



# The Arbor App Usage Guide

For Guardians



# What is the Arbor App?

The Arbor App brings all the functionality of our popular desktop Parent Portal to your phone. Say goodbye to paper slips and emails - the Arbor App lets you book parent/guardian consultation slots, register your child for a club or trip, and manage payments all from one place. You can also use it to check in on your child's attendance, behaviour and academic progress.

Arbor is only for parents at schools using the Arbor Management Information System (MIS), who have enabled the Parent Portal. If you're not sure whether this applies to you, we recommend contacting your school's office.

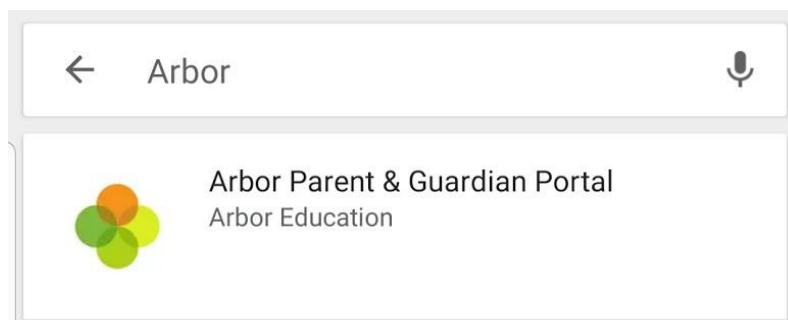
If you are having difficulty using the Arbor App, please contact your school. Please do not contact Arbor directly.

# Downloading the Arbor App

## Downloading the Arbor App

### Android


Go to your Play store and search for 'Arbor'. Click the top option.



Click '**Install**' to download the Arbor App. Once it has installed, click '**Open**'.

← 🔍 ⋮

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 **Arbor**  
Arbor Education

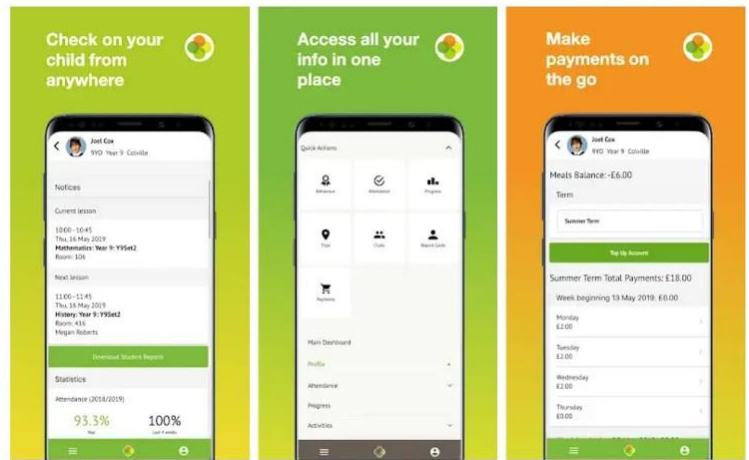
Education

**INSTALL**

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100+ Downloads      **3** PEGI 3 ⓘ

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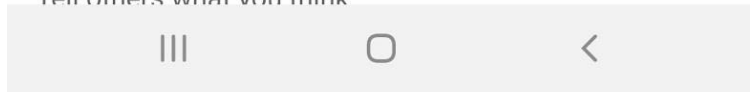


Arbor brings all the functionality of our desktop Parent Portal to your phone

[READ MORE](#)

