



The Arbor App Usage Guide

For Guardians

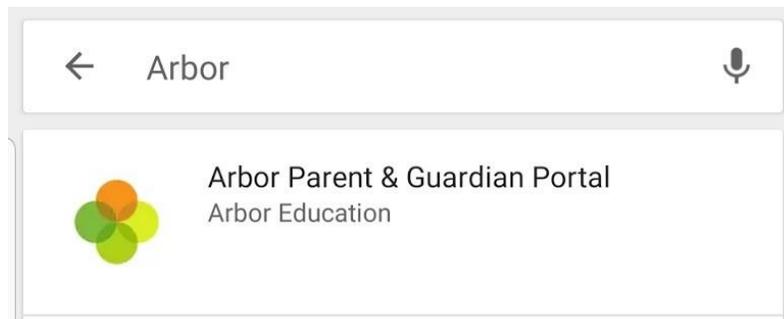


Downloading the Arbor App

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**'.



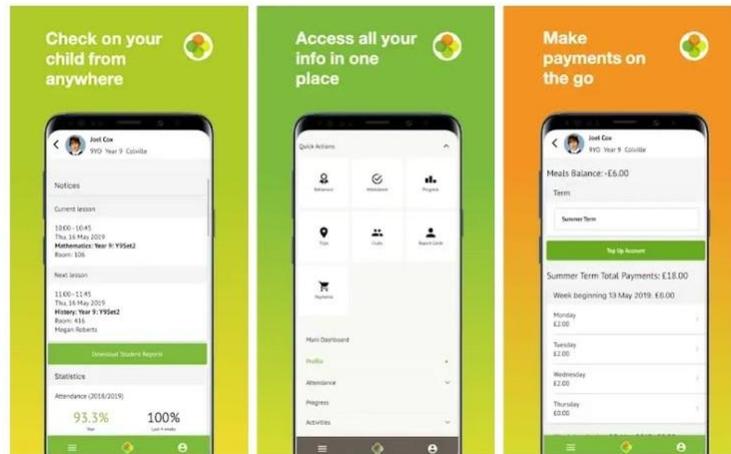
← 🔍 ⋮

 **Arbor**
Arbor Education

Education

INSTALL

100+ Downloads **3** PEGI 3 ⓘ



Arbor brings all the functionality of our desktop Parent Portal to your phone

[READ MORE](#)

