



Getting started - Logging into the Parent Portal and the Arbor App

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Getting started - Logging into the Parent Portal and the Arbor App

Introduction

What is Arbor?

We've chosen Arbor to help us manage our school.

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, get live updates and more with new features releasing soon.

There are two ways you can access our Arbor site. Both ways display the same information about your child, or children. You have the choice to use whichever way suits you best!

Parent Portal commonly used on a laptop or desktop computer. This can be accessed through a web browser, such as Google Chrome or Microsoft Edge.

The Arbor App, this works well on mobile devices, such as your mobile phone or tablet. It can be downloaded from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

How to get started – A quick start guide.

This is a quick start guide for setting up and logging into Arbor, below is a much more detailed guide.

1. Wait for your welcome email from the school, this will be emailed to the email address the school has on record, telling you Arbor is ready – you will not be able to log in before.
2. Click the link in your welcome email to set up your password.
3. Go to the App or Google Play Store on your phone or tablet and search 'Arbor'.
4. Click 'Install' on Android or 'Get' on iPhone, then open the Arbor App.
5. Enter your email, select the school and enter your password.
6. Accept the Terms & Conditions and enter your child's birthday.



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Please note. The screenshots that appear have been taken from an Arbor test site. Any information that can be seen is for the use of training purposes only.

First time logging in

Now the school has enabled both the Arbor Portal and Arbor App, we will send you a welcome email (please also check your junk emails). This will have your login details and a link that will take you to the browser version of the Parent Portal, from here you can reset your password. Once this has been done, you can download and begin using the Arbor app.

Click the link in the welcome email.

Hi

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:

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

Then, click 'Forgot your 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.

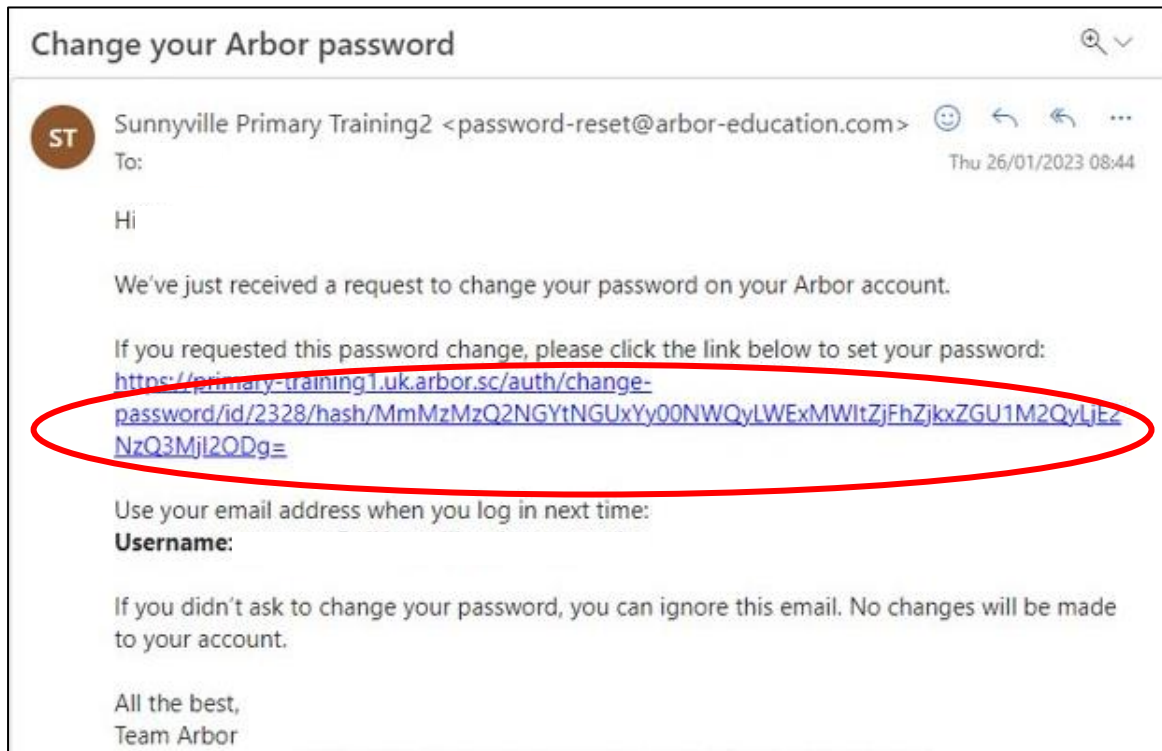
Reset password

Add in your email address (the one found on the welcome email), then click Reset password.



