

Etherley Lane Primary School

Arbor Parent & Carer User Guide

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It is really important that you download Arbor as this is our main method of communication with parents & carers and where you can book your child onto trips, clubs, activities, make payments to school, update your child's details and view their attendance.

The Parent Portal and Parent App allow parents to manage their child's school activities, including registration for clubs, payments, and monitoring attendance and progress. Parents can download the app, enable notifications, and log in using their email and password. The following article provides detailed instructions for downloading, logging in, and troubleshooting issues.

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

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

What is the Parent Portal?

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

What is the Parent App?

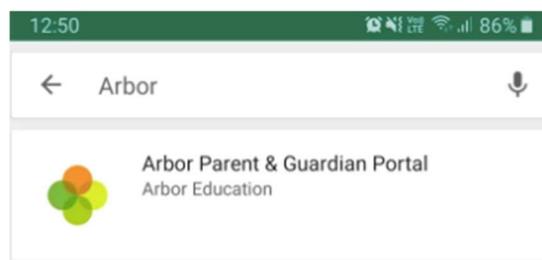
The Parent App is the mobile version of our Parent Portal, for use on mobile devices such as smartphones and tablets. If your school has switched on the Parent Portal, you can download the App and begin using it straight away.

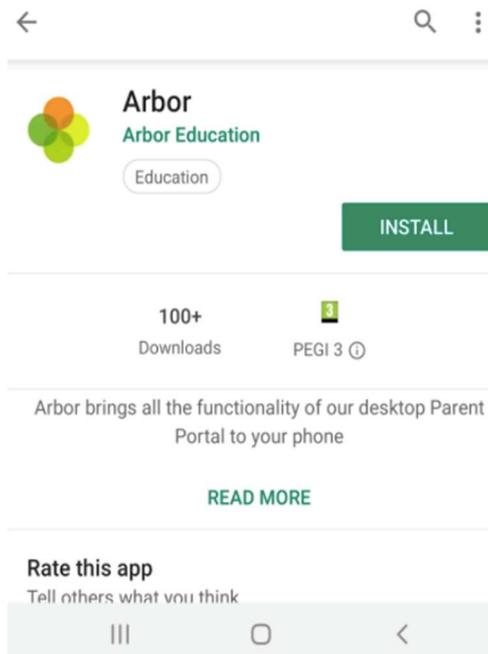
How do I get started with the Parent App?

Downloading the Parent App

Android

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





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

IOS

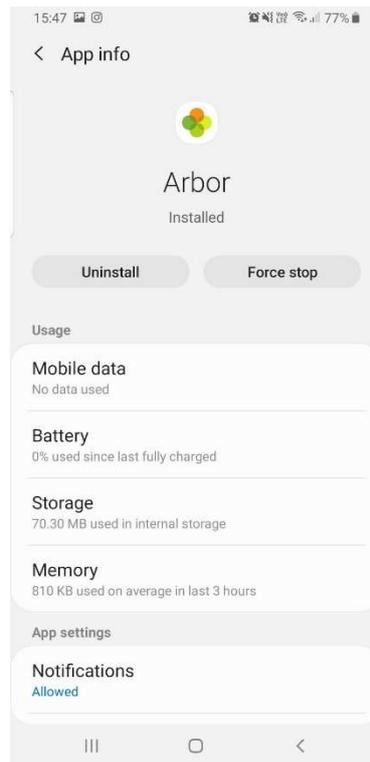
Go to your App Store and search 'Arbor'. Click the top option. Click **Get** to download the Parent App.



