Introduction to Arbor

Parents and Carers

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

The Parent Portal and Arbor App allows parents and carers to receive communications and update their child's records (for example, a change of address, new medical condition or changes to parents' contact details).

If you have any problems using Arbor, please contact the school office

What is the Parent Portal?

The Parent Portal is our version of Arbor accessible to parents and carers on a laptop or computer.

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 can see more about the Arbor App here: https://youtu.be/kFCuC1NyH5U

How do I get started with the Arbor App?

Downloading the Arbor App
Go to the App Store (iPhones) or Play Store (Android) and search for Arbor. Click **Install** or **Get** to install the app and then click **Open** to log-in.

Enabling push notifications

Android:

You can turn Push Notifications on or off at any time by going to your **Settings** on your phone. For example, on a Samsung Galaxy S8, go to ***Settings > Apps > Arbor > Notifications***. Tap the slider to turn Push Notifications on and manage your settings.

IOS:

When you download the Arbor App, you will receive a prompt to receive notifications from Arbor. Make sure you select **Allow** to enable your school to send you push notifications. This will ensure you receive a notification when you have a new In-app message.

If you select **Don't Allow**, you can turn Push Notifications back on at any time by going to your **Settings** on your phone. For example, on an iPhone SE, go to ***Settings > Arbor > Notifications***. Tap the slider to turn push notifications on and manage your settings. We recommend setting your banner style to Permanent, so it doesn't disappear.

Logging in

Logging in for the first time

You will receive a welcome email with your login details and a link that will take you to the browser version of the Parent Portal where you will be able to set up a password.

You won't 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.

The welcome email will look like this:

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

Click the link, then click **Forgot your password?**. Add in your email address then click **Reset password**. You'll then receive another email. Click the link in this email to set your password. The second email will look like this:

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/MTBkNzlwOWMtMDg1MS00N2VjLWI3MzAtNGVmZTUwOGM3Yjc5LjE2MjA4MDkzMDE=

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

Create your password. You will then be logged in when you click **Create password**. Click to accept the terms and conditions.

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.

Logging-in to 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. Enter your password, then click **Log in**.

If you can't log in, use the **I'm a guardian** link on the right-hand side to view <u>troubleshooting tips</u>.

Logging into the Arbor App

Now your password has been set up, you can log into the Arbor App. Add in your email address. 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. Don't worry, you can select another child once you are logged in.

Using Arbor

Your Homepage Dashboard

The dashboard is the first screen that you will see. This gives a quick glance of the student's daily timetable, behaviour points, meals, notices, current attendance and progress. **NB: Not all of these functions are currently in use, so you may not see all of these options.**

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

Being a guardian for multiple children - switching students

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.

On the Parent Portal

On the left-hand side of your homepage, click the arrow next to the current child's name. Select the other child.

When doing this for the first time, you will need to enter your other child's date of birth.

On the Arbor App

Click the profile icon at the bottom right of your screen and click **Switch student**. If this is the first time you are viewing information for this child, you will have to confirm their birth date.

Available data on your child

You will be able to click on different parts of the home page to view more data on your child. Please be aware that we are not currently using all aspects of the Arbor system and so you will not see all of the possible options.

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

Once you've clicked on Attendance or another item, you will see a menu appear as in the example below in the left-hand side of the page you are now on:

Student Profile

Access your child's profile by clicking the **View Student Profile** button on your homepage.

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.
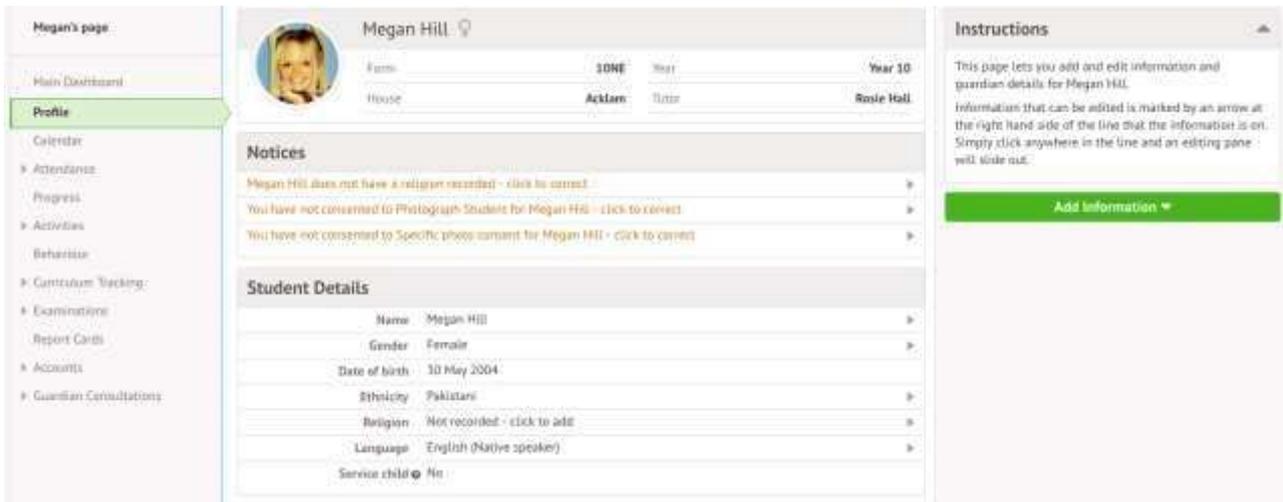
Seeing and updating my child's information on the Parent Portal or Arbor App

The **Student Profile** on the Parent Portal gives you an overview of the student's personal details. To get to the student profile select the green **View Student Profile** button.