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You'll then receive another email. Click the link in this email to set your password.



Create your password.

You will then be logged in when you click 'Create password'.

Please note. The Password Criteria:

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.



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Click to accept the terms and conditions.

The dialog box is titled "Arbor Terms of Use" and contains a light blue information box with the text: "Welcome to Arbor! Please read these carefully before accepting and using Arbor systems. By using our systems, 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 systems. Click 'Accept' to continue." At the bottom right, there are two buttons: "Arbor MIS Terms of Use" and a green "Accept" button.

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

The page is titled "Logging in..." and includes a message: "If logging in is taking longer than expected, please try refreshing the page." Two red-bordered boxes contain the following instructions: "If this page freezes, for about 10 seconds, please refresh the page." and "If the page does not refresh, go back a page, to the password reset page, and click the link again."

The dialog box is titled "Verify Account" and contains the text: "As this is your first time using the system we need you to verify your account. To verify your 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 placeholder text "Example: 27/05/2002". At the bottom, there are "Cancel" and "Verify" buttons.

The dialog box is titled "Account Verified" and contains the text: "Thank you, your account has been successfully verified." At the bottom right, there is a green "Continue" button.

If you are experiencing difficulties logging into either the Parent Portal or the Arbor App, please contact the Cliftonville Primary School & Pre-School main office number on 01843 227575 or email office@cliftonvilleprimary.co.uk

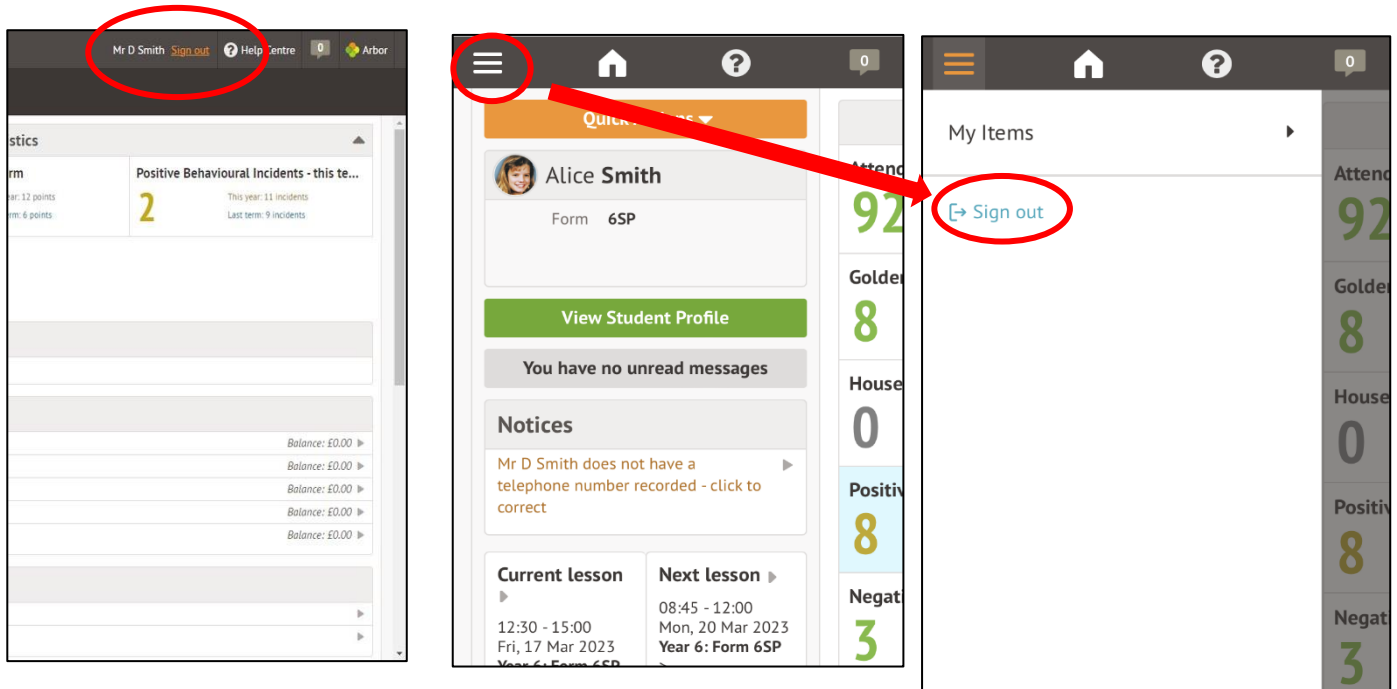


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This is the Arbor Portal. You can do everything here you can do on the Arbor App (and the other way round). The Arbor App is just easier to use on your tablet or smartphone.

