



# Parent/Carer - Getting Started guide to Arbor.

Welton Primary School is moving from a number of systems such as scholar pack, parent mail and parent pay to one place where we can manage all of these processes. Please follow the instructions contained in this help guide, it will allow you to gain detailed information regarding your child.

Please note that the Username is the Email you have provided for the school and the one we will email you on to let you know you can set up your account. and that the initial process of registration must use the Arbor website not the app.

You will find more detailed information using the website than using the app.

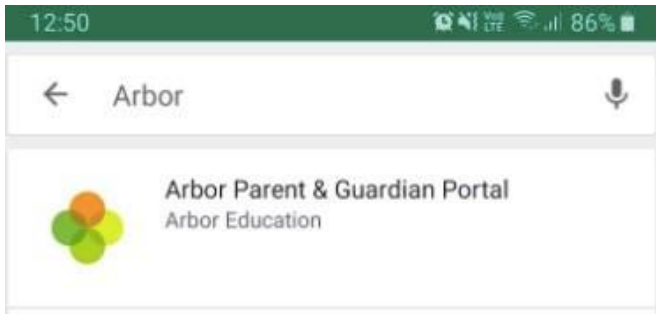
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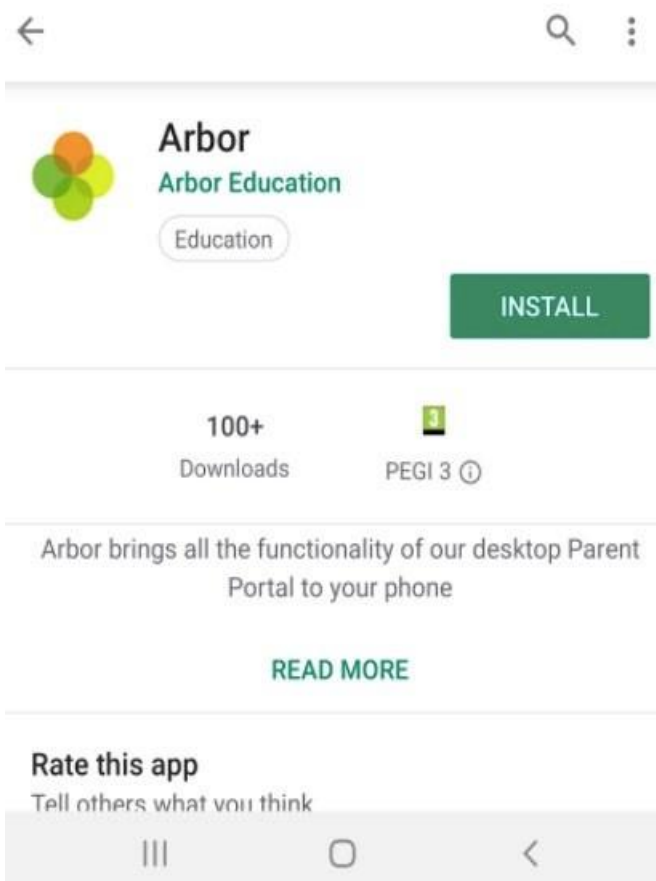
# How to download the Arbor Parent Portal App