Notices and Consents

This section contains a list of missing information (including consents) on the student's profile.

On the Parent Portal

You can also see these on your Homepage, under the **View Student Profile** button.

To update this information, click on a notice. A slide over will appear where you can add the required information.

Once you've filled in all the information, the notices will disappear - you can edit the information by clicking into the data further down your child's profile.

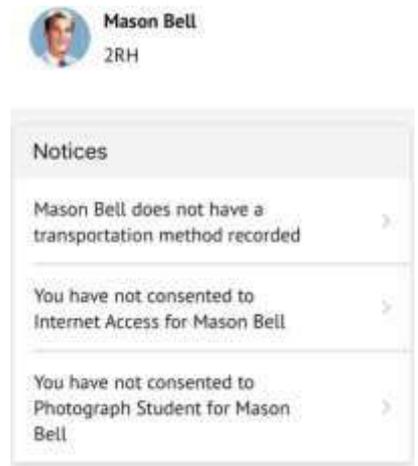For consents, you need to either **Give** or **Decline** consent.

You'll need to contact the school office if you need to change whether you've consented or not. This is not possible to change through the Parent Portal, but you can see your consents at the bottom of the page.

Mason Bell
2RH

To update this information, click on a notice.

Add the information, then click **Confirm**.

Once you've filled in all the information, the notices will disappear - you can edit the information by clicking into the data further down your child's profile.

Notices

Mason Bell does not have a transportation method recorded

You have not consented to Internet Access for Mason Bell

You have not consented to Photograph Student for Mason Bell

Set Consent

Consent
Photograph Student

Note
Photos for internal purposes only

Decline Consent

Give Consent

For consents, you need to either **Give** or **Decline** consent.

If you choose to decline the consent, you will be asked to confirm your choice.

You'll need to contact your school if you need to change whether you've consented or not. This is not possible to change through the Abor App, but you can see your consents at the bottom of the page. Click for more information.

When you have provided all the information required, the page will display that there are no more notices.
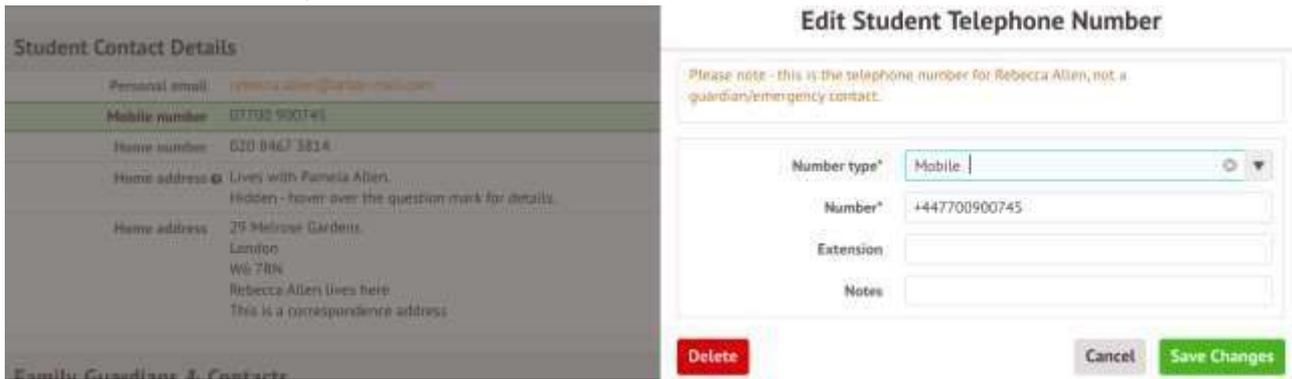
Contact Details

Student contact details

As a primary guardian, you can see and amend the child's contact details. You can only see postal addresses that you also live at with the child.

New contact details can be added by clicking **+Add**.

Student Contact Details   ⊕ Add

Personal email	rebecca.allen@arbor-mail.com	▶
Mobile number	07700 900745	▶
Home number	020 8467 3814	▶
Home address ❓	Lives with Pamela Allen. Hidden - hover over the question mark for details.	12 May 2021 - ongoing
Home address	29 Melrose Gardens London W6 7RN Rebecca Allen lives here This is a correspondence address	Ongoing ▶