(Android 5.0; iOS 10.0 and upwards).

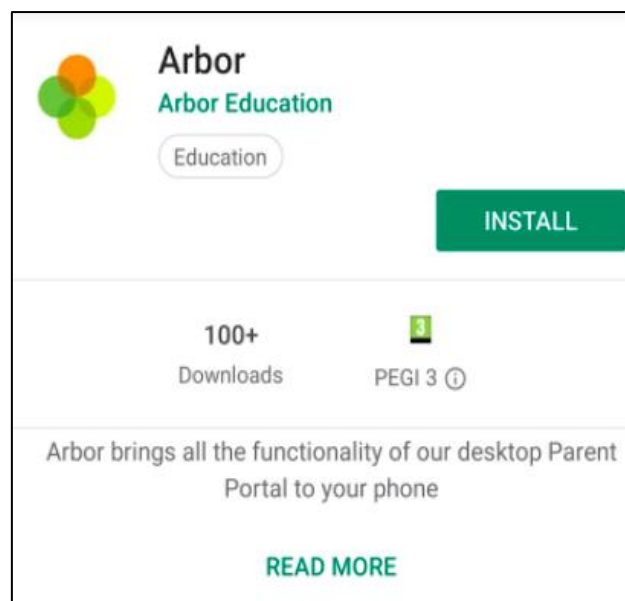
You can then 'Sign out', (top-right), or tap the three horizontal lines, followed by 'Sign out', close your browser and switch to using the app.



Downloading the Arbor App - Android

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

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



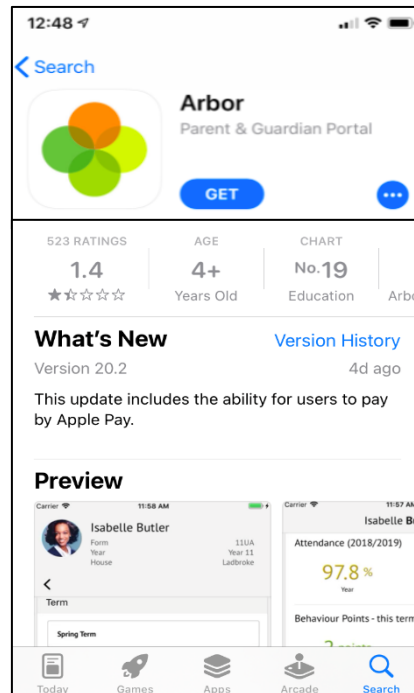
If you are experiencing difficulties logging into either the Parent Portal or the Arbor App, please contact the Cliftonville Primary School & Pre-School main office number on 01843 227575 or email office@cliftonvilleprimary.co.uk



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Downloading the Arbor App - iOS

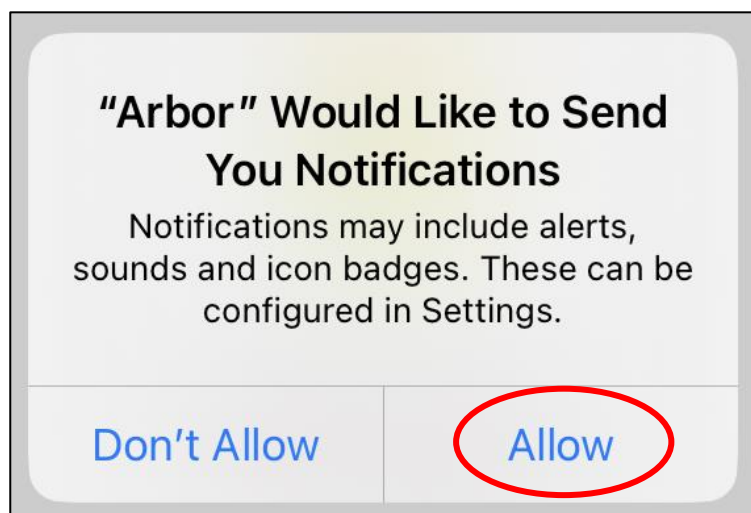
Go to your App Store and search 'Arbor'. Click the top option. Click 'Get' to download the Arbor App.