## Android

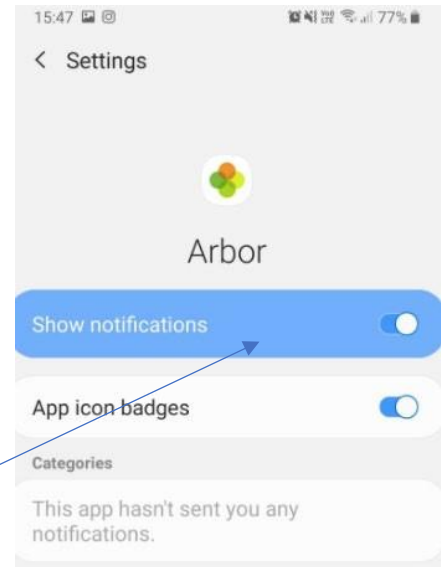
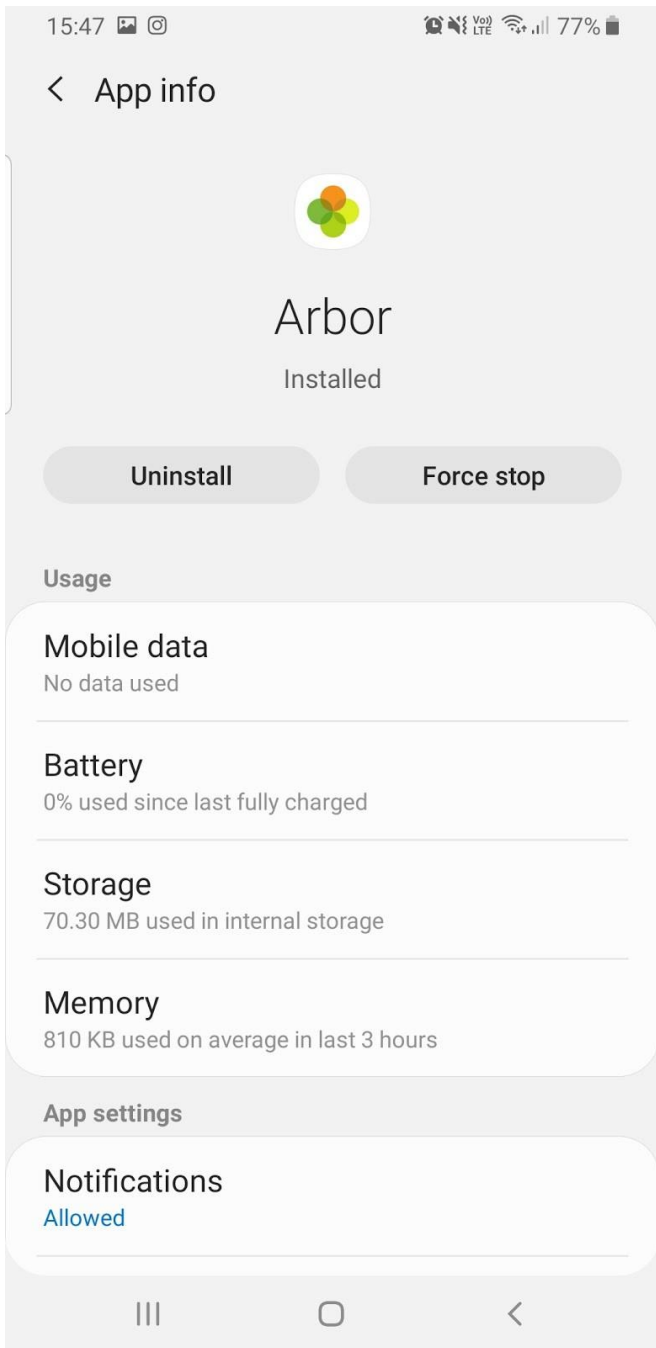
Go to your Play store and search for 'Arbor'. Click the top option.



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**.



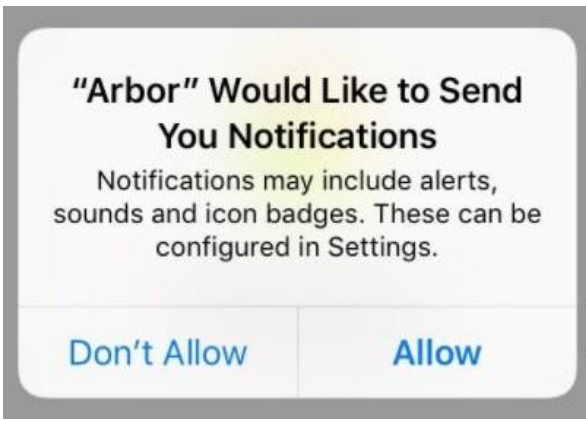
Tap the slider to turn Push Notifications on and manage your settings.