You can edit or delete any contact details where there is an arrow symbol. Just click the field, click the **Edit** button, then edit or delete.
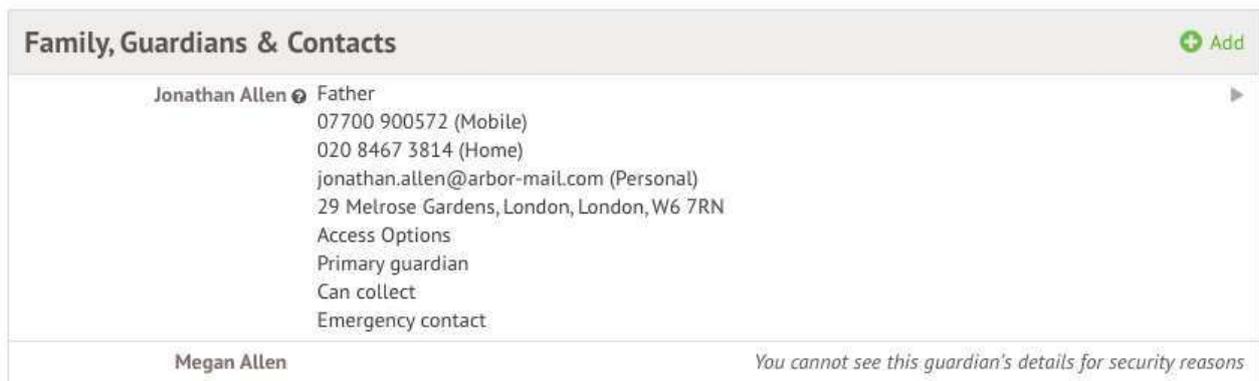

Yours and other guardian's contact details

The **Family, Guardians & Contacts** section displays all guardians linked to the student's profile. You can only see and update your own details.

You can add new contacts by following these instructions: How to add new guardians and contacts for your child

If you need to update another guardian's details, they will need to log in and update if they are a primary guardian, or you can contact your school to make any changes for you.


On the Arbor App

On the **Student Profile** page, scroll down to the **Family, Guardians & Contacts** section. It will show only the names of your child's other family members, and your information.

- To add a new contact click **Add Family member, guardian or contact.**
- To amend your information, click your name.

On your profile, click the **Quick Actions** button to add key information quickly.

You can also add or amend information anywhere where you see an arrow icon on the right-hand side. Click the information to amend it.
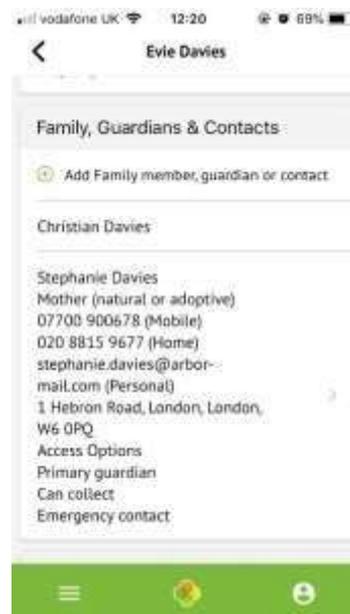
For example, when amending an email address, you will see this page. Please be aware that if you amend your default email address, you will have to log in using the new email address.

Other information you can view and amend

On the Parent Portal

The **Student Details** section contains the student's personal information. Any information with the ▶ symbol to the right of it can be amended.

Click on the student details you would like to amend, a slide over will then appear for you to update the information, once updated select **Save Changes**.
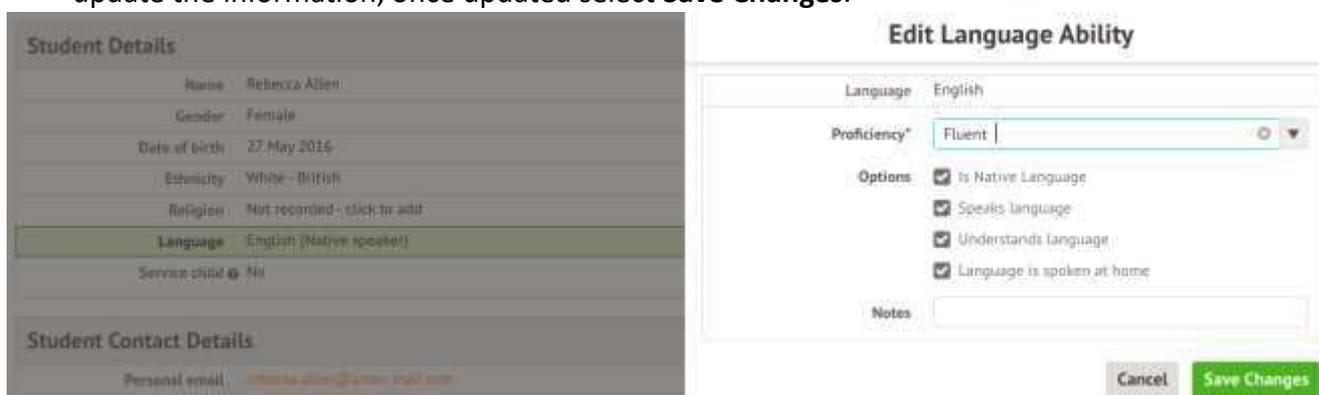
The **Meal Preferences & Dietary Requirements** section shows any dietary requirements the student has and displays the current meal preferences.

To add another dietary requirement, click **+Add** and update the slide over.

The **Medical** section will load all of the medical details linked to the child's profile. This includes the child's Doctor, Medical Conditions, Immunisations etc depending on what you have added.

To update any of the sections, click on one of them. Amend the details on the slide over and click on **Save Changes**.

