



Parents using the Parent Portal/ Arbor App Support Pack

Version	Date	Updates
1	12/05/20	-

Produced by Arbor Education Partners Ltd. for use with Arbor School MIS.

If your MIS is not behaving as expected, and you cannot find a solution in the help centre, please don't hesitate to contact myteam@arbor-education.com for assistance from your support team.

If parents are having difficulty using the Arbor App or Parent Portal, please make sure they contact you (their school). If you are unable to resolve the issues, contact Arbor.

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Welcome to the Parent Portal/ Arbor App!

Your school has chosen Arbor as it's MIS provider and are using the Parent Portal/ Arbor App, in the document you will find support as a parent on the Arbor Parent Portal/ Arbor App. This guide covers advertising to parents and how they can use the Parent Portal but more importantly what the Parent Portal/ Arbor App is.

Please remember that if you have any questions please contact your school directly with as much information as possible. Due to GDPR Arbor are unable to communicate directly with parents and guardians.

We're using



Arbor

Who are Arbor?

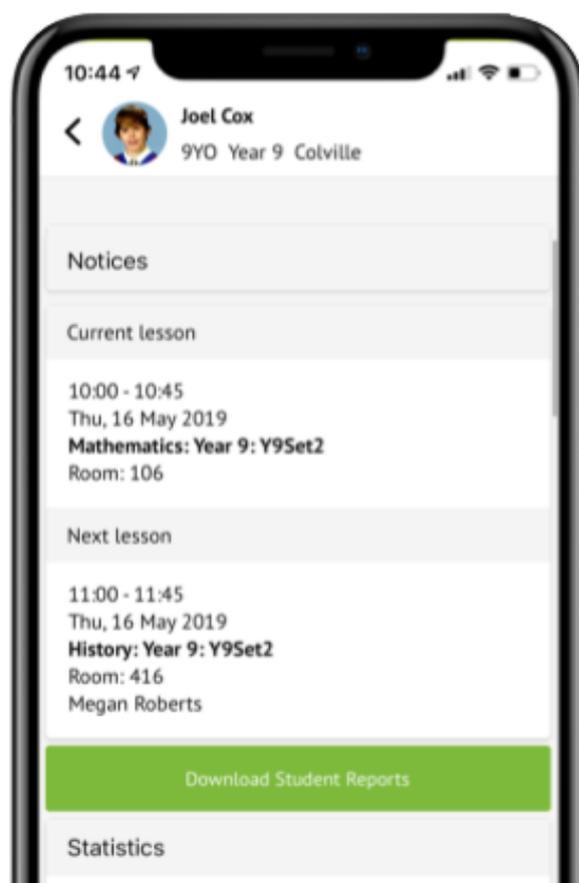
We've chosen Arbor as our MIS provider. An MIS is a system that helps schools collect, store, manage and use all the information they need. Arbor is a simple, smart and cloud-based MIS, meaning the data isn't physically stored in school, making Arbor super secure. It also means you can log into Arbor to see and update your child's information or make payments and bookings yourself!

Arbor was founded in 2011 by a small group of people on a mission to create a simple, smart MIS system that would help schools learn from their data to save teachers time and ultimately improve student outcomes.

How can parents use Arbor?

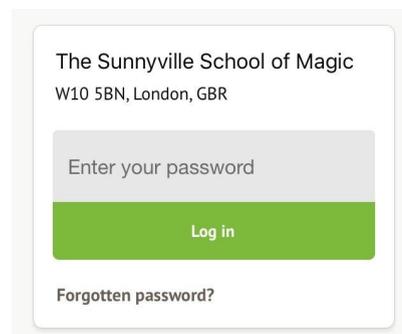
Here's how you can use Arbor:

- Log into Parent Portal for Google Chrome on computers or laptops
- Download the Arbor App from the App Store or Google Play Store then log in on your phone (For Android 5.0 or iOS 10.0 and upwards)
- We can then send you In-app messages. We can also send you emails, letters or SMS!



How to get started

1. Wait for the email from us telling you that Arbor is ready for you to use
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 and search for 'Arbor'
4. Click 'Install' on Android or 'Get' on iPhone then open the App
5. Enter your email, select the school, then enter your password
6. Accept the Terms & Conditions and enter the birthday of your child



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

Enter your password

Log in

Forgotten password?

Need help using Arbor?

To safeguard student data in line with General Data Protection Regulations (GDPR), Arbor only works directly with schools.

Contact the school office if you have any questions about Arbor, the Arbor App or Parent Portal. We will be able to help answer your questions. If not, we will contact Arbor's Support Team for assistance. Please let us know the type and model of your phone, e.g. an iPhone SE, and include screenshots or screen recordings of what you are experiencing.

Some tips to try:

- Ensure your username is the email address you use for Arbor. Ask us to **check the email address** linked to your account.
- **Reset your password** from the login page, or ask us to do this.
- If the login email was sent to you more than 96 hours ago, the **password link will have expired**. Ask us to send it again.
- Ask the school office to check that your email address has not been used twice - e.g. on another guardian or child's profile.
- **Enter the birthday** of one of your children to log in for the first time.
- Only relatives who are **Primary Guardians** of a child can access the Arbor App. Ask us to check if you can access Arbor.
- If logging in for the first time use a laptop or computer and use Google Chrome as your browser.