**Rate this app**

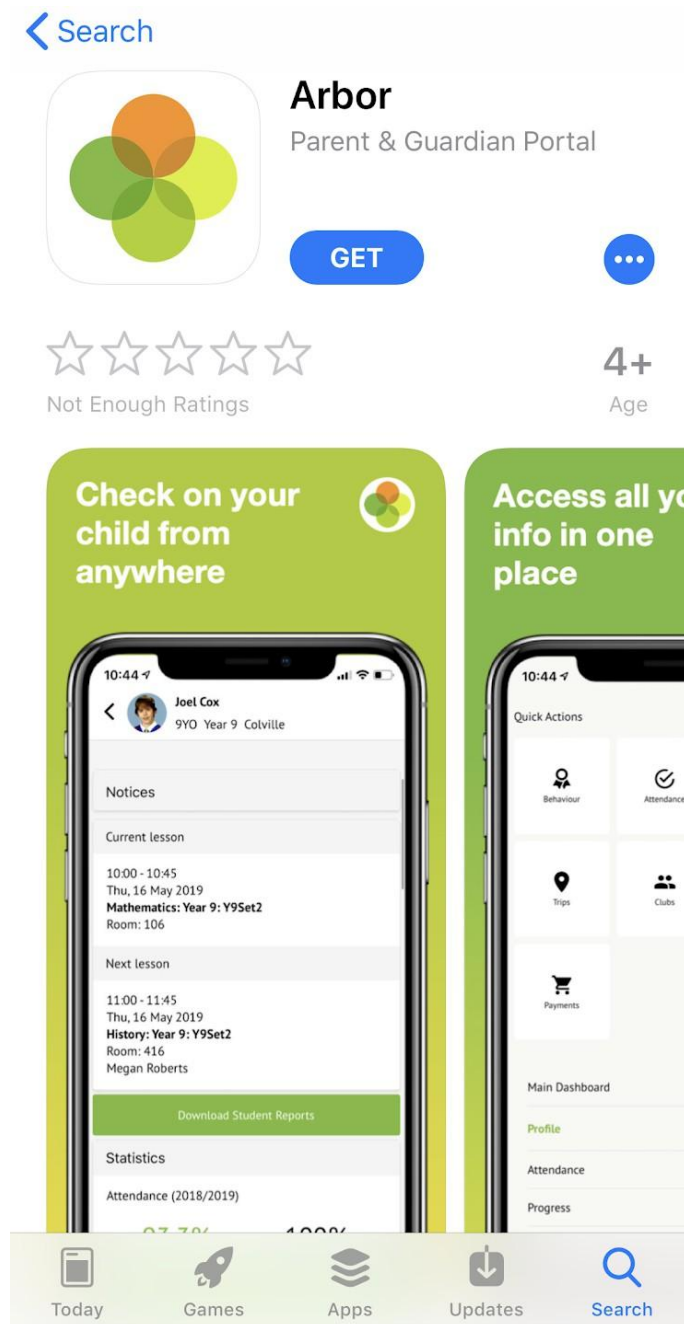
Tell others what you think





## IOS

Go to your App Store and search 'Arbor'. Click the top option. Click 'Get' to download the Arbor App.

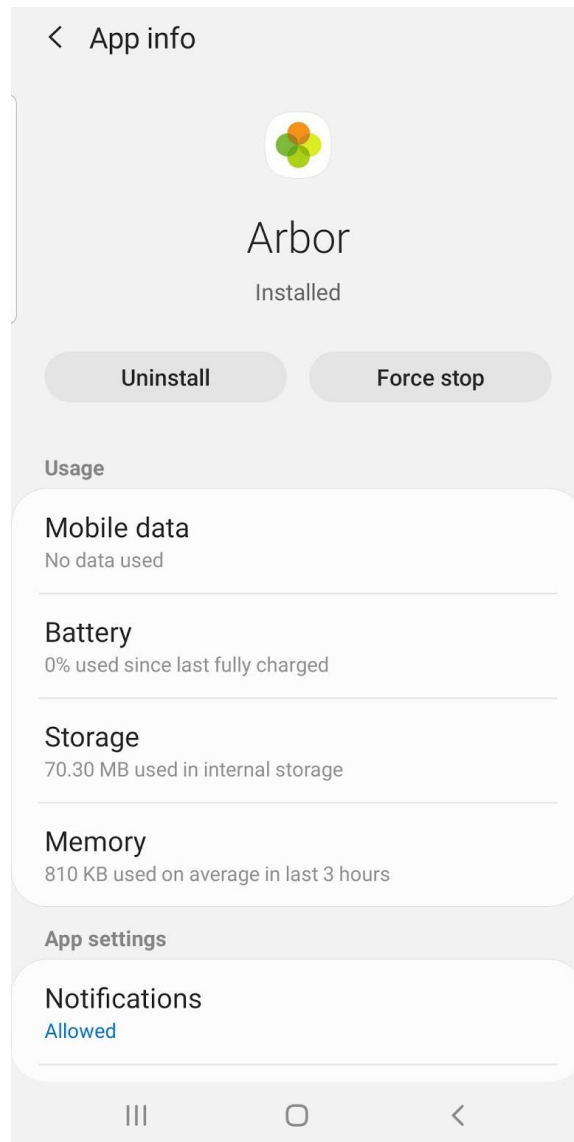




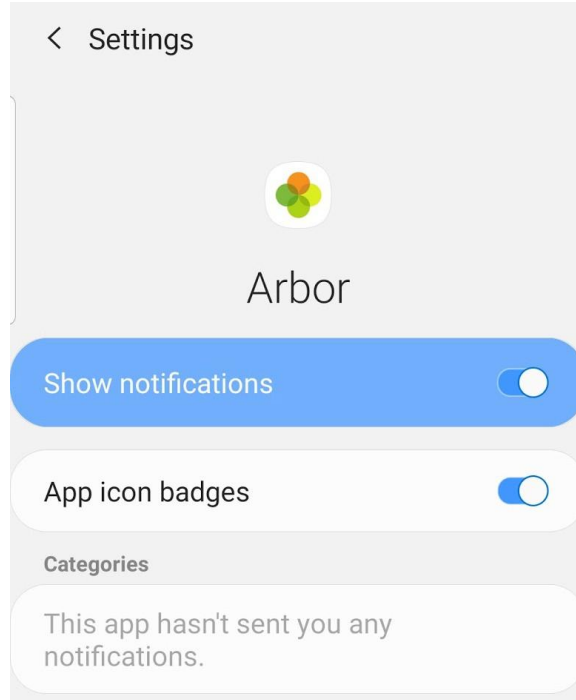
## Enabling push notifications

### 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**.

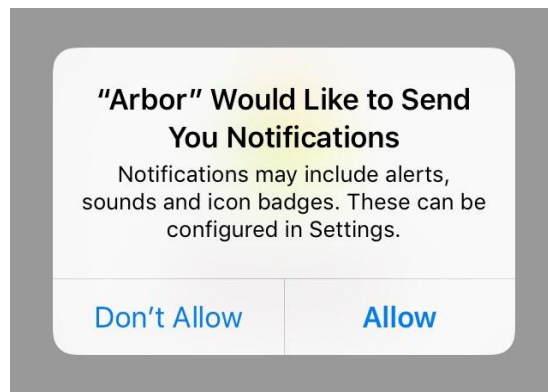


Tap the slider to turn Push Notifications on and manage your settings.