On the Arbor App

You can quickly add information by clicking the **Add Information** button and selecting the information you would like to add.

Once you have added the information, click the green button at the bottom.

Stephanie Davies

Student Details

Name
Evie Davies

Gender
Female

Date of birth
12 Apr 2004

You can also add or amend information anywhere where you see an arrow icon on the right-hand side. Click the information to amend it.

Changes made from the parent portal will be reviewed by school staff before being applied to the student profile.

Change
Update Religion

Requested
Mother (natural or adoptive)
17 May 2019, 10:27, by Stephanie Davies

Changes

Religion
Old Value:
New Value: Buddhist
Changed

Cancel Change Request

If you click on an item that is waiting for confirmation by your school for the changes to take effect, you can see the information, or cancel the change request.
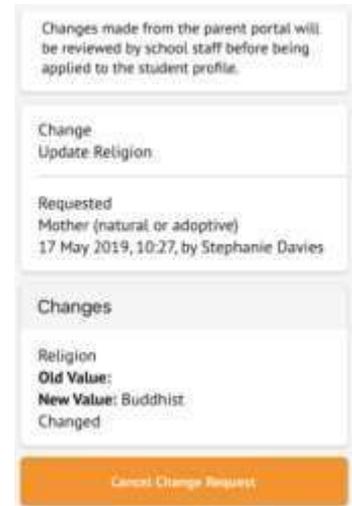
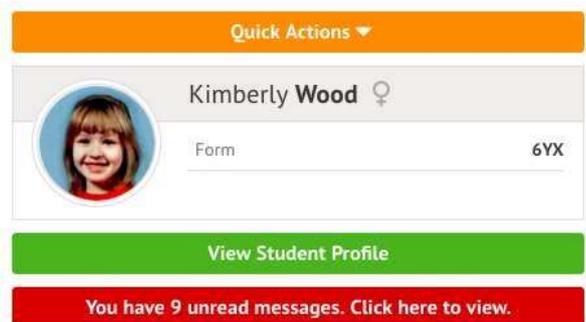## In-app messages in the Parent Portal and Arbor App

You can see any in-app messages sent to you in the messages section of the Parent Portal or Arbor App. If you've enabled Push Notifications for the App, you'll get a push notification whenever you have a new in-app message, whether you are logged in or not.

How can I read my in-app messages?

Through the Parent Portal

You can see if you have any unread messages in the top-right of your Arbor Homepage. Click this button to view all In-app messages received.

You can also get to the list of messages by going to the drop-down menu at the top of your screen and selecting *My Items > School Messages*.

Quick Actions ▼

Kimberly **Wood** ♀

Form   6YX

View Student Profile

You have 9 unread messages. Click here to view.

You can see all messages received and all messages you have sent to school. All new messages are marked as 'NEW' and are written in bold. Read messages will be written in normal text.
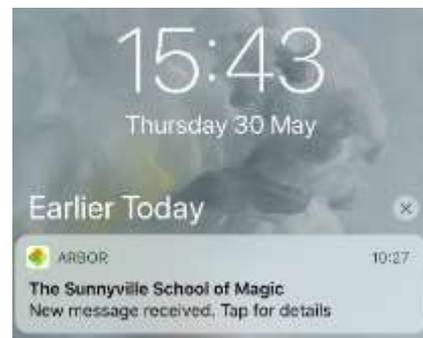
Click the message to view it.

Through the Arbor App

When using the App, you'll receive a Push Notification (if you have enabled this feature).

Tap the notification and log into the app to be able to view the message.

In the App, you'll see a notification at the bottom right of your screen. Click this notification, then click *Messages* to see your messages.

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.

Payment accounts and topping up the meal account on the Parent Portal or Arbor App

You can manage accounts for any area of Arbor the school has set up to receive payments for. Here you can also make payments and top up accounts. For more information on making payments, see the sections below on registering for a club and registering for a trip.

Please note that once you have topped up, you will need to contact your school if you would like to move money to a different account or would like a refund.

On the Parent Portal

To manage a meal account, go to **Accounts** and click **Meals**. For other accounts, select the account name.

Above the table on the *balance* page, the credit/debit amount of the student account will show. **Debt** amounts will show in **red, credit** amounts will show in **green.**

Meals Balance: £10.00

Meals Balance: -£10.00

Clicking on a Payment will load a slide over with details of the lunches taken that day.

To make a **Card Payment,** click on the **Top up account** button.

A slide over will load, where you can select the bill payer and payment amount. Please note the minimum payment amount is £2.

You can choose to pay now or to add your payment to your basket to pay later.

In the pop-up, add in your card details then click **Pay**.

You may have to then authenticate your identity for the payment to go through. If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports.

Once your identity has been confirmed, the payment will be completed and your card will be charged. You'll see confirmation that the transaction has been successful.

The meals balance will be updated to reflect the top-up right away.
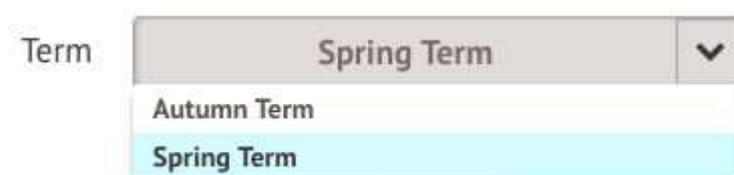
Meals Balance: £9.60

What can you see on each page?