# ios

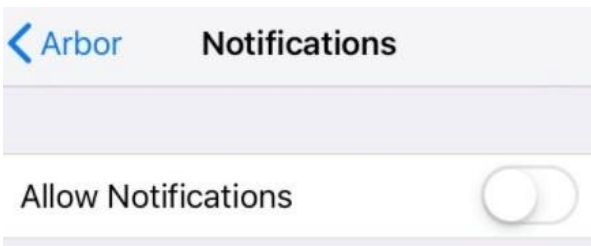
Go to your App Store and search 'Arbor'. Click the top option. Click **Get** to download the Arbor App. (Image shows 'open' as it is already downloaded on this device)



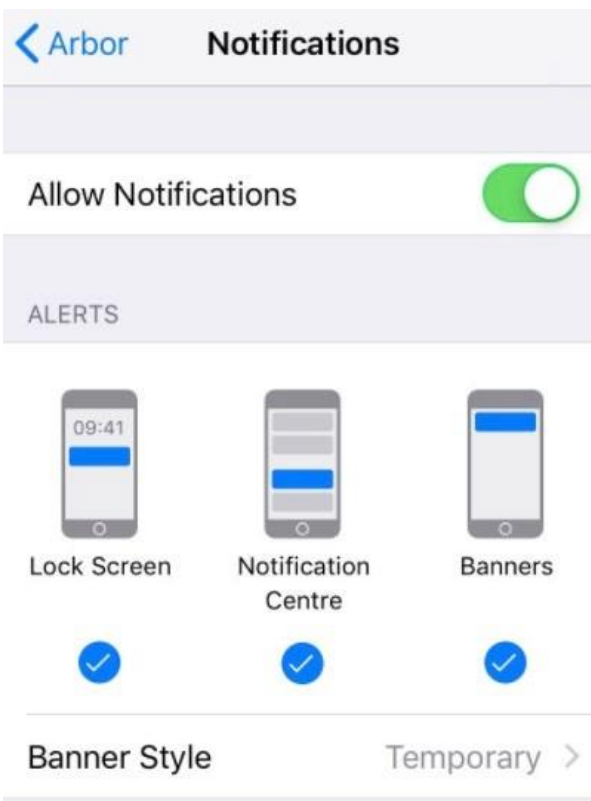
When you download the Arbor App, you will receive a prompt to receive notifications from Arbor. Make sure you select Allow to enable your school to send you push notifications. This will ensure you receive a notification when you have a new In-app message.



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 your banner style to Permanent, so it doesn't disappear.



You must complete this first logon through the website not the app please!

## How to login to Arbor using the Parent Portal App

### Logging in for the first time

When we enable the Parent Portal and the Arbor App, we 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.

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](http://login.arbor.sc), clicking on 'Forgotten Password?' and following the instructions on screen.

Your username is: [gwyn.mabo@arbor-education.com](mailto: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**.

If you have a child at more than one Arbor school, you will be asked to select the appropriate school.

### 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](mailto: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.

### Arbor System Terms of Use

**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.

[View user terms & conditions](#)