Rate this app

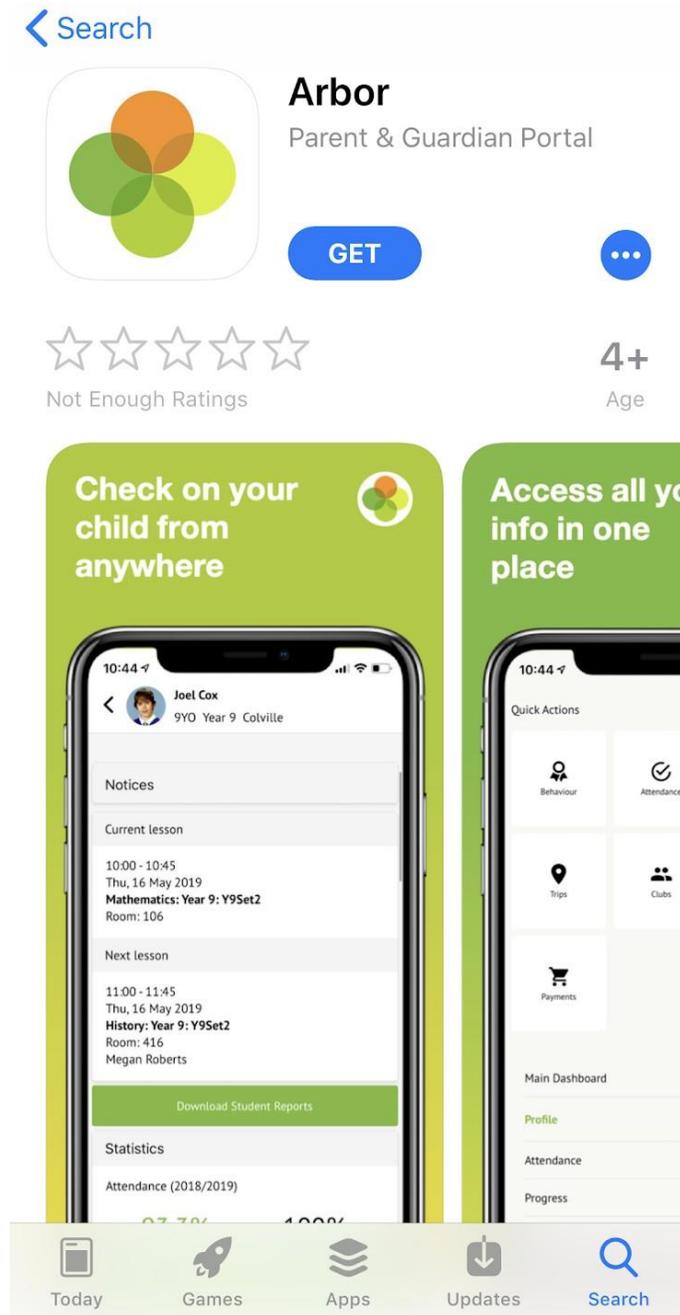
Tell others what you think





IOS

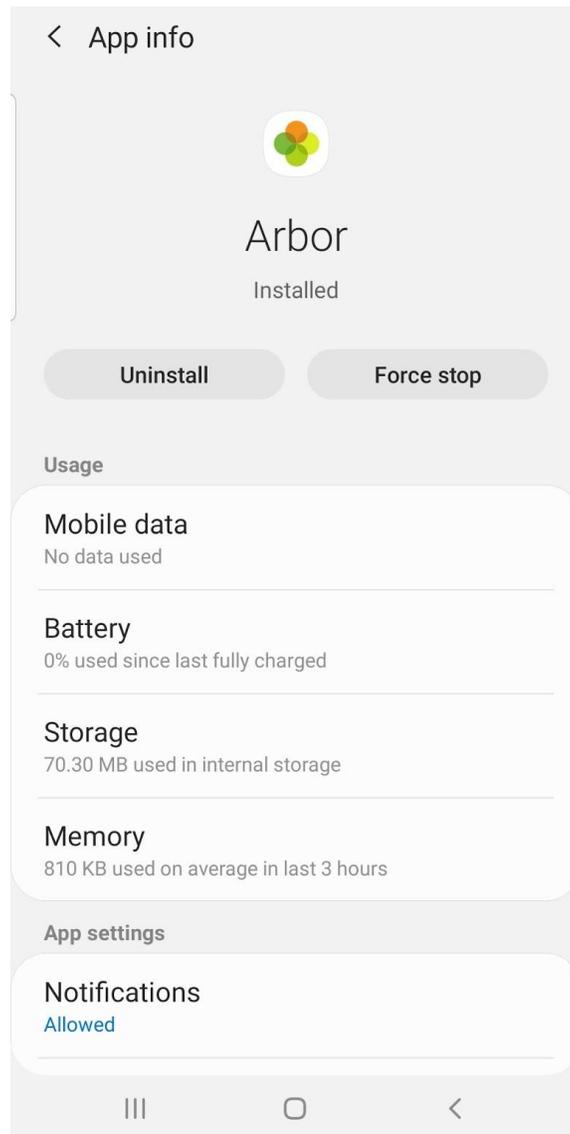
Go to your App Store and search 'Arbor'. Click the top option. Click 'Get' to download the Arbor App.



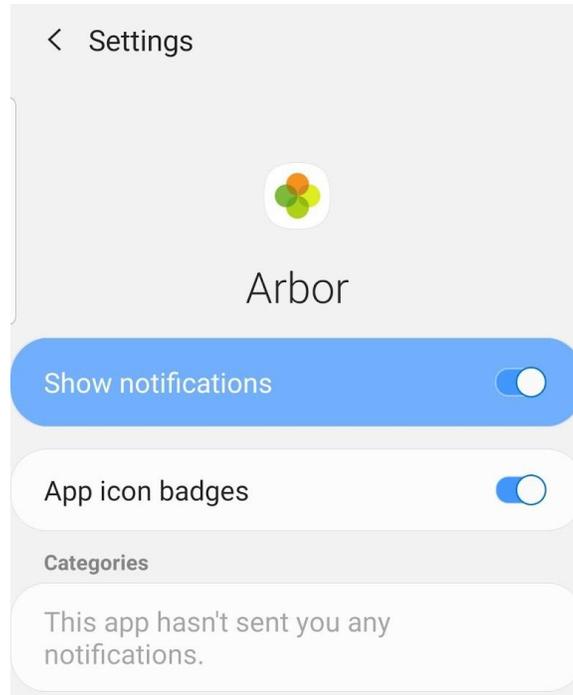
Enabling push notifications

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**.

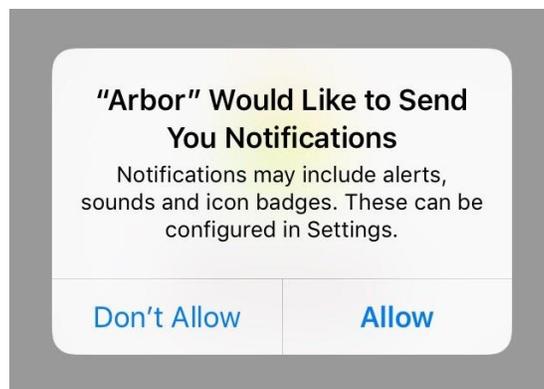


Tap the slider to turn Push Notifications on and manage your settings.



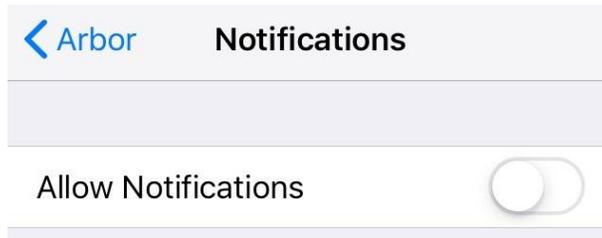
IOS

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.