Payments

This will load a table with all the payments that have been made for the account. You can select a specific Term using the **Term** drop-down menu at the top-right of the page.

A table will appear showing details of the payments.

Invoices

The **Invoices** section on the parent portal will load a table with all invoices for the current term.

You can select a specific Term using the **Term** drop-down menu at the top-right of the page.

You will be able to see details of the invoices and the status of each invoice - whether they have been Cancelled or Paid.

Top-ups

The **Top-ups** page on the parent portal will load the current terms top-ups made for that particular student.

You can select a specific Term using the **Term** drop-down menu at the top-right of the page.

The page will show the type of top-up made, this can vary from Cash, Cheque to Card.

Credit notes

The **Credit Notes** page on the parent portal will load a table with all the credit notes for the current term.

You can select a specific Term using the **Term** drop-down menu at the top-right of the page. A table will appear showing details of the credit notes.

On the Arbor App

On the main Arbor page, you can see your children's accounts. The accounts you can view and top up here will depend on what accounts your school has chosen to show and enable card payments for. You can also select the menu icon then click *Payments*.

Click an account to see more information, or top up.

Meals Balance: £4.00

Term

Summer Term

Click the green button to top up the account by inputting your card details.

Top Up Account

Input the amount to top up, then click to pay.

Payment amount

£ 10.00

Narrative

Dinner money

Cancel

Pay Now

Next, you'll be able to input your card details. **Please note that you must use a Visa or Mastercard.**

Make Payment

Card number

4000 0027 6000 3184

Expiration date

08 / 23

Name on card

Miss G Mayo

Security code (CVV/CVC)

111

Cancel   Pay £30.00

You may have to then authenticate your identity for the payment to go through. If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports.

Once your identity has been confirmed, the payment will be completed and your card will be charged. You'll see confirmation that the transaction has been successful.

Signing my child up for a Club on the Parent Portal or Arbor App

Registering a child for a club using the Parent Portal or Arbor App is a simple process. Please note that once you have signed up, you will need to contact the school office if you would like to cancel participation or would like a refund.

From the main Parent Portal page, scroll down to the Activities section and click on the field with your child's name and Clubs in.

The **All Clubs** page will list any clubs your child is currently a member of and any clubs that are currently open for them to join. At the bottom of the page, you'll also see any past clubs from previous years that your child was registered for in case you need to finish paying for them.
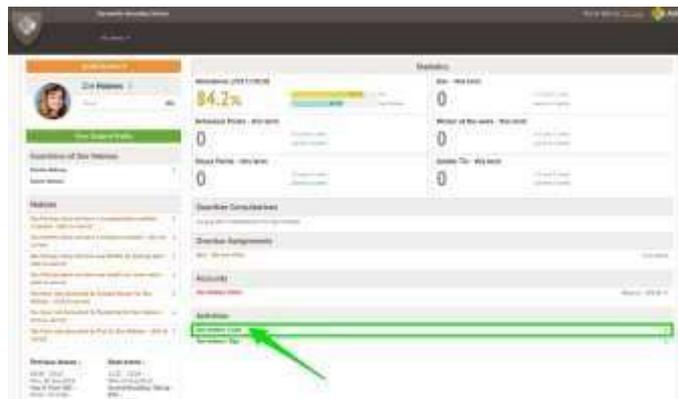
Click on the club to open up that club's information page.

Free Clubs:

The club information page will display membership and timetable information. Any existing membership into the club for the pupil will be displayed. To sign your child up for the club simply click on **Register For This Club** in the top right-hand corner of the page.

From the slide over menu that will appear, choose the membership period that you would like to sign the child up for - this may be a set date range, a term or the whole academic year. Finally, choose which sessions to sign your child up for and confirm registration. If we have requested that parents must confirm their consent for the child to attend the club, a box will pop up for consent to be confirmed. Simply click yes or no as appropriate.

You will then be returned to the club's information page, where the new membership(s) will now be displayed.

Paid-for Clubs

The process for registering for clubs that charge a membership fee is very similar to the process for free clubs. The club information page will display membership and timetable information. Any existing membership into the club for the pupil will be displayed.

To sign your child up for the club simply click on **Register For This Club** in the top right-hand corner of the page.

From the slide over menu that will appear, choose the membership period that you would like to sign the child up for - this may be a set date range, a term or the whole academic year. Next, choose which sessions to sign your child up for.

Finally, confirm your choices and click to pay. You can also select to add the payment to your basket to pay later.

If you click **Cancel** here, the child will be **signed up provisionally**, but you will need to pay to have them registered for the club.

You may have to then authenticate your identity for the payment to go through. If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports.

Once we've been able to confirm your identity, the payment will be completed and your card will be charged. You'll see confirmation that the transaction has been successful. If we have requested that parents must confirm their consent for the child to attend the club, a box will pop up for consent to be confirmed. Simply click yes or no as appropriate.

You will then be returned to the club's information page, where the new membership(s) will now be displayed.

On the Arbor App

To sign up for a club, click the menu icon at the bottom left of your screen. ***Select Clubs***.