Enable Push notifications.

When you download the Arbor App, you may receive a prompt to receive notifications from Arbor. Make sure you select 'Allow' to enable the school to send you push notifications.

This will ensure you receive a notification when you have a new In-app message.





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Logging into the Arbor App

Now your password has been set up, you can log into the Arbor App. Add in your email address, the one found in the welcome email and tap 'Find Your School'.

The screenshot shows the 'Welcome to Arbor' screen. At the top is a logo with three overlapping circles in orange, green, and blue. Below the logo, the text reads 'Welcome to Arbor' and 'Let's find your school'. There is a text input field labeled 'What's your email?' and a green button labeled 'Find Your School'. At the bottom, there is an information icon followed by the text 'Need help with the App?' and a paragraph: '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'.

Arbor will automatically find your child's school. If you have children in another school, using Arbor, and your email address is the same for both schools, you will be presented with more than one school.

Select a school to log into. Enter your password, then click 'Log in'.

The screenshot shows the 'Select School' screen. It has a back arrow at the top left. There are two identical school entries, each with the text 'Sunnyville Primary Training2' and 'W10 5BN, London, GBR'. Below each entry is a green button labeled 'Select School'.

The screenshot shows the 'Select School' screen. It has a back arrow at the top left. The first school entry is 'Sunnyville Primary Training2' with 'W10 5BN, London, GBR'. Below this entry is a text input field labeled 'Enter your password' and a green button labeled 'Log in'. At the bottom, there is a link that says 'Forgotten password?'.

If you have more than one child at the same school, please select the child you wish to view. Don't worry, you can select another child once you are logged in.

The screenshot shows a screen titled 'Who would you like to view?'. There are two green buttons with the names 'Dennis Adams' and 'Kimberly Adams' on them.



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Signing in and logging out of the Arbor App

As a security precaution, each time you open the Arbor App, you will have to select your school, then enter your password before you can view any information.

When the App is closed, you will be automatically logged out.

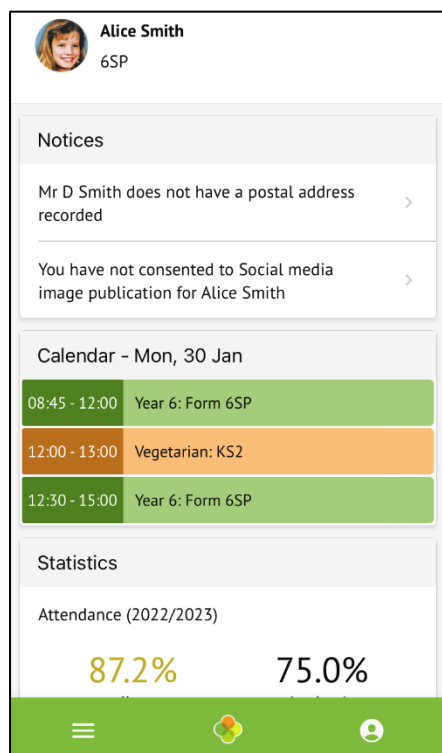
An Overview of the Arbor App

Now that you have successfully logged into the Arbor App, you can view any notices or messages from the school, information or your child's attendance, update your child's details (this will need to be approved by the school), give or decline consents as well as many more features coming soon!

Let's now take a closer look at the Arbor App, remember all of the information in the App can be found in the Portal and the other way round.

Once again, all of the information contained in the screen shots below is fictitious and it used for the sole purpose of training in the use of the Arbor App and Parent Portal.

Once logged into the App, you are greeted with the **home page** of the child selected (if more than one child is on roll at the school).



From here, you can see your child's name and which registration form (class) they are in.

If you have any **notices** from the school.

Regarding your Arbor profile.

Or your child's Arbor profile.

The Arbor calendar, allowing you to see where your child is in their school day.

Their **attendance** statistics.

Top Tip! Tapping on any of these sections will go into further detail for the given area.



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Tapping on one of the notices, will allow you to fill in this information required by the school.