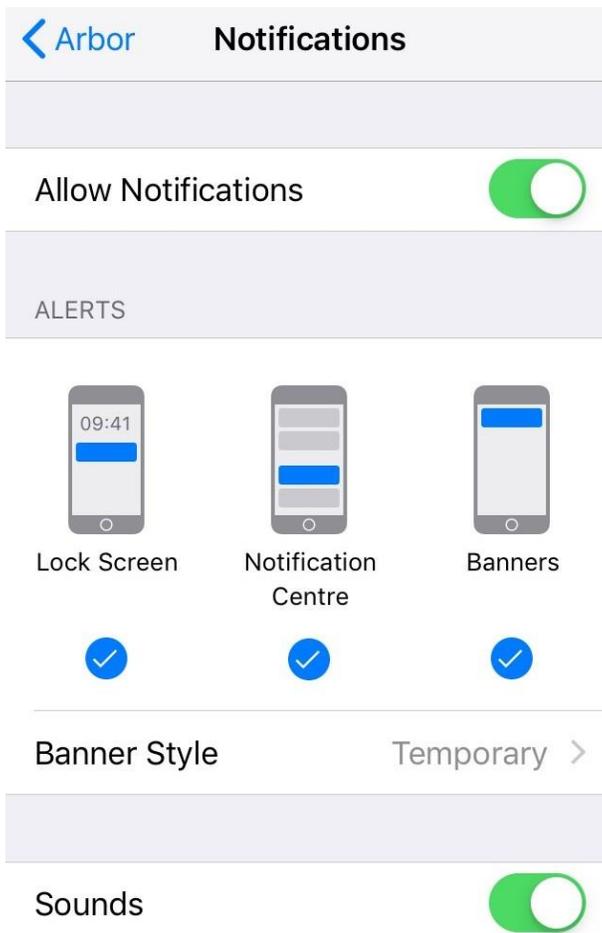




If you select '**Don't Allow**', you can turn Push Notifications back on at any time by going to your **Settings** on your phone. For example, on an iPhone SE, go to **Settings > Arbor > Notifications**.



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





Accessing the Arbor App

Logging in

Before you log into the Arbor App

Please wait until your school has enabled the Parent Portal. You will not be able to log into the Arbor App until they have.

When they enable Parent Portal, they should send you a welcome email. It is using the username in this email that you can log into the Arbor App. As you have never used Parent Portal on a desktop computer before, you will have to set a new password using this email. Click the link in the email.

Welcome to Arbor! The Sunnyville School of Magic is using Arbor and has set up an account for you.

To finish creating your account, you just need to set a password.

Your username is:

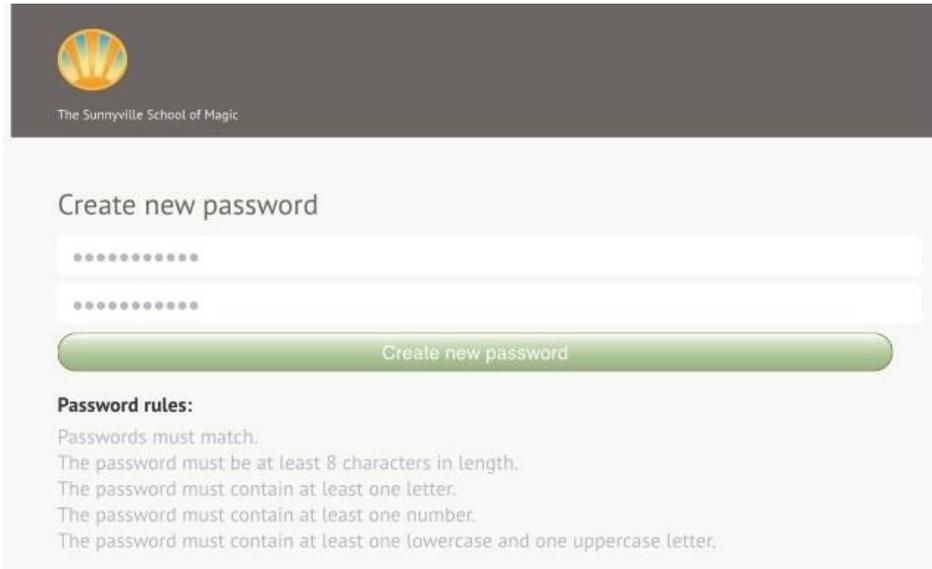
[Redacted]

Click the link below to create a password and set up your arbor account:

[https://\[Redacted\]uth/change-password/id/252/hash/OTE3NjgxNjctNmRlOC00MDQzLTlINzltN2Y5NGI4OTI4NjliLjE1NTgwMTM4MzU=](https://[Redacted]uth/change-password/id/252/hash/OTE3NjgxNjctNmRlOC00MDQzLTlINzltN2Y5NGI4OTI4NjliLjE1NTgwMTM4MzU=)

If you have any queries, please contact The Sunnyville School of Magic.