You can then see a list of any clubs your child is currently a member of and any clubs that are currently open for them to join. At the bottom of the page, you'll also see any past clubs from previous years that your child was registered for in case you need to finish paying for them.

Click on the club to open up that club's information page.

Click a club to access the ***Club Overview***. Click **Register For This Club** to sign up.

Next, select the period you would like to sign up for. This is dependent on what your school has set up, and may include a termly, weekly or daily package. Then click **Next**.

Select the period you would like to sign up for, then click **Next**. On the next page, if no payment is required, you can simply sign up. If no payment is required but you are allowed to give a contribution, you can select this option. If it is a club you have to pay for, you can input your card details to pay for the club.
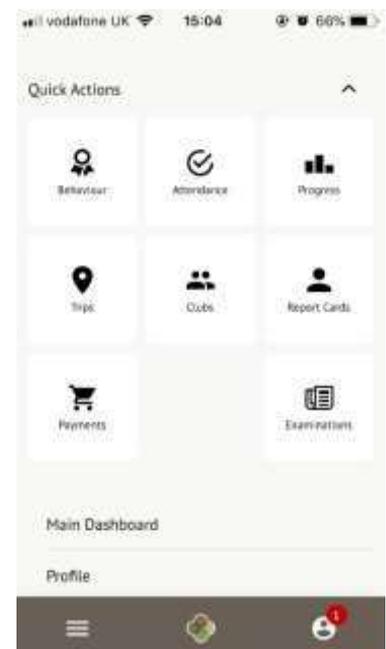
# Signing my child up for a Trip on the Parent Portal or Arbor App

Registering a child for a trip using the Parent Portal or Arbor App is a simple process.

Please note that once you have signed up, you will need to contact your school if you would like to cancel participation or would like a refund.

On the Parent Portal

From the main Parent Portal page, click on the **Trips** field within the **Activities** section.

The Trips main page features three sections - **Upcoming Trips** are any trips the child is currently registered for, **Past Trips** are trips which have taken place and **Trips Open** are any trips that the child can currently be registered for.
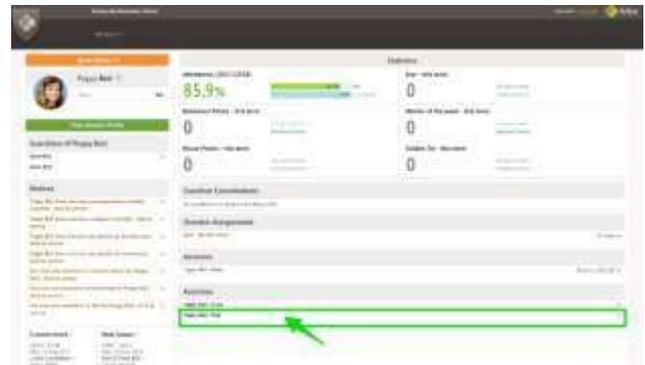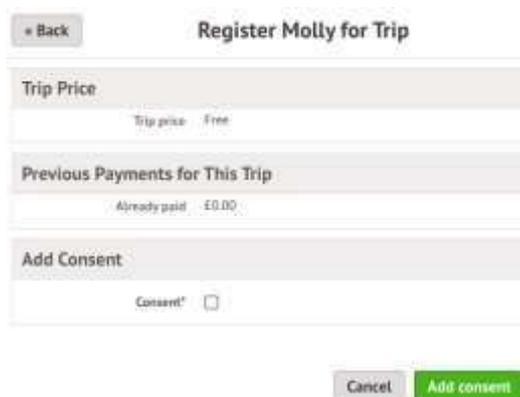

To start registering a child for a trip, click on the desired trip in the **Trips Open** section.

On the *Trip Overview* page, you can see details relating to the trip such as date, time and price. Click on **Sign Up** to begin the registration process.

Free trips

A slide over menu will appear where you can add consent (if your school requires this) for the trip by ticking the checkbox and ticking **Add Consent**.

Once consents have been confirmed, you will be taken back to the *Trip Overview* page. You will now see that the **Status** field will have been updated to confirmed (assuming consent was not refused).

When returning to the *All Trips* page, the trip will now be displayed in **Upcoming Trips**, rather than the **Open Trips** section.

Paid Trips

With trips that require a payment, the process is slightly different. When registering the student for a paid trip, click the trip to be taken to the trip overview page. Click the **Sign Up** button.

A slide over will appear where you can add the amount you will pay if you can pay by instalments. The payment amount will automatically default to the minimum payment.

You can only select more than the maximum payment or less than the minimum if your school has chosen to allow voluntary or variable contributions.

You can then pay now or add the payment to your basket to pay later. You can only sign up without paying if the trip allows for voluntary or variable contribution and does not accept instalments.

Once you click **Pay**, Add in your card details, then click **Pay**.

You may have to then authenticate your identity for the payment to go through. If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports.
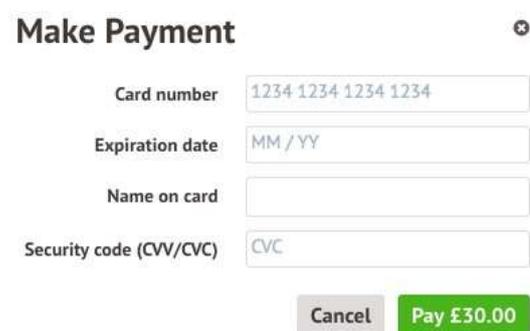
Once your identity is confirmed, the payment will be completed and your card will be charged. You'll see confirmation that the transaction has been successful.