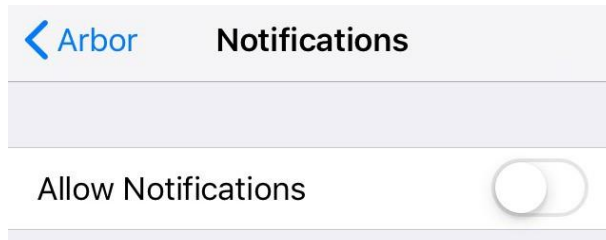
## IOS

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.

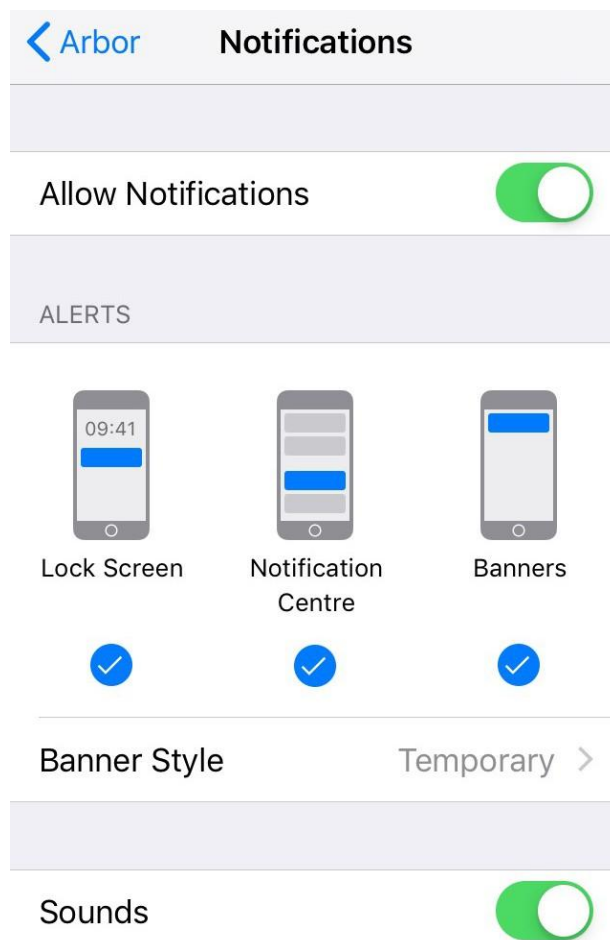




If you select '**Don't Allow**', you can turn Push Notifications back on at any time by going to your **Settings** on your phone. For example, on an iPhone SE, go to **Settings > Arbor > Notifications**.



Tap the slider to turn Push Notifications on and manage your settings.





# Accessing the Arbor App

## Logging in

### Before you log into the Arbor App

Please wait until your school has enabled the Parent Portal. You will not be able to log into the Arbor App until they have.

When they enable Parent Portal, they should send you a welcome email. It is using the username in this email that you can log into the Arbor App. As you have never used Parent Portal on a desktop computer before, you will have to set a new password using this email. Click the link in the email.

Welcome to Arbor! The Sunnyville School of Magic is using Arbor and has set up an account for you.

To finish creating your account, you just need to set a password.

Your username is:

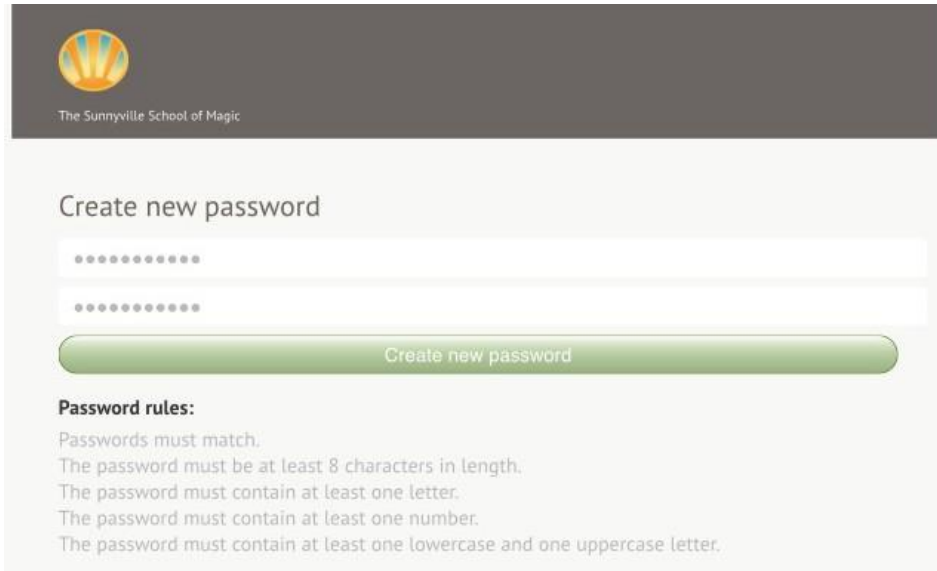
[Redacted]

Click the link below to create a password and set up your arbor account:

[https://\[Redacted\]uth/change-password/id/252/hash/OTE3NjgxNjctNmRlOC00MDQzLTlINzltN2Y5NGI4OTI4NjliLjE1NTgwMTM4MzU=](https://[Redacted]uth/change-password/id/252/hash/OTE3NjgxNjctNmRlOC00MDQzLTlINzltN2Y5NGI4OTI4NjliLjE1NTgwMTM4MzU=)

If you have any queries, please contact The Sunnyville School of Magic.