I agree to Arbor's standard user terms & conditions

**Cancel** **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.

## Verify Account ✕

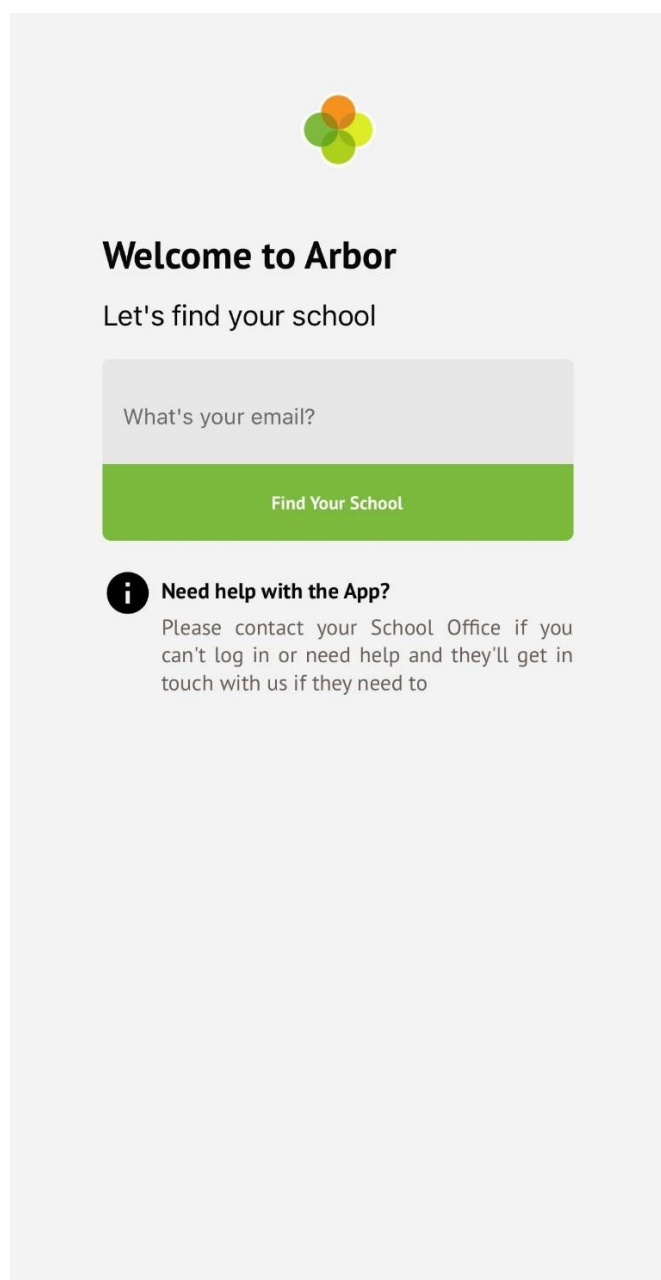
As this is your first time using the system we need you to verify your account.

To verify you account, please enter the date of birth of one of your children at the school

Date of birth\*  

## Logging in using the app

Select the Arbor app you have installed on your mobile device, and you will be presented with the following screen. Enter the email address you provided North Oxfordshire Academy for contacting you and then select 'find your school'.

The image shows the login screen of the Arbor app. At the top center is the Arbor logo, which consists of four overlapping circles in orange, green, and yellow. Below the logo, the text "Welcome to Arbor" is displayed in a bold, black font. Underneath that, the text "Let's find your school" is shown in a regular black font. A light gray rectangular input field contains the placeholder text "What's your email?". Below the input field is a prominent green button with the text "Find Your School" in white. At the bottom of the screen, there is an information icon (a lowercase 'i' in a black circle) followed by the heading "Need help with the App?". Below this heading, a paragraph of text reads: "Please contact your School Office if you can't log in or need help and they'll get in touch with us if they need to".

**Welcome to Arbor**

Let's find your school

What's your email?

**Find Your School**

**i Need help with the App?**

Please contact your School Office if you can't log in or need help and they'll get in touch with us if they need to

If you have entered the email address you provided us correctly, you will be able to select the school on the following screen. (Image below is for demonstration purposes only, it will show Welton Primary School)



## Select School

McEllan Secondary School

W10 5BQ, London, GBR

Select School

Upon selecting the school, you will be asked to enter your password. If the password you have provided is correct, you will then be able to see the details of your child/children.