If you've paid the full price of the trip or if variable contributions are enabled for the trip, the status of the trip will then change to confirmed, and the trip will appear on the *All Trips* page in the **Upcoming Trips**, rather than the **Open Trips** section.

If you have more left to pay, the amount you have left to pay is displayed at the top of the page and you can make another payment if your school allows this.
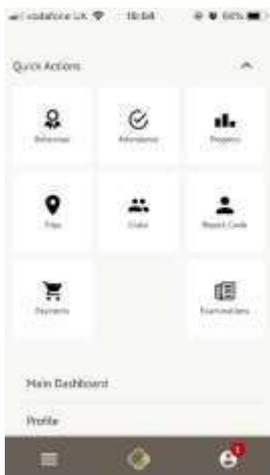
To sign up for a trip, click the menu icon at the bottom left of your screen. Select *Trips*.

You will then be able to see all of your child's upcoming trips, and trips they are eligible for.

Select the trip to reach the **Trip Overview**. Click the green button to sign up for the trip and pay if required.

On the next page, if no payment is required, you can simply sign up.

If no payment is required but you are allowed to give a contribution, you can select this option. If it is a trip you have to pay for, you can input your card details to pay.

Using the Basket to make payments on Parent Portal

Using the Basket feature, you can add payments to your basket to allow you to pay for clubs, trips, meal or other account top-ups for multiple children all in one household in one payment!

Please note that this feature is not currently available on the Arbor App. To use the basket feature, you'll need to be logged into the Parent Portal on a computer. You can continue to make payments individually on the Arbor App.

Adding a payment to the basket

Once you've logged in, just add a payment for a Club, Trip or top-up account such as Meals.

Alongside the button to **Pay now**, you'll also see the option to **Add to basket**.

You'll get a notification to let you know the payment has been added. Click the link to proceed to checkout or click X to continue and pay later. The notification will disappear on its own after about 30 seconds.

Remember, payments aren't made and clubs and trips aren't booked until you pay for the items in your basket!

Seeing and paying for your basket

You can go to *My Items > My Payments* from the top menu to access your basket. In your basket, you can see all the payments you have yet to pay and empty your basket if needed.

My Basket: £44.00

Payments and Top-Ups in Basket		
Club payment	**Account:** Alexa Hall (Clubs) **Club:** Breakfast Club **Payment amount:** £4.00	*Click for details or to make a change* ▶
Account top-up	**Account:** Alexa Hall (Meals) **Payment amount:** £20.00	*Click for details or to make a change* ▶
Account top-up	**Account:** Hollie Hall (Meals) **Payment amount:** £20.00	*Click for details or to make a change* ▶

Empty basket   Cancel   **Pay for all items in basket**

If you click a payment you can edit the amount if it's a top-up or a payment that accepts variable contributions and **Save changes**. You can also remove the payment from your basket.

If you try to edit the payment amount below the minimum threshold you won't be able to continue.

Payment Amount

Payment amount*   £ 0.00   ❶ ⇅

The minimum value for this field is £2.

If it's no longer possible to pay for something, you'll see a banner on this page and red text explaining the issue. This could be because the school has already logged a payment or has removed the payment options. If the maximum number of participants has been reached or if the signup window has closed, you will need to contact the school office for more details in this instance.

You'll need to click the button to remove all the payments that you can't pay for before you'll be able to pay for everything in your basket.

To pay, click the green **Pay for all items in basket** button and add your card details - Arbor accepts Visa or Mastercard only. You may also be asked to provide authentication.

Signing my child up for an After-School Club on the Parent Portal or Arbor App

Registering a child for a wraparound care club using the Parent Portal or Arbor App is a simple process.

Please note that once you have signed up, you will need to contact the Space Cadets or the school office if you would like to cancel participation or would like a refund.

From the main Parent Portal page, scroll down to the **Activities** section and click on the field with the child's name and **Clubs** in.

The *All Clubs* page will list any clubs the child is currently a member of and any clubs that are currently open for them to join. Click on the appropriate club from the **Clubs open to (Child's Name)** list to open up that club's information page.
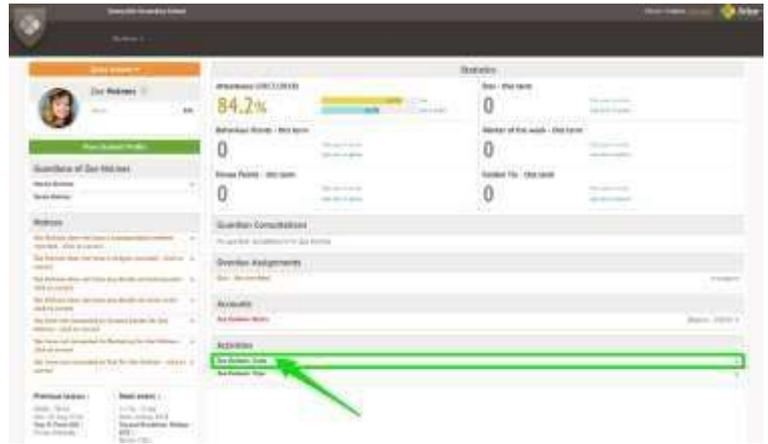
The club information page will display membership and timetable information. Any existing membership into the club for the pupil will be displayed. To sign your child up for the club simply click on **Register For This Club** in the top right-hand corner of the page.