In your browser, you will be able to create a new password.



The Sunnyville School of Magic

## Create new password

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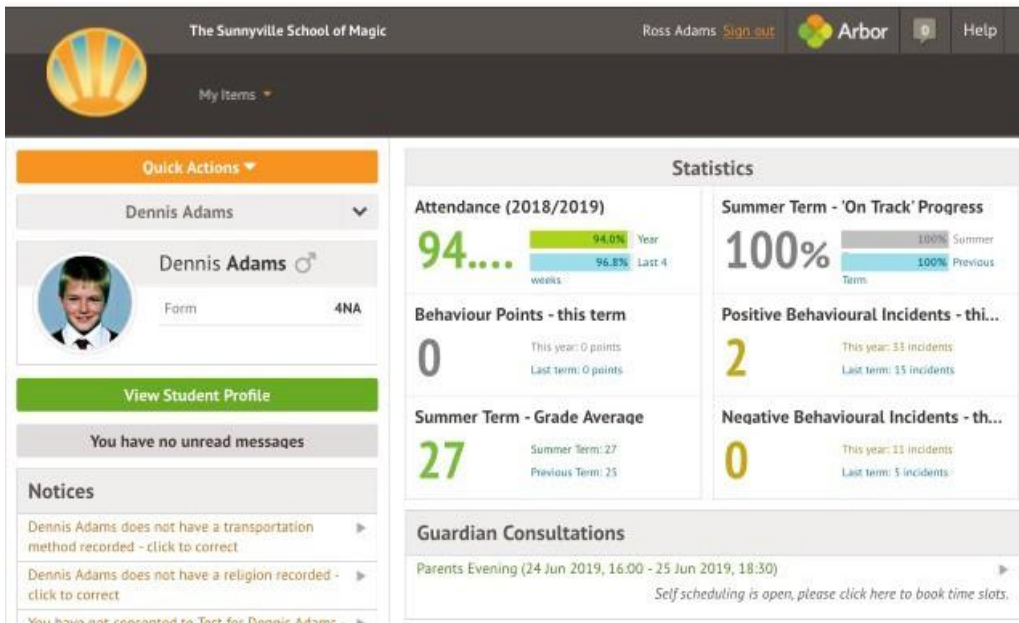
.....

Create new password


**Password rules:**

- Passwords must match.
- The password must be at least 8 characters in length.
- The password must contain at least one letter.
- The password must contain at least one number.
- The password must contain at least one lowercase and one uppercase letter.

You will then be taken to the Parent Portal in your browser. Just **close your browser and click the Arbor App to use this instead.**




The Sunnyville School of Magic

Ross Adams [Sign out](#)  [Help](#)

My Items ▾

### Quick Actions ▾

Dennis Adams ▾

 **Dennis Adams** ♂

Form 4NA

[View Student Profile](#)

You have no unread messages

### Notices

- Dennis Adams does not have a transportation method recorded - [click to correct](#)
- Dennis Adams does not have a religion recorded - [click to correct](#)
- You have not consented to Test for Dennis Adams - [click to correct](#)

### Statistics

<b>Attendance (2018/2019)</b> <b>94....</b> <small>94.0% Year</small> <small>96.8% Last 4 weeks</small>	<b>Summer Term - 'On Track' Progress</b> <b>100%</b> <small>100% Summer</small> <small>100% Previous Term</small>
<b>Behaviour Points - this term</b> <b>0</b> <small>This year: 0 points</small> <small>Last term: 0 points</small>	<b>Positive Behavioural Incidents - thi...</b> <b>2</b> <small>This year: 33 incidents</small> <small>Last term: 15 incidents</small>
<b>Summer Term - Grade Average</b> <b>27</b> <small>Summer Term: 27</small> <small>Previous Term: 25</small>	<b>Negative Behavioural Incidents - th...</b> <b>0</b> <small>This year: 11 incidents</small> <small>Last term: 5 incidents</small>

### Guardian Consultations

Parents Evening (24 Jun 2019, 16:00 - 25 Jun 2019, 18:30) [▶](#)

*Self scheduling is open, please click here to book time slots.*



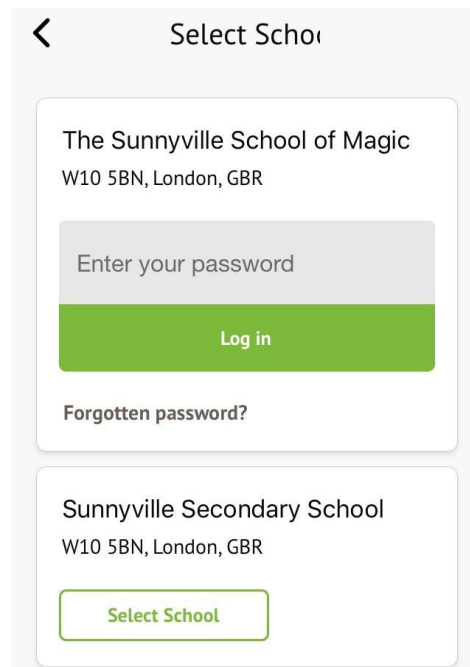
## Logging in for the first time to the Arbor App

Open your Arbor App. Enter the email address that your school has on record (this is the one in your welcome email).