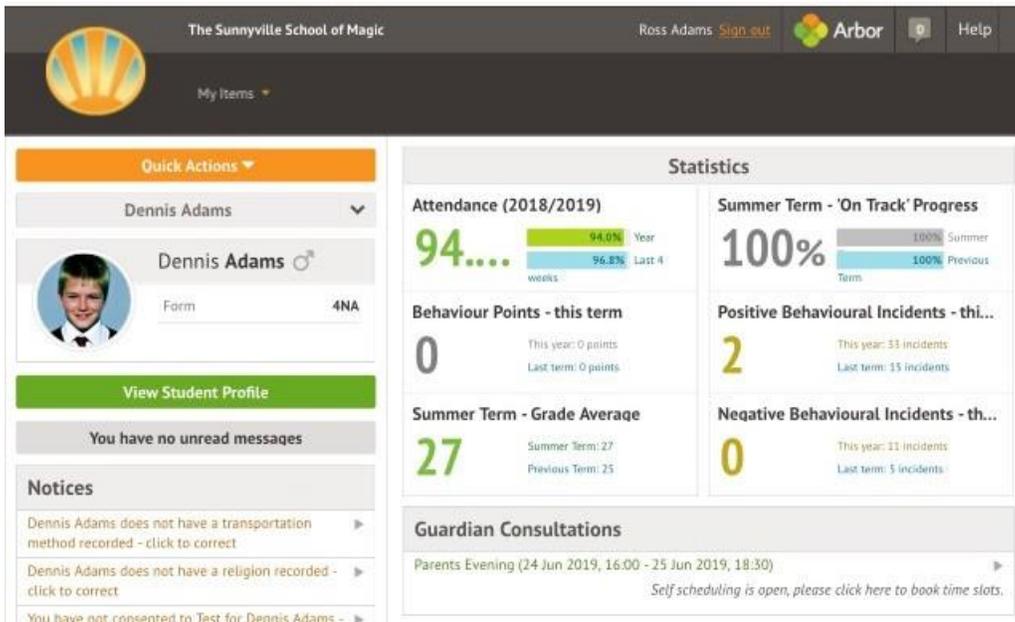
In your browser, you will be able to create a new password.



The screenshot shows a web interface for 'The Sunnyville School of Magic'. At the top left is the school's logo. Below it, the text 'The Sunnyville School of Magic' is displayed. The main heading is 'Create new password'. There are two input fields for password creation, each containing a series of dots. Below the fields is a green button labeled 'Create new password'. Underneath the button, the 'Password rules:' section lists the following requirements:

- Passwords must match.
- The password must be at least 8 characters in length.
- The password must contain at least one letter.
- The password must contain at least one number.
- The password must contain at least one lowercase and one uppercase letter.

You will then be taken to the Parent Portal in your browser. Just **close your browser and click the Arbor App** to use this instead.



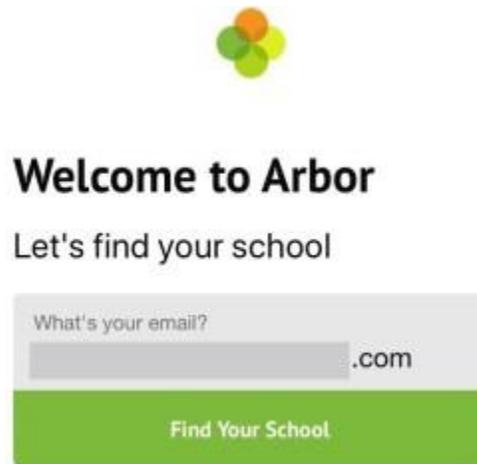
The screenshot shows the Parent Portal dashboard for 'The Sunnyville School of Magic'. The user is logged in as 'Ross Adams' and is viewing the profile for 'Dennis Adams'. The dashboard includes the following sections:

- Quick Actions:** Dennis Adams, Form 4NA, View Student Profile.
- Statistics:**
 - Attendance (2018/2019):** 94.0% (Year), 96.8% (Last 4 weeks).
 - Summer Term - 'On Track' Progress:** 100% (Summer Term), 100% (Previous Term).
 - Behaviour Points - this term:** 0 (This year: 0 points, Last term: 0 points).
 - Positive Behavioural Incidents - this term:** 2 (This year: 33 incidents, Last term: 35 incidents).
 - Negative Behavioural Incidents - this term:** 0 (This year: 11 incidents, Last term: 5 incidents).
 - Summer Term - Grade Average:** 27 (Summer Term: 27, Previous Term: 25).
- Guardian Consultations:** Parents Evening (24 Jun 2019, 16:00 - 25 Jun 2019, 18:30). Self-scheduling is open, please click here to book time slots.
- Notices:**
 - Dennis Adams does not have a transportation method recorded - click to correct.
 - Dennis Adams does not have a religion recorded - click to correct.
 - You have not consented to Test for Dennis Adams - click to correct.