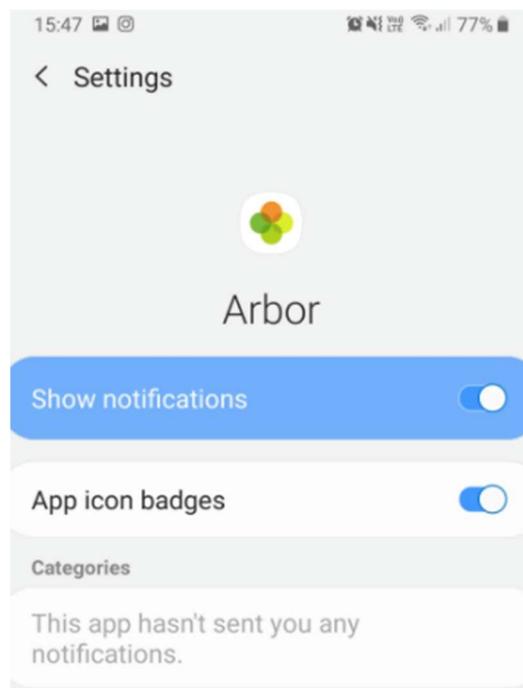
Enabling push notifications

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**.



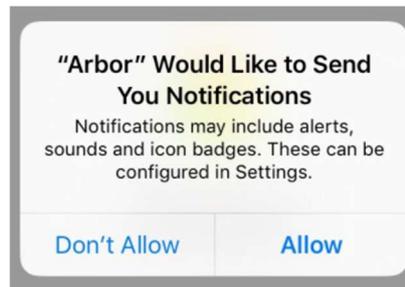
Tap the slider to turn Push Notifications on and manage your settings.



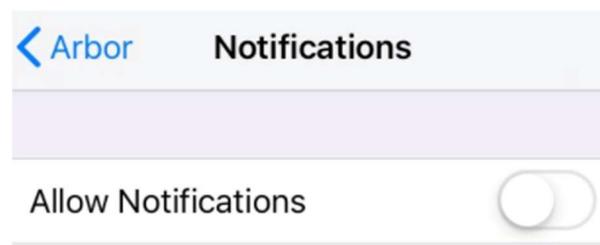
IOS

When you download the Parent App, you will receive a prompt to receive notifications from Arbor. Make sure you select **Allow** to enable your school to send

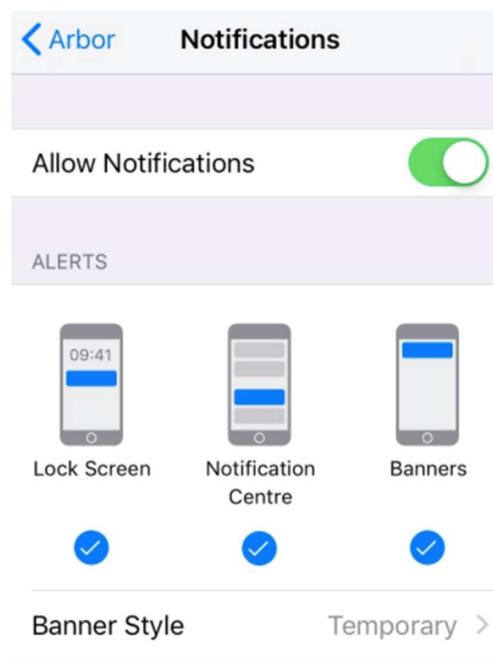
you push notifications. This will ensure you receive a notification when you have a new In-app message.



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 you banner style to Permanent, so it doesn't disappear.



Logging in

Before you log in for the first time, please wait until your school has enabled the Parent Portal. You will not be able to log in until they have.

When your school enables Parent Portal and the Parent App, they will send you a welcome email to set your 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. Please follow the **Logging in for the first time** instructions in the **Logging in on the Parent Portal** section below.

Logging in on the Parent Portal

Logging in for the first time

The welcome email from your school will contain 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 can reset your password using a computer, or using a mobile browser on your phone or tablet.

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**.

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 another 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/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**.

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.

I agree to Arbor's standard user terms & 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.

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*

Returning to log in again

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, then click **Log in**.

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

Log in

[Change E-mail](#)

[Change School](#)

Remember me [Forgot your password?](#)

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.

Logging in on the Parent App

Save your password and fill it in automatically using your phone's built-in Face ID, fingerprint scan or pin entry.