The screenshot shows the Arbor app's welcome screen. At the top is the Arbor logo. Below it, the text reads "Welcome to Arbor" and "Let's find your school". There is a text input field with the placeholder "What's your email?" and ".com" at the end. Below the input field is a green button labeled "Find Your School".

What's your email?  
[input field] .com  
Find Your School

Select your child's school. If you have a child at more than one Arbor school, you will be asked to select the appropriate school. Enter your password, then click '**Log in**'.

The screenshot shows the "Select School" screen in the Arbor app. It has a back arrow on the left and the title "Select School". There are two school options listed. The first option is "The Sunnyville School of Magic" with address "W10 5BN, London, GBR". Below this is a password input field with the placeholder "Enter your password" and a green "Log in" button. Below the button is a link for "Forgotten password?". The second option is "Sunnyville Secondary School" with address "W10 5BN, London, GBR". Below this is a green "Select School" button.

< Select School

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

Enter your password  
Log in

Forgotten password?

Sunnyville Secondary School  
W10 5BN, London, GBR

Select School



The first time you log in to the Arbor App, you will be asked to read and confirm Arbor's terms and conditions. Please read Arbor's terms and conditions and select '**Accept**' if you agree.

### Welcome to Arbor!

#### Arbor System Terms of Use

Welcome to Arbor!

Please read these Terms of Use carefully before using the Arbor System ("System") provided by Arbor Education Partners ("Arbor", "we", "Us", "Our"), 407 Canalot Studios, 222 Kensal Road, London, W10 5BN. By using the Arbor System, you are agreeing to be bound by these terms of use. If you do not agree to these terms of use, you must not use the Arbor system. You must follow any policies made available to you within the System or provided by your Institution in relation to the data controlled by them. For any further queries about license terms and conditions, please consult your Arbor administrator (usually the Headteacher or School administrator). These terms were last updated on 6th September 2017.

Arbor System Terms of Use

**PLEASE READ THESE TERMS OF USE CAREFULLY BEFORE USING THE ARBOR SYSTEM BY USING**

I agree to Arbor's standard User Terms & Conditions

Accept

Once you click accept, click '**Ok**'.

### Terms Accepted

Thank you!

Ok



As a security precaution, you will then be asked to confirm one of your children's dates of birth.

**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

2019-04-19

Verify

The form is titled "Verify Account" and contains a text box for the date of birth. A calendar icon is visible to the left of the text box. Below the text box is a large green button labeled "Verify".

Once you click verify, click 'OK'. You will now be logged in!

**Account Verified**

Ok

The form is titled "Account Verified" and contains a large green button labeled "Ok".

### If you already have an Arbor App Login ( e.g. a child at another school)

Enter the email address that your school has on record.

**Welcome to Arbor**

Let's find your school


What's your email?

.com

Find Your School

The form is titled "Welcome to Arbor" and contains a text box for the email address. The text box is partially filled with ".com". Below the text box is a large green button labeled "Find Your School".

Select your child's school. If you have a child at more than one Arbor school, you will be asked to select the appropriate school. Enter your password, then click 'Log in'.

 Select School

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

Enter your password

Log in

Forgotten password?

Sunnyville Secondary School  
W10 5BN, London, GBR

Select School

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.

Who would you like to view?

Dennis Adams

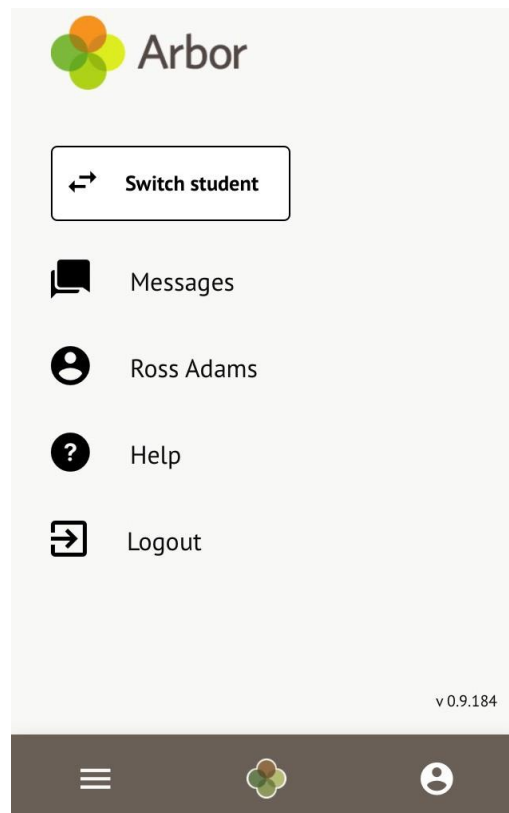
Kimberly Adams

## Logging out

You will automatically be logged out of the Arbor App after 10 minutes of inactivity. You can also log out by using the logout feature or by closing down the Arbor App completely (see instructions below).