In the slide over, choose the membership period required - this may be a day, a term or the whole academic year, depending on what the school has set up.

Choose which membership periods to sign up to.

Finally, confirm registration.

You will then be returned to the club's information page, where the new membership(s) will now be displayed.

« Back   **Register Julia for Club**

Membership information

Some of the memberships you have selected were unavailable due to cut-off time, maximum number of participants or price not being defined. Available memberships are presented bellow.

Club Overview

Name	Example breakfast club
Selected membership option	Daily breakfast club (Sign-up cut-off: 24 hours before session starts)
Club price per session	Monday: £4.20 for 07:00-09:00 session interval Monday: £2.10 for 08:00-09:00 session interval Wednesday: £4.00 for 07:00-09:00 session interval Wednesday: £2.00 for 08:00-09:00 session interval Wednesday: £4.00 for 09:00-10:00 session interval

Review Sign-Up Details

Number of sessions	2
Session interval	Monday: 07:00-09:00 session interval Wednesday: 08:00-09:00 session interval
Total price	£6.20

Cancel   **Register Julia for club**

You will need to have sufficient funds in your account before signing up. Click the **Top Up Account** button.

🚫 **Please correct this error:**

• You have insufficient funds on you account

OK

« Back   **Example breakfast club (2021/2022)**

Registration Information

Registration status	Congratulations, Aaron is registered for Example breakfast club (2021/2022)! Check the details below. Contact the school's office if you have any questions or requests.
Total number of sessions Aaron is registered for	1
Total number of sessions Aaron attended	0
Current wraparound care club balance	-£2.20
Total spent	£0.00

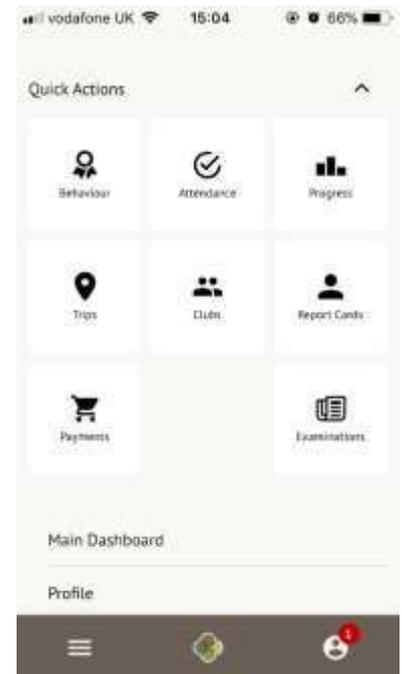**Aaron Memberships**

Day	Dates:
	03 Jan 2022 Student will have meal?: No Total sessions: 1

On the Parent Portal, you can choose to pay or add the amount to your basket to pay later.

To sign up for a club, click the menu icon at the bottom left of your screen. *Select Clubs*.

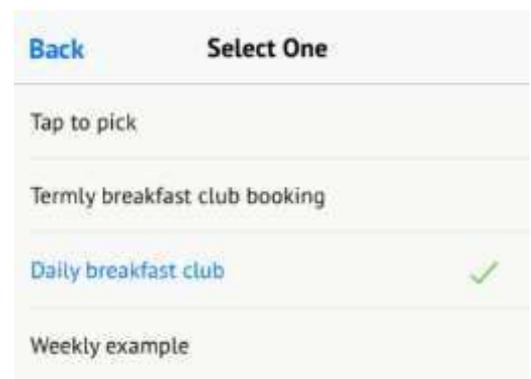You can then see a list of any clubs your child is attending, and any clubs open to your child.

Click a club to access the *Club Overview*. Click **Register For This Club** to sign up.

Choose the membership period required - this may be a day, a term or the whole academic year, depending on what your school has set up.

Finally, confirm registration.
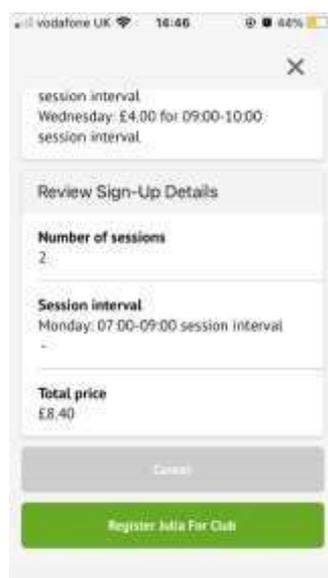
They will then be signed up.

You will need to have sufficient funds in your account before signing up. Click the **Top Up Account** button.

On the App, it will look like this:

More Information and Help

You can find out more about Arbor, get help and tips here: [Arbor Help](#)

Or, please speak to a member of staff in the school office who will be able to help you.