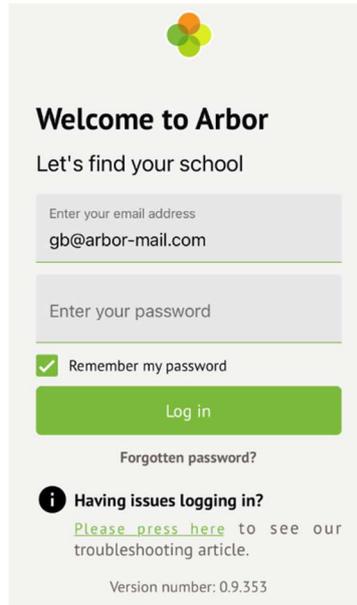
Top Tip: You will need to download the latest version from the app store to use biometric login:

- The version number for iOS for biometric login is 24.1
- The version number for Android is 35 (24)

Logging in for the first time

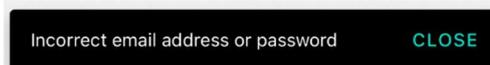
When you open the app for the first time, you'll be prompted to add in your email address and password.

The **Remember my password** box will be ticked by default but you can untick it if needed. This allows Arbor to remember your password the next time you log in.



The login screen features the Arbor logo at the top. Below it, the text reads "Welcome to Arbor" and "Let's find your school". There are two input fields: "Enter your email address" with the example "gb@arbor-mail.com" and "Enter your password". A checkbox labeled "Remember my password" is checked. A green "Log in" button is positioned below the password field. Below the button, there is a link for "Forgotten password?". An information icon is followed by the text "Having issues logging in?" and a link "Please press here" to see a troubleshooting article. At the bottom, the version number "0.9.353" is displayed.

Make sure both your email address and password are correct, or you'll receive this message.



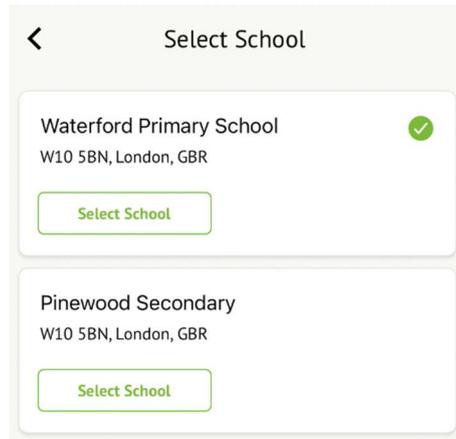
When your email address and password are correct, we'll check your biometric details - either by Face ID, fingerprint scan or pin entry.

- Once the check is successful, biometric login will be enabled for the next time you log in, and you won't need to input your Arbor password.
- You need to ensure one of these options is enabled to be able to save your password, or you'll need to untick the box.



Next you'll need to select your school. If you have accounts on more than one school, there'll be a tick next to any schools your password works for.

- Click on a school with a tick to be logged right in.
- Click on a school without a tick to input your alternative password for that school.



Select School

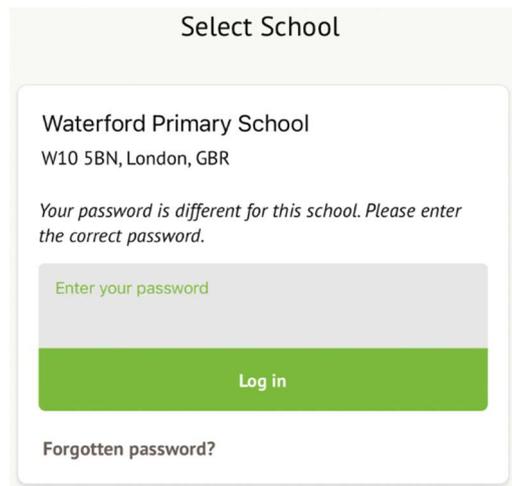
Waterford Primary School
W10 5BN, London, GBR

Select School

Pinewood Secondary
W10 5BN, London, GBR

Select School

Once you input your alternative password, it'll save this password for next time.



Select School

Waterford Primary School
W10 5BN, London, GBR

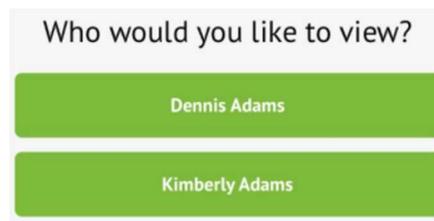
Your password is different for this school. Please enter the correct password.