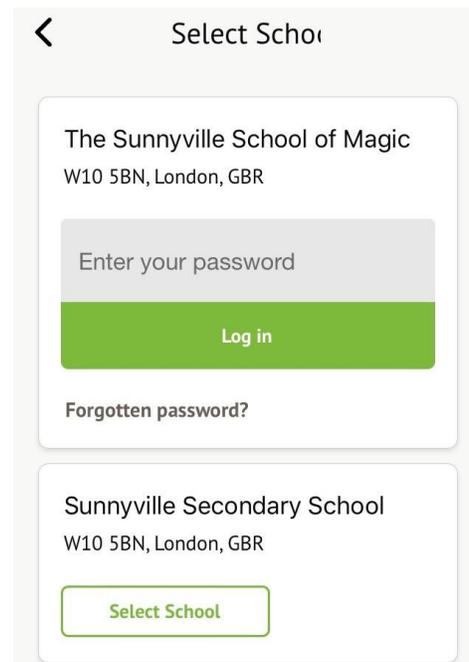


Logging in for the first time to the Arbor App

Open your Arbor App. Enter the email address that your school has on record (this is the one in your welcome email).

The image shows the welcome screen of the Arbor app. At the top center is the Arbor logo. Below it, the text "Welcome to Arbor" is displayed in a large, bold, black font. Underneath, "Let's find your school" is written in a smaller black font. A light gray input field contains the text "What's your email?" and ".com". Below the input field is a prominent green button with the text "Find Your School" in white.

Select your child's school. 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**'.

The image shows the "Select School" screen in the Arbor app. At the top left is a back arrow icon, and the title "Select School" is centered. There are two school options listed in rounded rectangular boxes. The first option is "The Sunnyville School of Magic" with the address "W10 5BN, London, GBR". Below this option is a password input field with the placeholder text "Enter your password" and a green "Log in" button. Below the password field is a link that says "Forgotten password?". The second option is "Sunnyville Secondary School" with the address "W10 5BN, London, GBR". Below this option is a green "Select School" button.



The first time you log in to the Arbor App, you will be asked to read and confirm Arbor's terms and conditions. Please read Arbor's terms and conditions and select '**Accept**' if you agree.

Welcome to Arbor!

Arbor System Terms of Use

Welcome to Arbor!

Please read these Terms of Use carefully before using the Arbor System ("System") provided by Arbor Education Partners ("Arbor", "we", "Us", "Our"), 407 Canalot Studios, 222 Kensal Road, London, W10 5BN. By using the Arbor System, you are agreeing to be bound by these terms of use. If you do not agree to these terms of use, you must not use the Arbor system. You must follow any policies made available to you within the System or provided by your Institution in relation to the data controlled by them. For any further queries about license terms and conditions, please consult your Arbor administrator (usually the Headteacher or School administrator). These terms were last updated on 6th September 2017.

Arbor System Terms of Use

PLEASE READ THESE TERMS OF USE CAREFULLY BEFORE USING THE ARBOR SYSTEM BY USING

I agree to Arbor's standard User Terms & Conditions

Accept

Once you click accept, click '**Ok**'.

Terms Accepted

Thank you!

Ok



As a security precaution, you will then be asked to confirm one of your children's dates of birth.

A screenshot of a "Verify Account" form. The title "Verify Account" is at the top. Below it, a message reads: "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". There is a "Date of birth" label above a text input field containing "2019-04-19". To the left of the input field is a small calendar icon. At the bottom is a large green button labeled "Verify".

Once you click verify, click 'OK'. You will now be logged in!

A screenshot of an "Account Verified" confirmation screen. The title "Account Verified" is at the top. Below it is a large green button labeled "Ok".

Returning

Enter the email address that your school has on record.

A screenshot of a "Welcome to Arbor" login screen. The title "Welcome to Arbor" is at the top, followed by the subtitle "Let's find your school". Below this is a text input field with the placeholder text "What's your email?". The input field contains a partial email address ending in ".com". At the bottom is a large green button labeled "Find Your School".

Select your child's school. 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'.

 Select School

The Sunnyville School of Magic
W10 5BN, London, GBR

Enter your password

Log in

Forgotten password?

Sunnyville Secondary School
W10 5BN, London, GBR

Select School

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.

Who would you like to view?

Dennis Adams

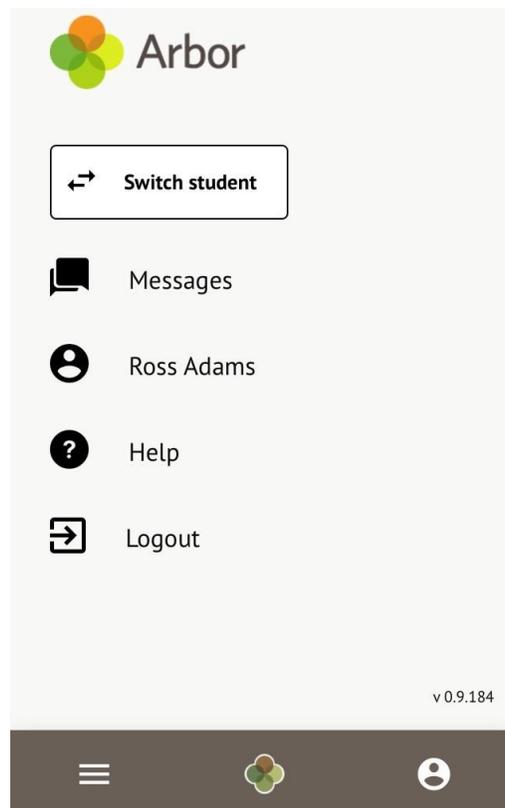
Kimberly Adams

Logging out

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 or by closing down the Arbor App completely (see instructions below).