# How to login to Arbor using the Parent Portal website


Now your password has been set up, you can log into the Parent Portal by going to <https://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

Enter your email address 

..... 

**Log in**

Remember me [Forgot your password?](#)

## 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](#)

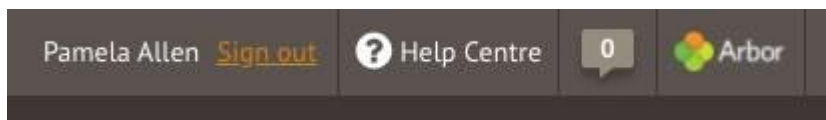
## Looking for Arbor Insight?

To create a free account for Arbor Insight, our ASP analysis tool, click below.

[Sign up for Arbor Insight](#)

For help with Arbor Insight, call us on [0207 043 1830](tel:02070431830) or email [insight@arbor-education.com](mailto:insight@arbor-education.com)

To log out, just click the **Sign out** link at the top-right of your page.

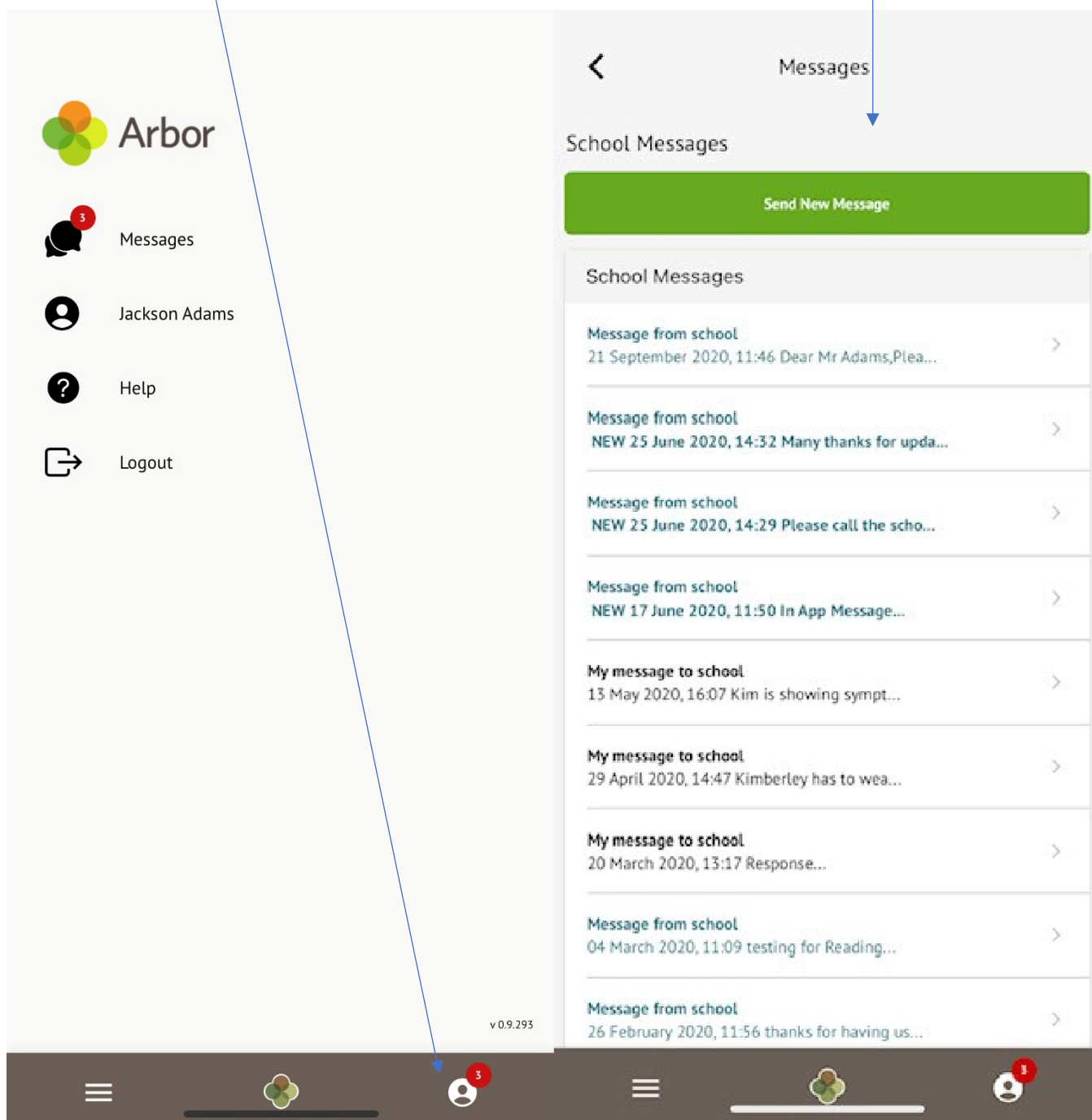


