



Arbor

The Arbor Parent Portal - Quick Introduction

Logging In For the First Time

The Wren school will send you a welcome email from Arbor. 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 **will not** 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.

Step 1

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](#), clicking on 'Forgotten Password?' and following the instructions on screen.

Your username is: 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

Step 2

Click the link, **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

Step 3

You will then receive another email.

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/MTBkNziwOwMMMDg1MS00N2VjLWl3MzZAIANGVmZTUwOGM3Yjc5LjE2MjA4MDkzMDE=>

Use your email address when you log in next time:

Username: 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.

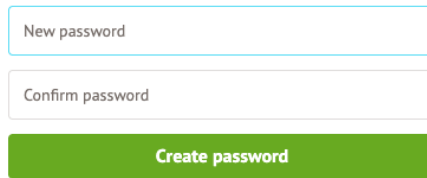
All the best,
Team Arbor

Click the link in this email to set your password the link in this email to set your password.

Step 4

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

Create password



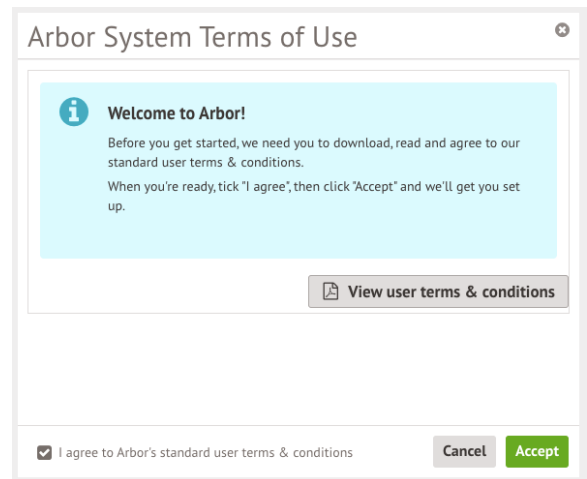
New password

Confirm password

Create password

Step 5

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.

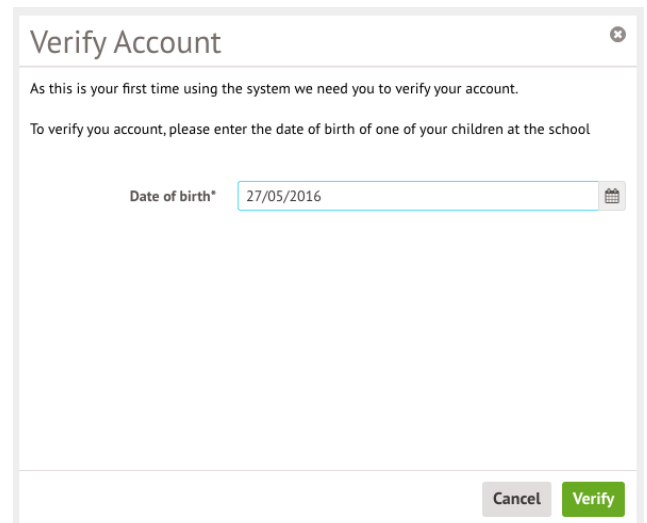
[View user terms & conditions](#)

I agree to Arbor's standard user terms & conditions Cancel Accept

Step 6

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

Logging into The Parent Portal

Now your password has been set up, you can log into the Parent Portal by going to 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, and then click **Log in**.

If you cannot log in, use the “**I am a guardian**” link on the right-hand side to view [troubleshooting tips](#).

Log in

The login form consists of several fields and buttons. At the top, there is a text input field containing '@arbor-education.com' with a 'Change E-mail' link to its right. Below this is another text input field containing 'Arbor (W10 5BN)' with a 'Change School' link to its right. The main password field is a large text input box with a blue border and a masked password '*****'. Below the password field is a green 'Log in' button. At the bottom left, there is a 'Remember me' checkbox. At the bottom right, there is a 'Forgot your password?' link.

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.

Being a guardian for multiple children

If you are the Primary Guardian for more than one child in the school, you can access and view each child through the same portal by clicking on the name at the drop-down menu with the children's names in the top-left of the home page, then change sibling.

Logging into the Arbor App

Now your password has been set up, you can log into the Arbor App. Add in your email address.

Google play link: Go to your Play store and search for 'Arbor'. Click the top option.

Apple Link: Go to your app store and type Arbor  (Parent & Guardian Portal)

Recheck your login details and ensure your username is the email address you use for Arbor.



Welcome to Arbor

Let's find your school

The form has a text input field labeled 'What's your email?' with a placeholder '.com'. Below the input field is a green button labeled 'Find Your School'.

Select the school to log into. Enter your password, then click **Log in**.

If you have more than one child at the school, please select the child you wish to view. Do not worry; you can select another child once you are logged in.

The 'Select School' screen shows a list of schools. The first entry is 'The Sunnyville School of Magic' with address 'W10 5BN, London, GBR'. Below it is a password field with a 'Log in' button and a 'Forgotten password?' link. The second entry is 'Sunnyville Secondary School' with address 'W10 5BN, London, GBR' and a 'Select School' button. The 'Who would you like to view?' screen shows two green buttons with names: 'Dennis Adams' and 'Kimberly Adams'.