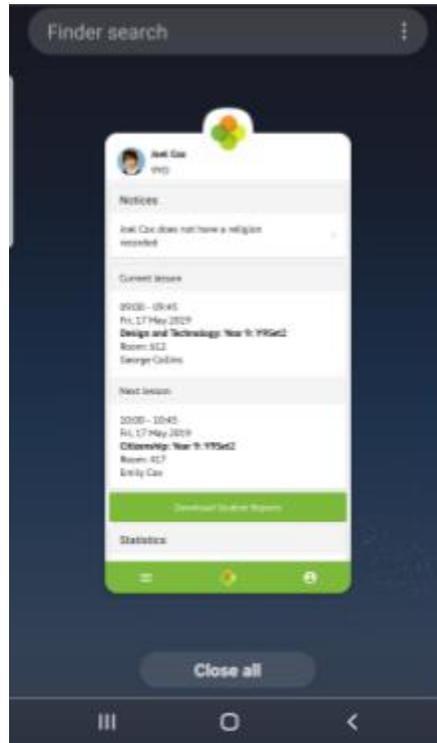
From within the Arbor App

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



Closing the Arbor App

On Android, for example on a Samsung Galaxy S8, you can close the Arbor App by clicking the verticle bars icon at the bottom left of your screen. Swipe the Arbor App up to close it and you will be logged out.



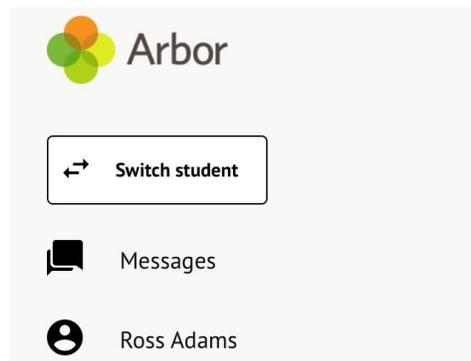
On iOS, for example on an iPhone SE, you can close the Arbor App by clicking the home button twice. Swipe the Arbor App up to close it and you will be logged out.



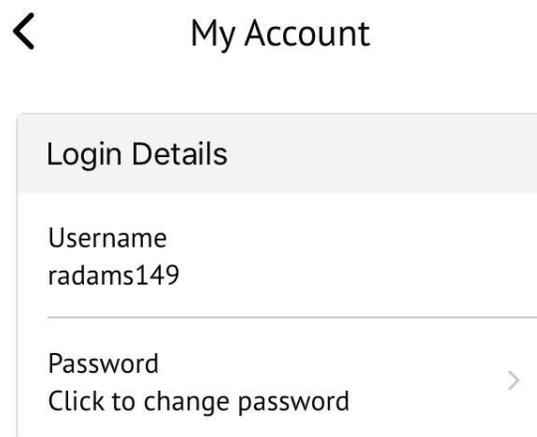
Resetting the password

From within the Arbor App

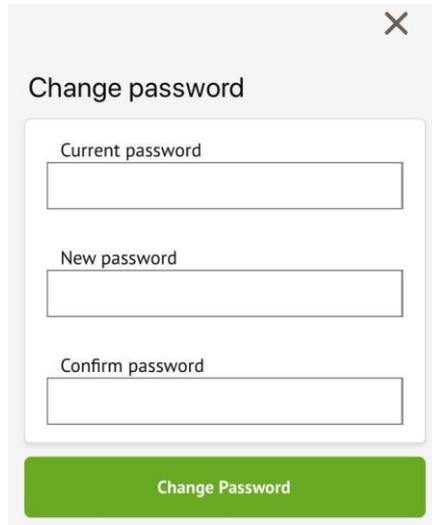
If you are logged into the Arbor App, you can change your password by clicking the profile icon, then clicking your name.



You will then be able to see your account details including your non-email username. Click to change your password.



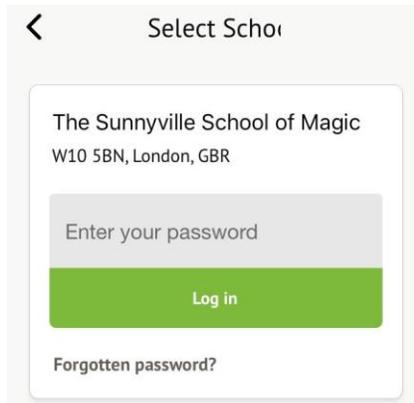
On the next screen, type in your current password and your new password, then 'Change Password'.



A screenshot of a 'Change password' form. It features three input fields: 'Current password', 'New password', and 'Confirm password'. Below the fields is a green button labeled 'Change Password'. The form is enclosed in a light gray box with a close icon (X) in the top right corner.

