Dear Parent/Carer,

From **Monday 29ᵗʰ September**, we will be launching the **Arbor Parent Portal and Parent App**. This is our new online system which will give you quick and easy access to important information about your child's school life.

Through Arbor, you will be able to:

- Check your child's attendance
- Monitor your child's progress
- See behaviour points, praise points and any detentions set
- See reports and exam information
- Register your child for clubs and activities
- View timetables – including any detentions your child has been set and their length

You will receive a **welcome email on Monday** with your login details and instructions to set up your password. Please do not try to log in before you receive this email, as your account will not be active.

To make things easier, we have attached a **Quick Start Guide** which shows you how to download the app, log in, and use the main features.

If you have not received your Arbor login email, please first check your junk or spam folder. If it is not there, it may be because we do not have your email address on record. In this case, please use the Contact Us form on our school website or contact the school Reception, so we can update your details and resend the email.

If you have any problems accessing Arbor once your account is live, you are welcome to attend our drop-in support sessions on Wednesday, Thursday, or Friday between 3:30 and 4:00.

We are confident that Arbor will make it easier for you to stay informed and engaged with your child's learning.

Thank you for your continued support.

Yours sincerely,

Dominic Bould
Assistant Principal

Arbor Parent Portal & App – Quick Start Guide

1. Getting Started

First time login

- You will receive a welcome email from school with your login details
- This email contains a link to the Parent Portal (website version of Arbor)
- Click the link and follow the instructions to set up your password

Password reset

- You can reset your password at any time by using a computer, or by opening the Parent Portal in a mobile browser on your phone or tablet
- Once your password is set, you can use the same details to log in on both the website and the Parent App

Download the App

- iPhone/Android: Open the App Store/ Google Play Store and search for **"Arbor"**
- Download and open the app

Log In

- Enter your email address and the password you created
- For security, you may be asked to confirm your child's date of birth
- If you have more than one child at the school, you can switch between them once you're logged in
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2. Main Features

- **Dashboard:** Quick view of timetable, notices, behaviour points, and attendance
- **Messages:** The school can send you updates directly in the app
- **Clubs & Trips:** Register your child for school activities
- **Reports & Exams:** View progress reports and exam timetables

3. Notifications

- When you first download the app, choose **Allow Notifications** so the school can send you reminders and updates
- You can change this later in your phone's settings

4. Troubleshooting

- **Forgotten your password?**
  Click "Forgot your password?" on the login screen to reset it
- **Problems logging in?**
  Double-check you are using the same email address that the school holds on record.
- **Still having issues?**
  Contact the school office for support. Please **do not contact Arbor directly**

5. Security

- For your child's safety, always keep your login details private.
- You will be automatically logged out after a short time if the app is not in use.
- You can also log out manually from the profile section.

Useful links:

Log into the Parent Portal and Parent App (Arbor Support)
Quick Introduction to Arbor for Parents and Guardians (Arbor Support)
Arbor Parent Portal & App – Video Guide (YouTube)