Your Homepage Dashboard.

The dashboard is the first screen that you will see. This gives a quick glance of the student's **Profile** - 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 so on.

More options will be available to view during 2023. Reporting absences and seeing your child's attendance will be released early in 2023.

You can return to this page at any time by clicking on the school's logo or choosing Dashboard from any menu.

The screenshot shows the 'Megan's page' dashboard. On the left is a navigation menu with 'Profile' selected. The main content area displays student information for Megan Hill, including her photo, form (10NE), year (Year 10), house (Acklam), and tutor (Rosie Hall). Below this are 'Notices' with three items: 'Megan Hill does not have a religion recorded - click to correct', 'You have not consented to Photograph Student for Megan Hill - click to correct', and 'You have not consented to Specific photo consent for Megan Hill - click to correct'. A 'Student Details' table lists her name, gender (Female), date of birth (30 May 2004), ethnicity (Pakistani), religion (Not recorded - click to add), language (English (Native speaker)), and service child status (No). On the right, an 'Instructions' box explains that information marked with an arrow can be edited, and an 'Add Information' button is visible below it.

Calendar - this shows the student's calendar for the academic year, including timetable and events.

The screenshot shows the 'Megan's page' calendar view for the week of 17-22 June 2019. The calendar is a grid with days of the week as columns and time slots as rows. The 'Calendar' menu item is selected on the left. The calendar shows a 'Test' on Tuesday 18th from 08:00-09:00. Timetable slots are color-coded: green for lessons, orange for leisure/travel, and yellow for exams. Lessons include English, Mathematics, Computer Science, Performing Arts, Applied Art and Design, Portuguese, Physical Education, Design and Technology, and Japanese.

	17 Monday	18 Tuesday	19 Wednesday	20 Thursday	21 Friday	22 Saturday
08:00		08:00-09:00 Test				
09:00	08:45-09:00 09:00-09:45 English: Year 10: Y10Set2	08:45-09:00 09:00-09:45 Mathematics: Year 10:	08:45-09:00 09:00-09:45 Leisure, Travel and	08:45-09:00 09:00-09:45 Leisure, Travel and	08:45-09:00 09:00-09:45 English: Year 10: Y10Set2	
10:00	10:00-10:45 Computer Science: Year	10:00-10:45 Citizenship: Year 10:	10:00-10:45 Mathematics: Year 10:	10:00-10:45 Computer Science: Year	10:00-10:45 Physical Education /	
11:00	11:00-11:45 Performing Arts: Year 10:	11:00-11:45 Applied Art and Design:	11:00-11:45 Applied Art and Design:	11:00-11:45 Performing Arts: Year 10:	11:00-11:45 Portuguese: Year 10:	
12:00	12:00-12:30	12:00-12:30	12:00-12:30	12:00-12:30	12:00-12:30	
13:00	13:00-13:10 13:15-14:00 English: Year 10: Y10Set2	13:00-13:10 13:15-14:00 Portuguese: Year 10:	13:00-13:10 13:15-14:00 Physical Education /	13:00-13:10 13:15-14:00 Science: Year 10:	13:00-13:10 13:15-14:00 Japanese: Year 10:	
14:00	14:15-15:00 Design and Technology -	14:15-15:00 Citizenship: Year 10:	14:15-15:00 Design and Technology -	14:15-15:00 Japanese: Year 10:	14:15-15:00 Science: Year 10:	
15:00						

Troubleshooting

Why can I not I log in to my school's Parent Portal?

There may be a number of reasons you cannot log in to Parent Portal.

Before looking at troubleshooting steps, please have a look at the email you received from the school with your initial login details enclosed to make sure you're using the right username.

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/MTBkNzlwOWMIMDg1MS00N2VjLWl3MzAtNGVmZTUwOGM3Yjc5LjE2MjA4MDkzMDE=>

Use your email address when you log in next time:

Username: 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

I have forgotten my password



Log in

Enter your email address 
This field is required

Enter your password 
This field is required

[Forgotten your password?](#)
First time logging in?

If you have accessed the Parent Portal previously and have forgotten your password, select the option **Forgotten your password?** Option when heading to your school's Arbor login page. This will take you to a second screen where you can enter your email to generate a new password.

Make sure your password includes at least 8 characters, one uppercase letter and one lower case letter, and a number.

The Arbor App

If this is your first time logging in to the Parent Portal, please **do not use** your mobile phone. You need to log in for the first time using a computer browser. Using Chrome as your web browser.

Google player link: Go to your Play store and search for 'Arbor'. Click the top option.

Apple Link: Go to your app store and type Arbor  (Parent & Guardian Portal)

Recheck your login details and ensure your username is the email address you use for Arbor.

- Only relatives who are **Primary Guardians** of a child can access the Arbor App. Ask your school you check what type of guardian you are.
- Make sure you are accessing the App on a phone; the App will not function on a tablet.
- You are using the Arbor App on a phone. You should not use the browser on your phone. To use the App you must be using at least Android 5.0 or iOS 10.0 in order for the App to function properly.