Enter your password

Log in

Forgotten password?

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

Resetting my password

Having difficulty resetting your password? There's a number of reasons why you may be struggling to log in to the Parent App or Parent Portal. Please go to Arbor's website under Troubleshooting Login Issues for Arbor Parent Portal and App using the tips in this article before raising an issue with your school.

From within Arbor

From within the Parent Portal

Go to **My Items > My Account**. Add in your new password details.



My Account	
Login Details	
Username	pallen
Password	Click to change password

Change password

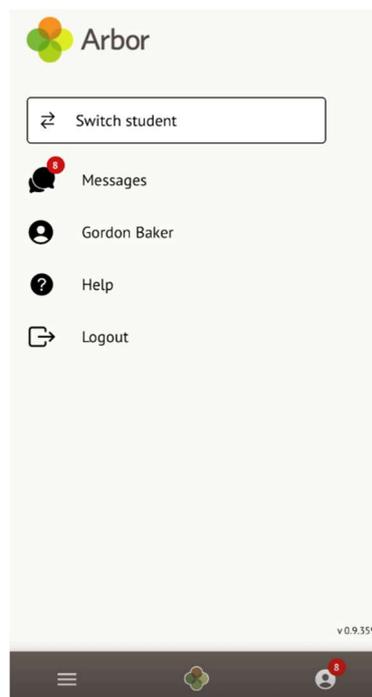
Current password*

New password*

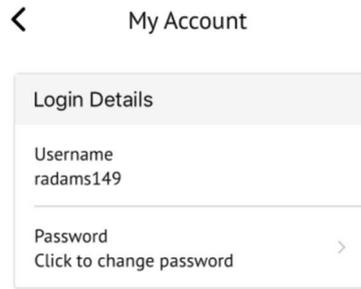
Confirm password*

From within the Parent App

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



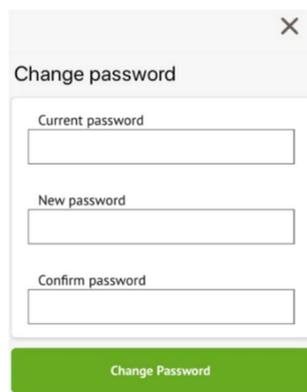
You will then be able to see your account details including your non-email username. Click to change your password.



< My Account

Login Details	
Username	radams149
Password	Click to change password >

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



Change password

Current password

New password

Confirm password

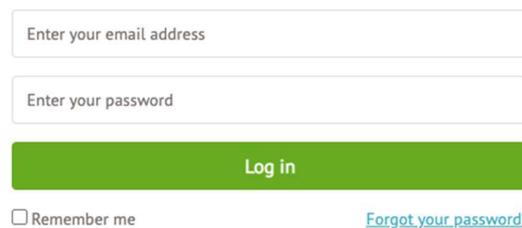
Change Password

I've forgotten my password

Reset your password for the Parent Portal

Click the **Forgot your password?** link on the login page to be sent a reset password email.

Log in



Enter your email address

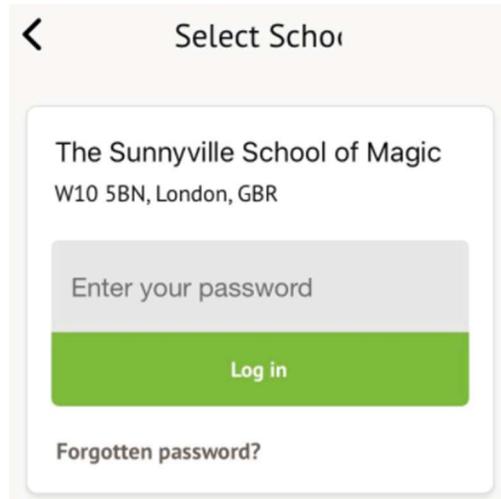
Enter your password

Log in

Remember me [Forgot your password?](#)

Reset your password for the Parent App

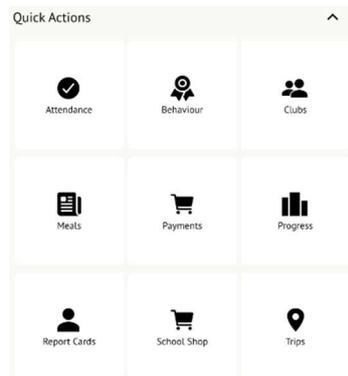
If you have accessed Arbor previously and have forgotten your password, select the **Forgotten password?** option when signing in to the Parent App.