Add Postal Address

Info

The addresses below are other known addresses of the student. If the postal address you want to add to Mr D Smith is one of these, just click on it. If you want to add an address which is not amongst the ones shown, please click the 'No, add new address' button

Suggested Addresses

Use this address

Cps
Margate
CT9 3LY

Cancel

No, Add New Address

In this example, the father of Alice Smith, Mr D Smith, does not have a postal address recorded on Arbor.

This can be added here.

If Arbor detects an address linked with Alice, it will appear in the 'Suggested Addresses' section. If this is correct, simply select the address and confirm your selection, saving you time!

Or, you can simply add in a new address.

Tapping the 'Attendance Statistics' section will provide you with more information regarding your child's attendance.

Recent Attendance for Alice Smith

Statistics for Academic Year 2022/2023

Possible sessions
47

Present
41 sessions (87.23%)

Late
3 sessions (7.32%)

Authorised absent
4 sessions (8.51%)

Unauthorised absent
2 sessions (4.26%)

Recent Attendance (23 Jan 2023 - 30 Jan 2023)

Clicking the attendance percentage will bring up the attendance page which breaks down the attendance figures into present, late, or absent.

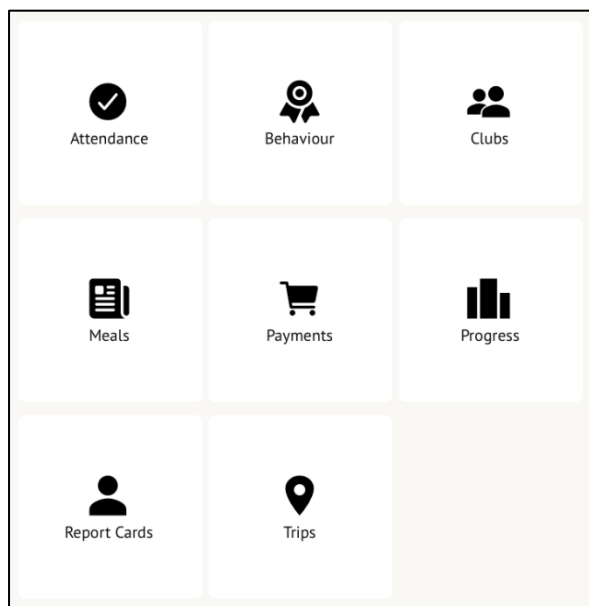
Scroll down for more information on this past weeks' attendance.

Top Tip! Tap the Arbor icon in the centre of the bottom ribbon of the App to return to the homepage!



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Tapping the three horizontal lines, in the bottom ribbon, will take you to the '**Quick Actions**' section of the Arbor App.



Only a small portion of the '**Quick Actions**' section will be available from launch; however, more will become live soon.

Allowing you to sign your child up to clubs and trips, make payments, select meal choices and more!

Further documentation and support will be available, once these additional features are released.

Tapping the icon on the right of the ribbon, will allow you to switch between your children's accounts (if you have more than one child on roll at the school), show any Messages which you will have received from the school, your account information, a link to the Arbor online help guide and the 'Logout' button.

Remember! When the App is closed, you will be automatically logged out.



If you have more than one more child on roll at the school, you can switch between their accounts here.

All new messages are marked as 'NEW' and are written in **bold**. Read messages will be written in normal text.

Click the message to view it.



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Viewing the Student Profile

Back on the homepage, you can access your child's profile by tapping on their profile picture or name, at the top of the page.

Alice Smith	
Add Information ▼	
Notices	
No notices	
Student Details	
Name	Alice Smith >
Gender	Female >
Date of birth	03 Nov 2011
Ethnicity	White - British >
Religion	Christian >

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 more.

Tap on a detail for further information.

If a detail is incorrect, you can request that it be changed by the school.

Note! Changes made from either the Parent Portal or the Arbor App will be reviewed by school staff before being applied to the student profile.

Further information can be added by tapping the 'Add information' button. This will pull down a slide from which allergies can be added, medical information and more.

Again, changes made from either the Parent Portal or the Arbor App will be reviewed by school staff before being applied to the student profile.

This document outlines most of the features of the Arbor App/ Parent Portal, which are live at the moment, however, if you would like to know more or if you are having trouble logging in or having issues with any sections of the app/ portal, please contact the school office – number/ email address at the bottom of each page.

More features of the Arbor App/ Parent Portal will be realised over the coming months and more information, help and support will be available, once they release.

In the meantime, we hope you enjoy using the new Arbor App/ Portal.

Cliftonville Primary & Pre-School