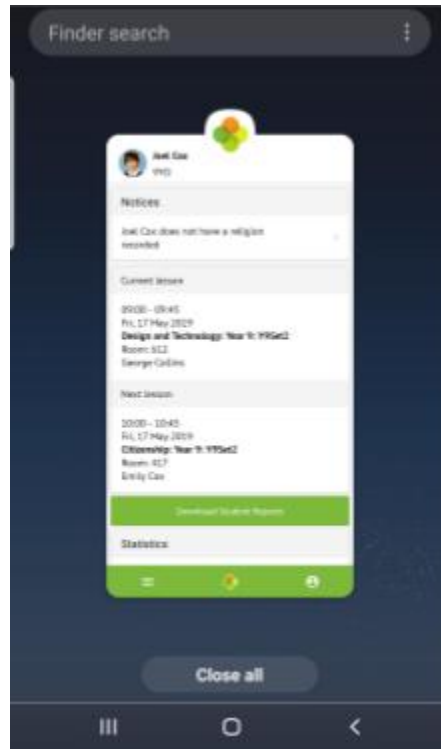
### From within the Arbor App

Tap the profile icon in the bottom right of your screen and select **'Logout'**.



### Closing the Arbor App

On Android, for example on a Samsung Galaxy S8, you can close the Arbor App by clicking the verticle bars icon at the bottom left of your screen. Swipe the Arbor App up to close it and you will be logged out.



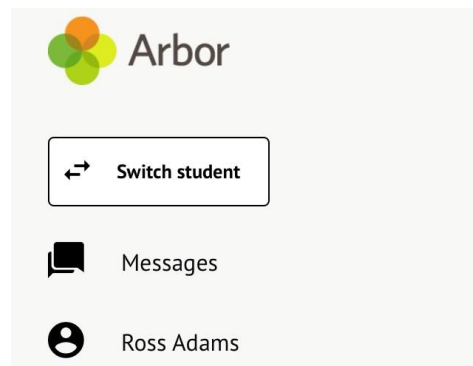
On iOS, for example on an iPhone SE, you can close the Arbor App by clicking the home button twice. Swipe the Arbor App up to close it and you will be logged out.



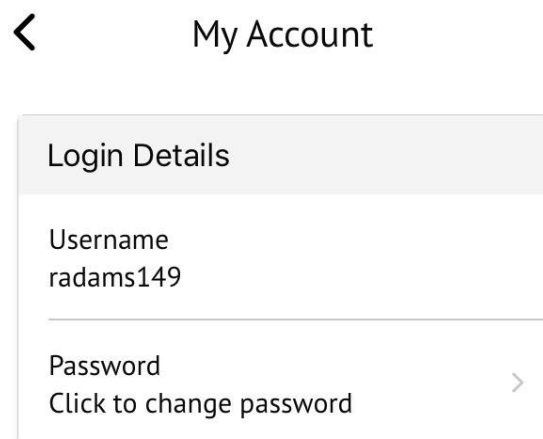
## Resetting the password

### From within the Arbor App

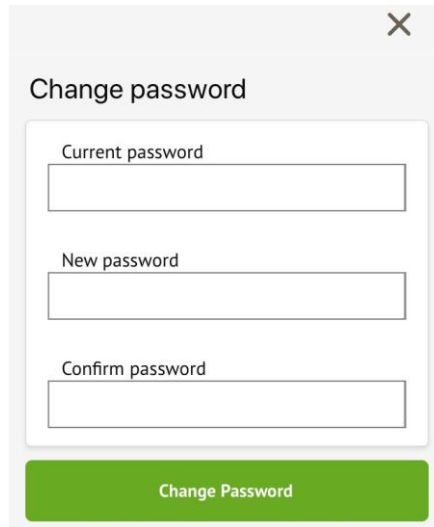
If you are logged into the Arbor App, you can change your password by clicking the profile icon, then clicking your name.



You will then be able to see your account details including your non-email username. Click to change your password.



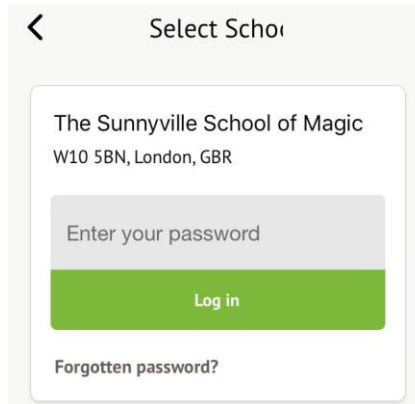
On the next screen, type in your current password and your new password, then 'Change Password'.



A screenshot of a 'Change password' form. It features three input fields: 'Current password', 'New password', and 'Confirm password'. Below the fields is a green button labeled 'Change Password'. The form is enclosed in a light gray box with a close icon (X) in the top right corner.

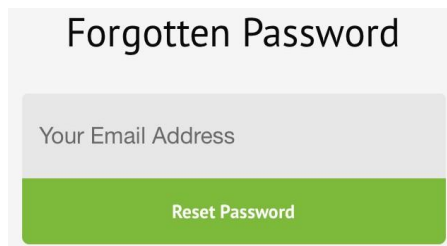
### I've forgotten my password

If you have accessed the Parent Portal previously and have forgotten your password, select the **'Forgotten your password?'** option when signing in to the Arbor App.