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

Signing my child up for a Trip on the Parent App

You can register your child for a trip using the Parent Portal or Parent App. To sign up for a trip, click the menu icon at the bottom left of your screen. Select ***Trips***.



Sign up Zach for trip

Year 5 Residential to Boggle Hole

Registration Information

Registration status
 Zach does not have a place on this trip yet. Click 'Sign up for trip' button to register.

Trip Overview

Location
 Boggle Hole

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 sign up by consenting.

×

Register Zach for Trip

Trip Price

Trip price
 Free

Add Consent

Cancel

Add Consent

If it is a trip you have to pay for, you can then add the payment to your basket.

Voluntary contribution
 Non allowed

Previous Payments for This Trip

Already paid
 £0.00

Left to pay
 £80.00

Make a Payment

Payment amount

£ 10

Cancel

Add To Basket

Go To Basket

Viewing and editing Your Basket

To view the items in your basket, follow these steps:

Navigate to **Quick Actions > Basket**.

Edit Items in the basket

Tap an item to adjust its details (e.g. payment amounts or notes, depending on the item). Tap **Save Changes** to confirm.

Remove items from the basket

Tap an item and select **Delete From Basket**. You will get the chance to review your choice before the item is deleted.

Making a Payment

When you are ready to pay for the items in your basket, follow these steps:

1. Go to **Quick Actions > Basket**.
2. Review the list of items in your basket.
3. Tap the **Google Pay** or **Apple Pay** button (if your school has the relevant payments functionality enabled), or **Make Payment** to proceed to checkout
 - a. **Google Pay** or **Apple Pay** will trigger the standard Google or Apple payment process.
 - b. **Make Payment** will allow you to input your payment details and make the payment.
4. Once the payment is complete, the items in your basket will be cleared.

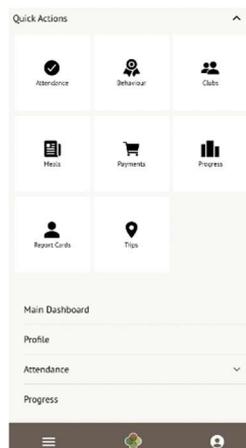


Meal Menu choices on the Parent App

If your school has the Meal Menus functionality enabled, you can choose your child's meals in advance using the Meal Choices area!

Please note that once the deadline your school has set passes, you can see, but no longer edit your meal choices - please contact your school if you'd like to change your choice.

Click the three lines to access your main menu, then click on **Meals**.



You'll be taken to the **Meal Choices** page, where you will be presented with a list of Meals that have available menus to choose from. You can see past meals by using the Academic Year drop-down menu.

Click on a meal.



You can then see the **Meal Choices** page:

- You can see your child's meal account balance at the top - if this balance is negative it will be highlighted in red.
- You can top up the balance via card payment using the Top up account button.

On the page, you can see all future dates you can select a meal for:

- **Deadline passed** - the deadline your school has set to make a meal choice has passed and cannot be edited by you. Your child's teacher can amend their choice while taking the register, or you can contact your school if you'd like to change what meal your child is going to have.
- **School holiday - no choices available**. Your school has set this day as a non-school day.
- **No choices made** - click to select the meal your child will have.
- **Meal Choice** - you've set a meal choice already, but you can click it to change your choice.

Adding and confirming choices

To choose a meal (for a single meal or a week):

- Click on a day to view meal options for that week.
- Select your choices from the drop-down next to each day.
- Ensure days without choices are set to **No Choice selected** (you can update these later).
- Click the green **Process** button to confirm.

Meal Choices

Select your meal choices below and complete your basket checkout to confirm. Please note, the deadline for making meal choices is 1 week before your meal takes place.

