

# Arbor Parent Portal and the Arbor App

The Parent Portal and Arbor App let parents register their child for a club or trip and manage payments all from their phone or computer. Parents can also check in on their child's attendance, behaviour and progress.

## What is the Parent Portal?

The Parent Portal is the browser version of Arbor accessible to parents/guardians on a laptop or computer.

To access the Arbor Parent Portal, you need to visit <https://login.arbor.sc>

The login username is your email address as registered with the school. If this is the first time you are accessing the Arbor Parent Portal, click on the '[Forgot your password?](#)' link at the login page and follow the instructions on the screen to set 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.

You'll then receive an 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/auh/change-password/id/2008/hash/MTBkNzlwOWMIMDg1MS00N2VjLWJ3MzZAIANGVmZTUwOGM3Yjc5LjE2MjA4MDkzMDE=>

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**.



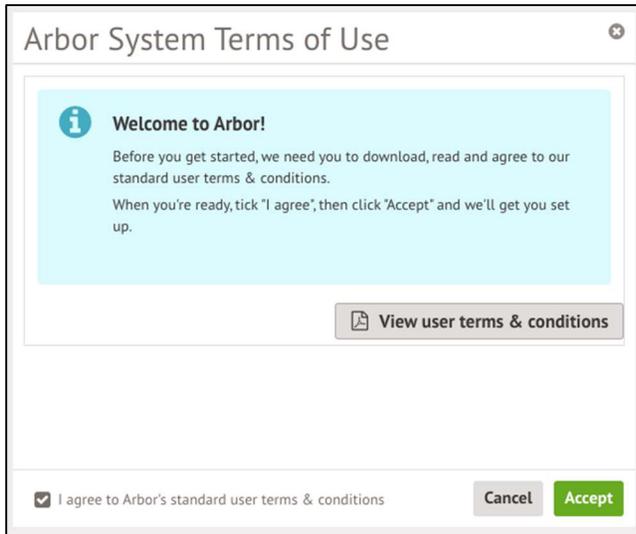
**Create password**

New password

Confirm 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.

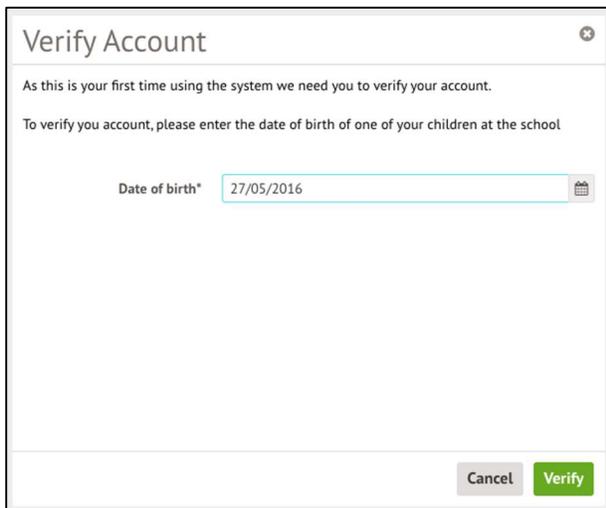
[View user terms & conditions](#)

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\*

[Cancel](#) [Verify](#)