A screenshot of a 'Select School' login screen. It shows a school name 'The Sunnyville School of Magic' and address 'W10 5BN, London, GBR'. Below this is a text input field labeled 'Enter your password' and a green 'Log in' button. At the bottom, there is a link labeled 'Forgotten password?'.

This will take you to a second screen where you can enter your email to generate a password change email.



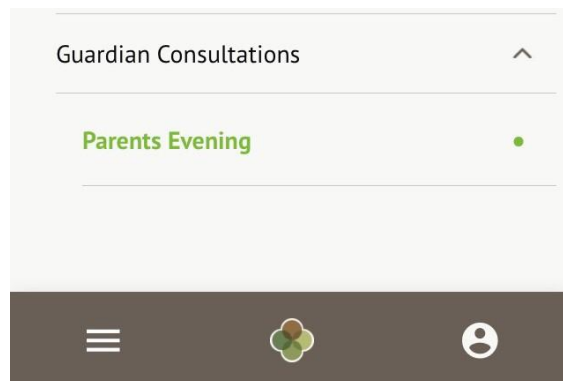
A screenshot of a 'Forgotten Password' screen. It features a text input field labeled 'Your Email Address' and a green button labeled 'Reset Password'.

## Booking a Guardian Consultation

You can easily book a meeting for a Parent's Evening called a Guardian Consultation in Arbor. On the main page, if your school has opened booking, you can select Guardian Consultations.



You can also use the menu. Click the menu icon at the bottom left of your screen, then select **Parents Evening**.



This will take you to the **Parents Evening** page. You can see the dates you can book meeting slots within, and also see when you can book these slots until.

<  **Neil Brown**  
7ZR Year 7 Westbourne

## Parents Evening

### Details

**Consultation dates**

24 Jun 2019, 16:00 - 25 Jun 2019, 18:30

**Self scheduling period**

14 Mar 2019, 15:32 - 17 Jun 2019, 15:33

[Download My Meetings](#)

### Meetings

**Meeting for Neil Brown**

**Students:** Neil Brown

**Form/Class:** Form 7ZR >

**Staff:** Amber Davis

**Time Slot:**



You can download a list of all your booked meetings by clicking the **Download my Meetings** button.

To book a meeting, click the available meeting at the bottom of the screen. You will be taken to the booking screen. Click to add a note, and select a time slot. Then click the **Book Time Slot** button.

×

### Schedule Meeting

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**Consultation**  
Parents Evening

---

**Meeting**  
Form 7ZR meeting (Neil Brown)

---

**Meeting with staff**  
Amber Davis

---

**Concerning student**  
Neil Brown

---

**Guardian(s) attending**  
William Brown

---

Time slot

24 Jun 2019, 16:00

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**Book Time Slot**

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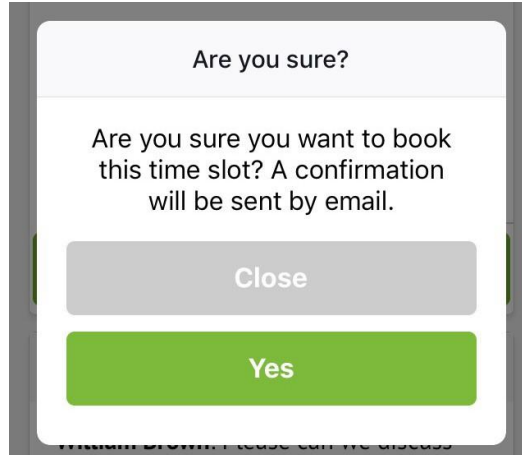
**Notes**

**William Brown:** Please can we discuss Neil's behaviour  
20 May 2019, 10:15

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**Add Note**

You will be asked to confirm your choice.



Are you sure?

Are you sure you want to book this time slot? A confirmation will be sent by email.

Close

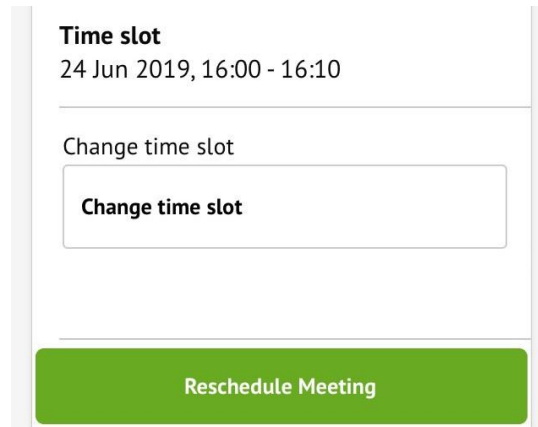
Yes

The **Parents Evening** page will then show you have booked the meeting.



**Meeting for Neil Brown**  
**Students:** Neil Brown  
**Form/Class:** Form 7ZR  
**Staff:** Amber Davis  
**Location:** Site 1: Hall  
**Time Slot:** 24 Jun 2019, 16:00 - 16:10

You can amend the meeting time if needed by clicking on the meeting again.