You will also be automatically logged out after a period of two hours of inactivity. If you click back into your Arbor tab just before the time is up, you can choose whether to remain logged in.

# How to check for important communications from Welton Primary School regarding your child

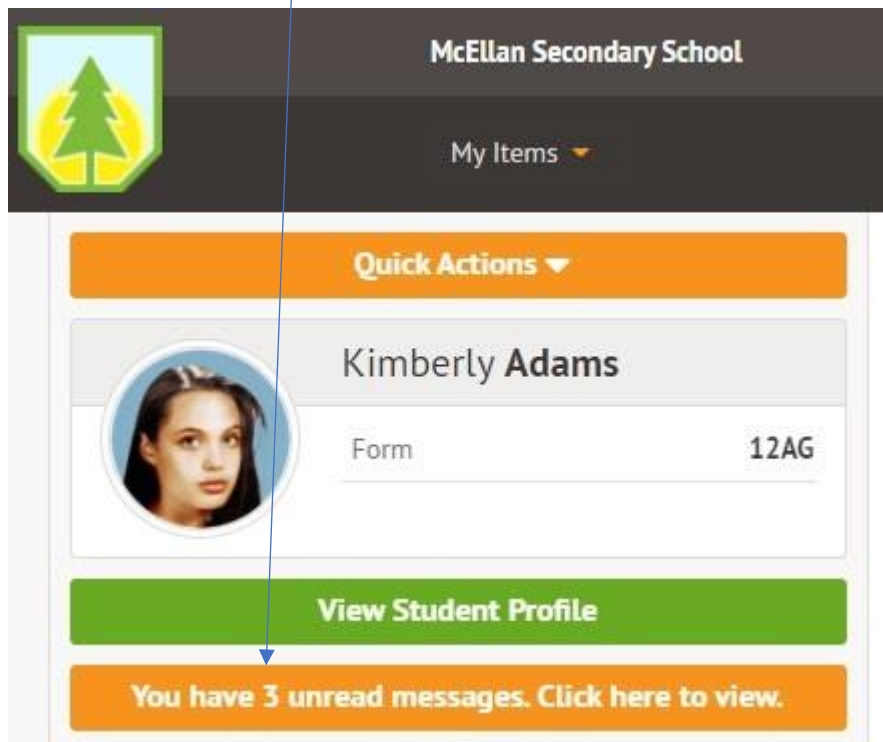
## Using the app

Look to the bottom right of the app screen when logged in and you will see the 'person' icon, if it has a red filled circle with a number showing, this informs you of how many notifications you have. Click this icon to be taken to the notifications list.



## Using the parent and guardian portal

The top left of the screen you will see an orange button stating 'you have (number) unread messages. Click here to view', click here to view the unread messages.



## Useful Link

### [Parent Portal and the Arbor App as a parent](#)

The all-in-one place to find guides to Arbor as a parent and or guardian.