I've forgotten my password

If you have accessed the Parent Portal previously and have forgotten your password, select the **'Forgotten your password?'** option when signing in to the Arbor App.



A screenshot of the 'Select School' screen. It shows a school name 'The Sunnyville School of Magic' and its address 'W10 5BN, London, GBR'. Below this is a text input field labeled 'Enter your password' and a green 'Log in' button. At the bottom, there is a link labeled 'Forgotten password?'.

This will take you to a second screen where you can enter your email to generate a password change email.



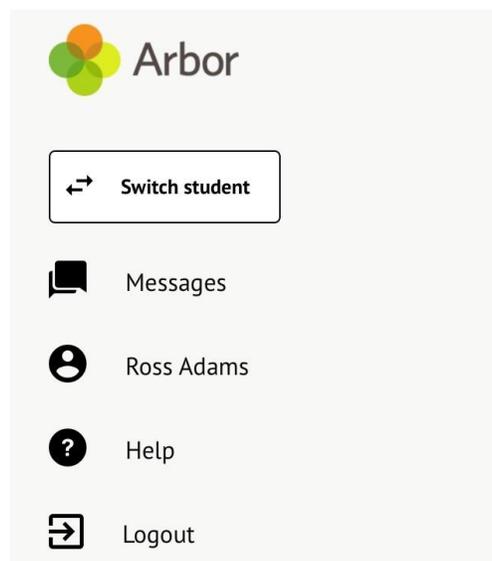
A screenshot of the 'Forgotten Password' screen. It features a text input field labeled 'Your Email Address' and a green button labeled 'Reset Password'.

What can I do on the Arbor App?

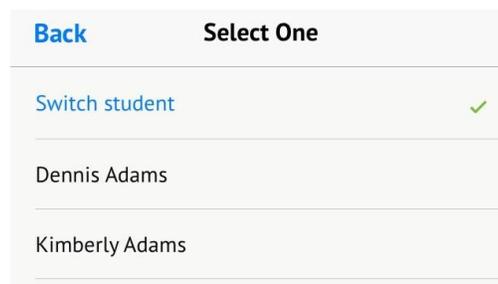
Switching Students

If you have more than one child attending the same school using Arbor, you can easily switch which child you are viewing.

Click the profile icon at the bottom right of your screen and click 'Switch student'.



Choose which child you would like to view.



If this is the first time you are viewing information for this child, you will have to confirm their birth date, then click 'Verify Access'.

Verify Access to Kimberly

To verify that you are authorised to access Kimberly on the Arbor system, please enter Kimberly's date of birth.

Date of birth

 2011-06-06

Verify Access

You will then be able to see at the top of your screen that the child you are viewing has changed.



Kimberly Adams

3YF

Notices

Adding and amending information

Notice on when information is updated

Any information you input may not update automatically. This may be because your school has chosen not to automatically accept the changes you have made. To make sure the information has updated, take these steps in this order:

- Ask the staff at your school to confirm and save the changes made
- Pull the page down to refresh it
- Log out and log back into the Arbor App

Resolving my notices

Notices alert you to information that is missing from your child's profile. This can include basic identity details such as Religion, or details that the school require such as missing consents.



Notices

- Mason Bell does not have a transportation method recorded >
- You have not consented to Internet Access for Mason Bell >
- You have not consented to Photograph Student for Mason Bell >

To add missing information, click the Notice. Add the information, then click **Confirm**.

✕

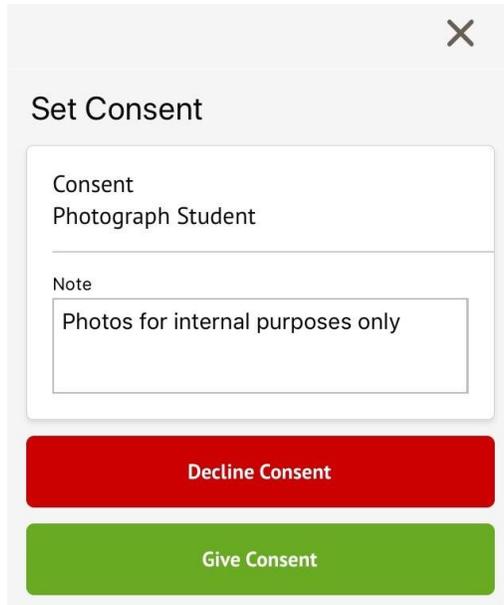
Update Religion

Religion

Buddhist

Confirm

For consents, click the consent. You can then add a note if needed and decline or give the consent.