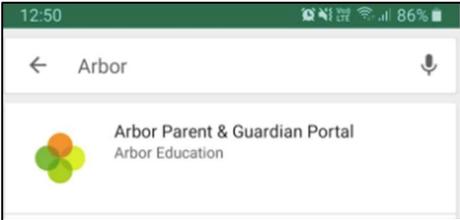
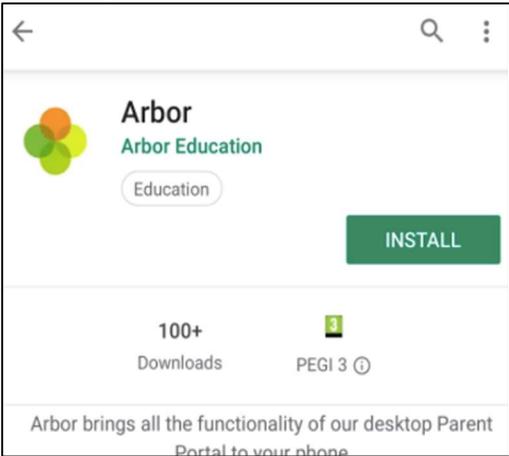
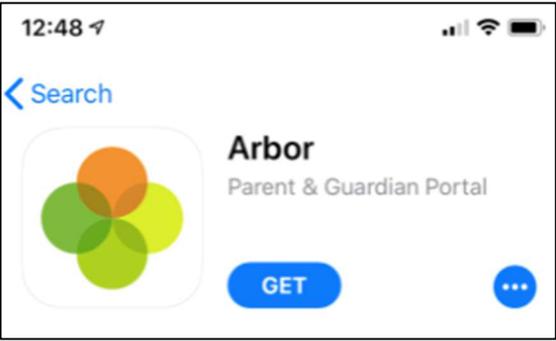
Once logged in you will be able to see your child's school attendance, behaviour points, Payment accounts for Meals and School Shop, register for activities and school trips.

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|--|---|
| <p>Quick Actions ▾</p> <div style="text-align: center;">  <p><b>Chloe Adams</b> ♀</p> <p>Form <span style="float: right;">9GU</span></p> </div> <p style="background-color: #4CAF50; color: white; text-align: center; padding: 2px;">View Student Profile</p> <p><b>Guardians of Chloe Adams</b></p> <p>Harley Adams ▶<br/>Charlotte Adams ▶</p> <p><b>Notices</b></p> <p>Chloe Adams does not have a transportation method recorded - click to correct ▶</p> <p>Chloe Adams does not have a religion recorded - click to correct ▶</p> <p>Chloe Adams's lunch requirement has not been set. Please contact the school to arrange this. ▶</p> <p>Chloe Adams does not have any details on hearing tests - click to correct ▶</p> <p>Chloe Adams does not have any details on vision tests - click to correct ▶</p> | <p style="text-align: center;"><b>Statistics</b></p> <p><b>Attendance (2021/2022)</b></p> <p style="font-size: 24pt;"><b>98.9%</b></p> <p style="font-size: 12pt;">0.00% <span style="float: right;">Year</span><br/>Last 4 weeks</p> <p><b>Behaviour Points - this term</b></p> <p style="font-size: 24pt;"><b>0</b></p> <p style="font-size: 10pt;">This year: 0 points<br/>Last term: 0 points</p> <p><b>Guardian Consultations</b></p> <p>No guardian consultations for Chloe Adams</p> <p><b>Overdue Assignments</b></p> <p>early test4 (Due 24 Oct 2018) <span style="float: right;">Extended</span></p> <p><b>Accounts</b></p> <p>Chloe Adams: Meals <span style="float: right;">Balance: -£61.36 ▶</span></p> <p>Chloe Adams: Snacks for students <span style="float: right;">Balance: £3.40 ▶</span></p> <p>Chloe Adams: Breakfast Club <span style="float: right;">Balance: £0.00 ▶</span></p> <p><b>Activities</b></p> <p>Chloe Adams: Clubs ▶</p> <p>Chloe Adams: Trips ▶</p> |
|--|---|

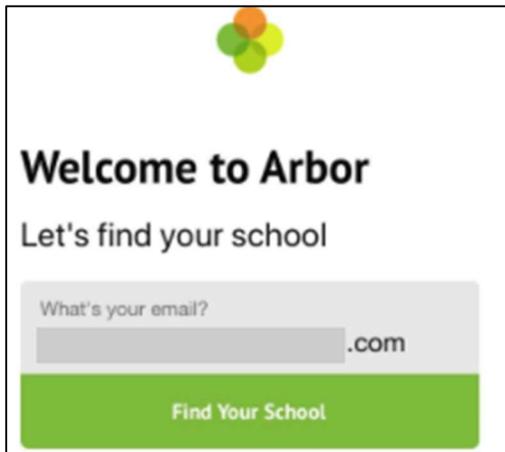
## What is the Arbor App?