Add Meal Choice

Wed, 18 Jun 2025

Chicken Salad (GF) - celery, milk - £2.00

Thu, 19 Jun 2025

Linda M Sausage and Beans - £2.00

Fri, 20 Jun 2025

Margarita Pizza (V) - £2.00

Process

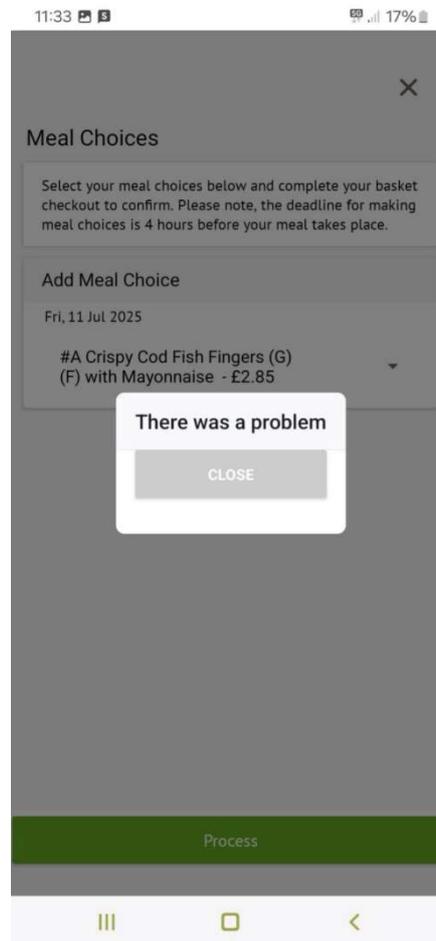
If your school requires a balance in your Meals account for current and future meals, your selections go into your basket before confirmation. A banner will notify you to complete the basket checkout to confirm your choices if necessary.

You can get to your basket by tapping the green **Go To Basket** button after adding your meal choice, or by navigating to **Quick Actions > Basket**.

Editing choices

To edit a meal choice that has already been made, you must first remove the current meal choice.

If you do not do this first, you see a warning message pop up alerting you that **There was a problem** when you try to change the meal choice and press **Process**.



To remove a meal choice to get rid of the **There was a problem** message:

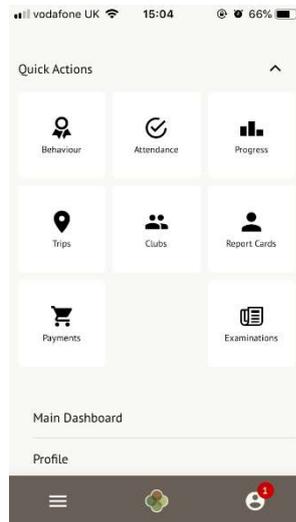
- Click on the day you want to change to open the edit screen.
- Update the meal choice to **No Choice Selected** using the dropdown
- Click the green **Process** button to delete the choice

This reverts the day to **No choices selected**.

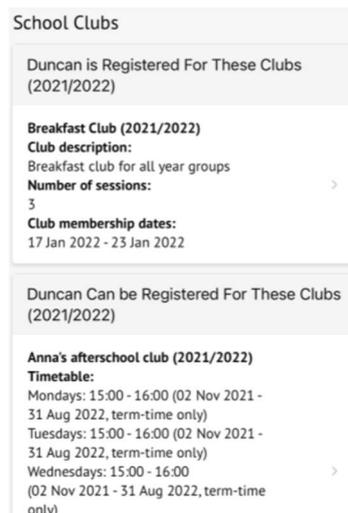
Signing my child up for a Club on the Parent App

Follow the instructions below to register a child for a club using the Parent Portal or Parent 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 the 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. 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.

Register For This Club

Language Club (2018/2019)

Club Details

Membership Options
 Day membership: £10.50 (Per Day)
 Term: £93.60 (Per Term)

Sonia Adams's Memberships

No memberships

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**.

Register Sonia Adams for Language Club (2018/2019)

Choose Period

Period

Term

Quantity

1

Next >

Select the period you would like to sign up for, then click **Next**.