Set Consent

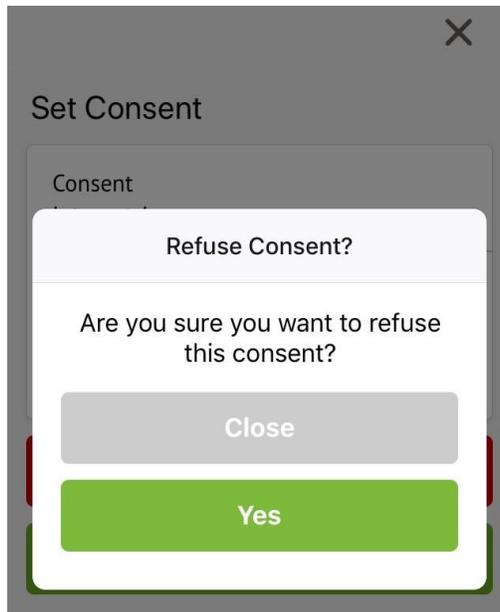
Consent
Photograph Student

Note
Photos for internal purposes only

Decline Consent

Give Consent

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



Set Consent

Consent

Refuse Consent?

Are you sure you want to refuse this consent?

Close

Yes

You can find information about all the consents requested by clicking your child's name at the top of the page and scroll down to the bottom of the page. [Click for more information.](#)

Consents

Internet Access Rejected by Jeremy Bell on 17 May 2019	>
Photograph Student Consented by Jeremy Bell on 17 May 2019	>

✕

Consent

Consent Details

Consent type Photograph Student
Requested date 11 Oct 2018
Status Consented (17 May 2019)
Response by Jeremy Bell

Guardian Notes

Photos for internal purposes only

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



Notices

No notices

Updating my child's info

To update your child's information, click their picture at the top of the page. You will be taken to their **Student Profile**.



Instructions

This page lets you add and edit information and guardian details for Evie Davies. Information that can be edited is marked by an arrow at the right hand side of the line that the information is on. Simply click anywhere in the line and an editing pane will slide out.

Add Information 

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

 **Evie Davies**

Add Information ^

Add Allergy

Add Another Spoken Language

Add Guardian/Contact

Add Immunization

Add Mode Of Travel

Add Medical Condition

ADD MEDICAL CONDITION

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

×

Add Allergy

Medical Condition

Dairy Allergy

Severity

Moderate

Quick summary

Symptoms

Rash

Treatment

Antihistamines

Add Allergy

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.

Stephanie Davies

Student Details

Name
Evie Davies >

Gender
Female >

Date of birth
12 Apr 2004

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.

✕

Student Record Change Request

Please note!

Changes made from the parent portal will be reviewed by school staff before being applied to the student profile.

Change
Update Religion

Requested
Mother (natural or adoptive)
17 May 2019, 10:27, by Stephanie Davies

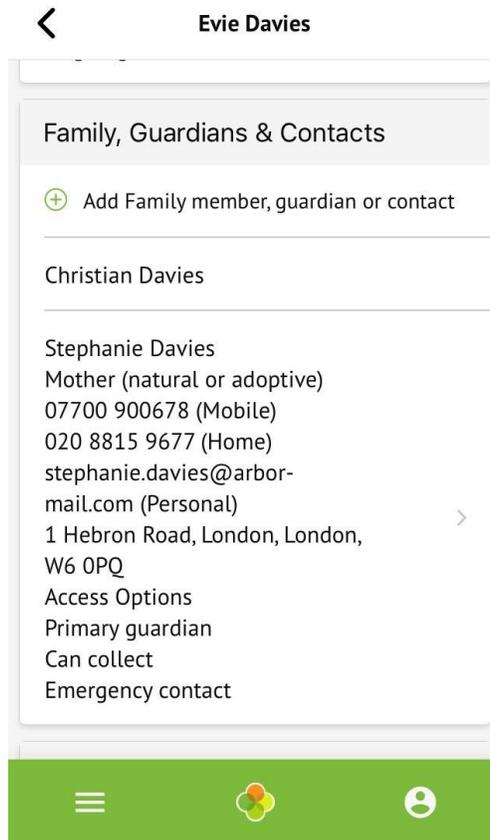
Changes

Religion
Old Value:
New Value: Buddhist
Changed

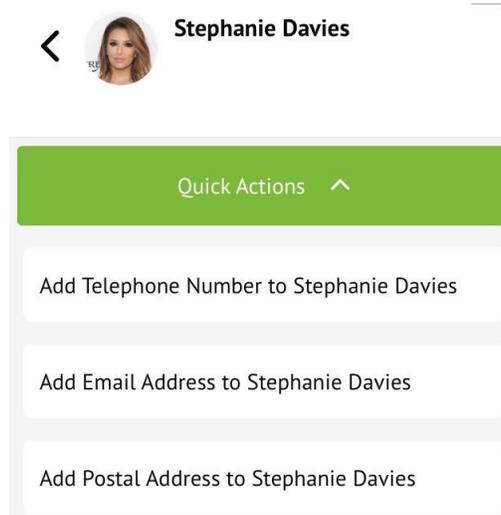
Cancel Change Request

Updating my info

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 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.

< **Stephanie Davies**

Identity

Name
Ms Stephanie Davies >

Relationship to pupil
Mother (natural or adoptive) >

Legal guardian
Yes

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.

×

Edit email address

Email address owner
Stephanie Davies

Type
Tap to pick

Email address
stephanie.davies@arbor-mail.com

Delete

Confirm