**Time slot**  
24 Jun 2019, 16:00 - 16:10

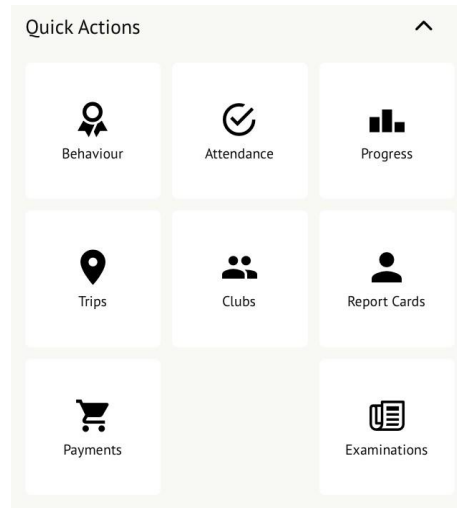
Change time slot

Change time slot

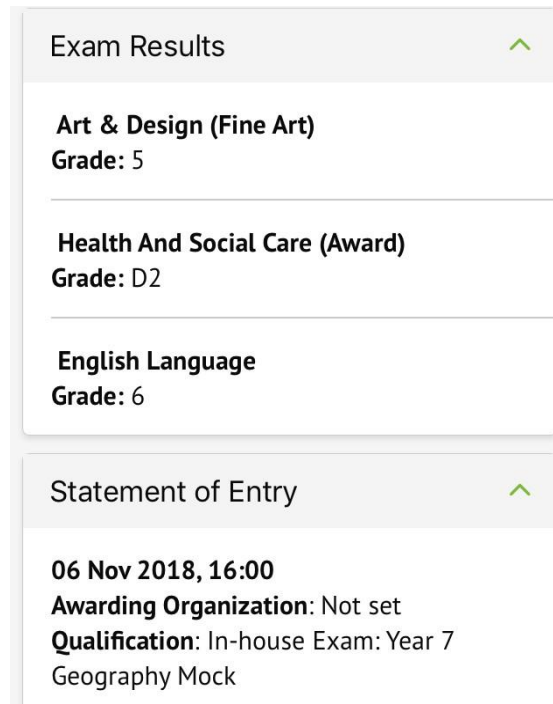
Reschedule Meeting

## Seeing my child's Exam information

To see your child's exam information this year, click the menu icon at the bottom left of your screen. Select **Examinations**.



You can see a list of all the child's exam entries and results.





You can also use the green buttons to download a PDF of the student's exam Statement of Entry, Exams timetable or Statement of Results. **(This Currently will only be Timetable and NOT Statement of Entry or Results)**

Academic year

2018/2019

Download Exam Results

Download Statement Of Entry

Download Exam Timetable



Megan Hill

Produced on: 17 Jun 2019 Page 1 of 1

### Candidate Exam Timetable

Megan Hill

**Candidate Information**

<b>Date of Birth</b> 30 May 2004	<b>Candidate Number</b> 0142 (Internal)
<b>Registration Form</b> Form 10NE	<b>UCI</b> 000000180142E

Date	Time	Subject	Examination	Duration	Location	Seat
Mon, 05 Nov 2018	12:00	English Language	English Language Spoken Language (8700/C)	01:00	Hall	(TBC)
Mon, 05 Nov 2018	08:00	English Language	English Language Paper 1 (8700/1)	02:31	704	F4
Tue, 06 Nov 2018	16:00	In House Exam: Year 7 Geography Mock	Year 7 Geography Mock (06 Nov 2018, 14:00 - 09 Nov 2018, 14:00)	01:00	Reg 14	(TBC)
Wed, 07 Nov 2018	09:00	English Language	English Language Paper 2 (8700/2)	01:45	104	(TBC)
Mon, 17 Dec 2018	15:00	In House Exam: Year 11 Maths Mock	Year 11 Maths Mock (17 Dec 2018, 09:00 - 23 Dec 2018, 15:00)	01:30	102	H2
Tue, 07 May 2019	12:00	English Language	English Language Spoken Language (8700/C)	01:00	Hall	(TBC)
Tue, 21 May 2019	09:00	Mathematics	Mathematics Paper 1 Tier F (8700/F)	01:30	Hall	112

# Troubleshooting

If you are having difficulty accessing the App, first check the email you received from the school with your initial login details enclosed to make sure you're using the right username.

If your details are correct and you are still not able to access the Arbor App, here are some steps to take:

- Your school must already have the Parent Portal enabled to allow you to use the Arbor App. Contact them to check.
- You will need to enter your oldest child who is enrolled in the school's birthday to access the App for the first time.
- 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.
- Recheck your login details and ensure your username is the email address you use for Arbor.
- Ask the school's administrative staff to check the email address linked to the account. Confirm your email address to them, and once you're sure it's correct on your Arbor profile, ask them to reset your password. They'll find this under your user details on your Arbor profile.
- Make sure the login email was sent to you less than 96 hours ago. If you received the email more than 96 hours ago, the password creation link will have expired. Contact your school and ask them to send another email.
- If you do need to reset your password, you must ensure that you have included at least 8 characters, one uppercase letter and one lower case letter, and a number in your password.
- Ask the school's administrative staff to check that the email address has not been used twice - eg, another guardian or the child's profile.
- Make sure you are accessing the App on a phone, the App will not function on a tablet.

**If none of these steps results in you being able to log in to the App, please contact your school.**

**Please do not contact Arbor directly. They will contact us if necessary.**

When passing issues on to your school, please let them know the type and model of phone you are using, e.g. an iPhone SE. Please also include screenshots or a screen recording of the issues you are experiencing. On an iPhone SE, you can enable this on your control panel by going to **Settings > Control Centre > Customise Controls**.