Register Sonia Adams for Language Club (2018/2019)

Club Overview

Price per Term
£93.60

Choose Terms

Term

Wed, 01 May 2019 - Fri, 19 Jul 2019

Next

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

Club Overview

Price per Calendar Week
Free

Choose Calendar Weeks

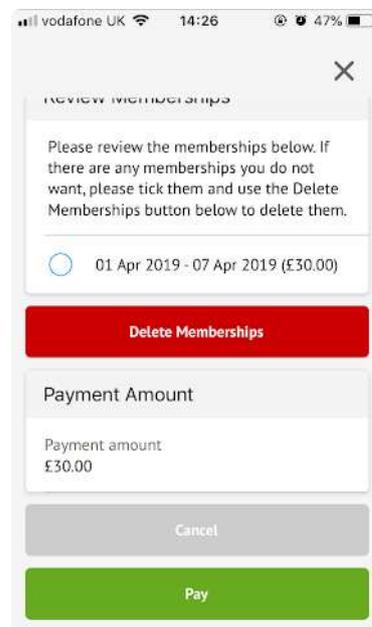
Calendar Week

Mon, 01 Jul 2019 - Sun, 07 Jul 2019

Cancel

Confirm Registration

If it is a club you have to pay for, you can input your card details to pay for the club

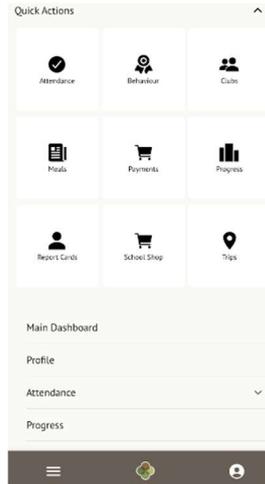


The screenshot shows a mobile app interface for reviewing memberships. At the top, it says 'review memberships' with a close button. Below is a message: 'Please review the memberships below. If there are any memberships you do not want, please tick them and use the Delete Memberships button below to delete them.' There is a list item with a radio button, the text '01 Apr 2019 - 07 Apr 2019 (£30.00)', and a red 'Delete Memberships' button. Below this is a 'Payment Amount' section showing 'Payment amount £30.00'. At the bottom are 'Cancel' and 'Pay' buttons.

Signing my child up for a Breakfast or After-School Club on the Parent App

Follow the instructions below to register a child for a wraparound care club using the Parent Portal or Parent App.

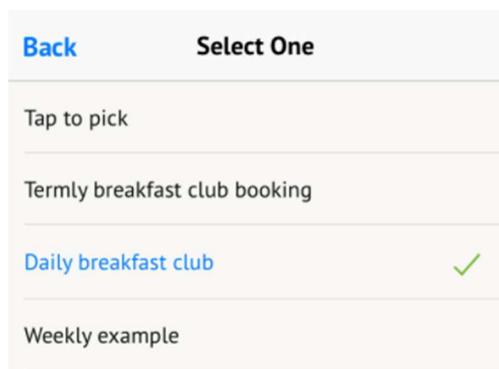
To sign up for a club, click the menu icon at the bottom left of your screen. **Select Clubs.**



You can then see a list of any clubs your child is 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 to sign up for - this may be a day, a term or the whole academic year, depending on what your school has set up



Choose which membership periods to sign up to.

Club price per session
Monday: £2.00 for 08:00-08:40 session interval
Tuesday: £2.00 for 08:00-08:40 session interval
Wednesday: £2.00 for 08:00-08:40 session interval
Thursday: £2.00 for 08:00-08:40 session interval
Friday: £2.00 for 08:00-08:40 session interval

Select Membership Periods

1 selected ▼

Cancel

Next »

Then select which times to sign up to for the club.

Thursday
08:00 - 08:40

Friday
08:00 - 08:40

Meal Selection

Zach will have meals during club sessions

Cancel

Next »

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

Seeing and updating my child's information on the Parent 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. From here, you can update your child's details and also update any parent/carer details, for example a change in phone number or change in address.

For further information Arbor has a fantastic guide online which can be found at <https://support.arbor-education.com/hc/en-us/categories/22645174482845-Students-and-Guardians>. For anything else, please contact the school office.