The Arbor App is the mobile version of our Parent Portal, for use on mobile devices such as smartphones and tablets. You will need to access the Arbor Parent Portal and set your password before using the Arbor App.

## Downloading the Arbor App

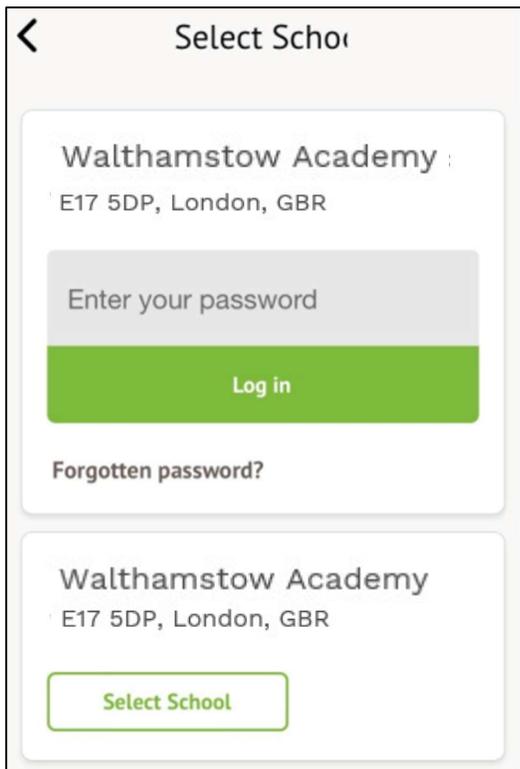
| Android   | iOS (Apple)  |
|---|--|
| <p>Go to your Play store and search for 'Arbor'. Click the 'Arbor Parent &amp; Guardian Portal'.</p>  <p>Click <b>Install</b> to download the Arbor App. Once it has installed, click <b>Open</b>.</p>  | <p>Go to your App Store and search 'Arbor'. Click the 'Arbor' in search result. Click <b>Get</b> to download the Arbor App.</p>  |

Once the Arbor App is installed and opened, type in your email address registered with the school.



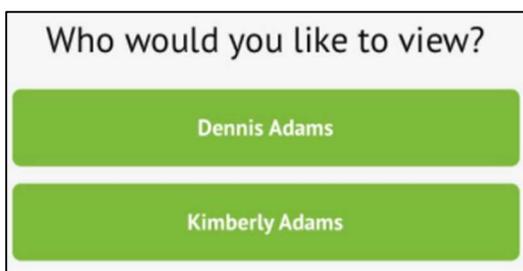
The image shows the 'Welcome to Arbor' screen. At the top is the Arbor logo, a cluster of four overlapping circles in orange, green, and yellow. Below the logo, the text reads 'Welcome to Arbor' in a bold, black font, followed by 'Let's find your school' in a smaller, regular black font. There is a text input field with the placeholder text 'What's your email?' and a '.com' suffix. Below the input field is a green button with the text 'Find Your School' in white.

Select **Walthamstow Academy** to log into. Enter your password, then click **Log in**.



The image shows the 'Select School' screen. At the top left is a back arrow icon. The title 'Select School' is centered at the top. Below the title is a card for 'Walthamstow Academy' with the address 'E17 5DP, London, GBR'. Inside this card is a password input field with the placeholder 'Enter your password' and a green 'Log in' button. Below the card is a link for 'Forgotten password?'. Below that is another card for 'Walthamstow Academy' with the address 'E17 5DP, London, GBR' and a green 'Select School' button.

If you have more than one child at the school, please select the child you wish to view. You can switch to another child once you are logged in.



The image shows the 'Who would you like to view?' screen. The title 'Who would you like to view?' is at the top. Below the title are two green buttons with white text: 'Dennis Adams' and 'Kimberly Adams'.