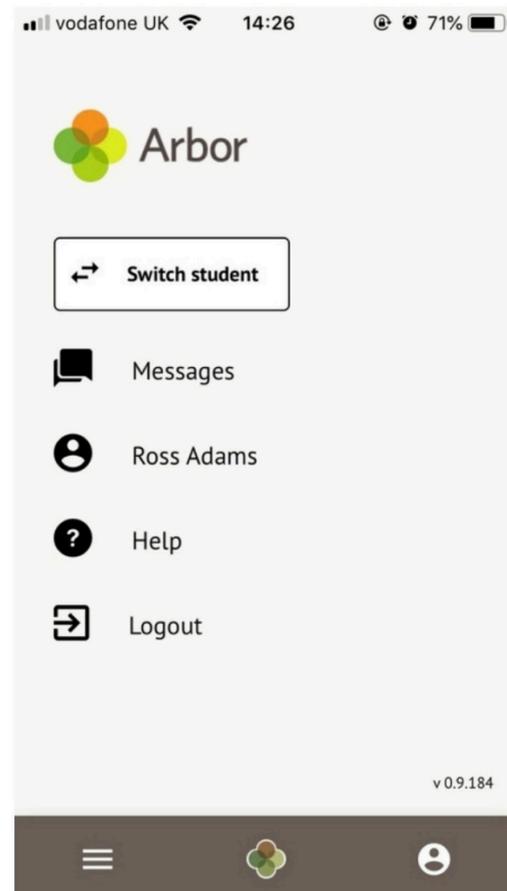
Logging Out

Arbor App

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.
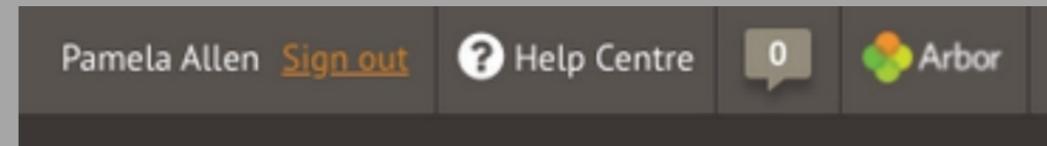
Log out from within the App

Tap the profile icon in the bottomr 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 hors of inactivity. If you calick back into your Arbor tab just before the time is up, you can choose whether to remain logged in.