

*Parent /  
Carer guide  
to Arbor*



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## Using Arbor's free Parent Portal and Parent App



# We're using Arbor's free Parent Portal and Parent App

### We've chosen Arbor to help us manage our school.

Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school. The Parent App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way. Log into Arbor to see and update your child's information, get live updates and make payments or bookings on the go!

The Parent Portal works on Google Chrome (computer or laptop) and you can download the Parent App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

## How to get started

1. Wait for your welcome email from us telling you Arbor is ready - you won't be able to log in before
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 '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 your child's birthday

The Sunnyside School of Magic  
WIC 10N, London, E9R

Log in

[Forgotten password?](#)

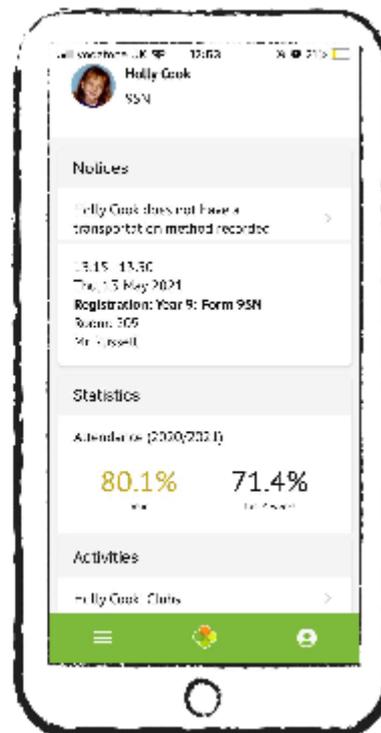
## Need help using Arbor?

**Contact the school office if you have questions about Arbor, the App or Parent Portal.** Tell us the type and model of your phone, e.g. an iPhone SE, and include screenshots or screen recordings.

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

### Some tips to try:

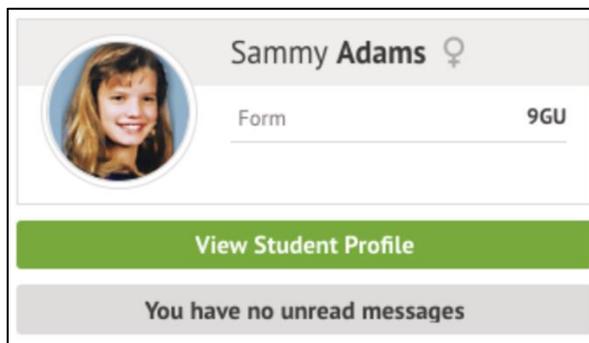
1. Ensure your username is the email address you use for Arbor. Ask us to **check the email address** linked to your account.
2. **Reset your password** from the login page, or ask us to do this.
3. If the login email was sent to you more than 96 hours ago, the **password link will have expired**. Ask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



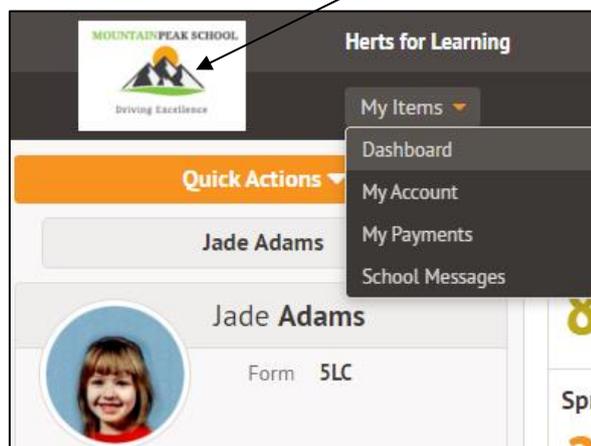
## Your Homepage Dashboard

The dashboard is the first screen that you will see. This gives a quick glance of the student's daily meals, club/trip bookings and current attendance.

You can see your [in-app messages](#) by clicking this button under your child's photo.



You can return to this page at any time by clicking on the school's logo (found in the top left corner of the page) or choosing Dashboard from any menu.



On the homepage you may also see sections for (these are limited to what your school have chosen to display):

- **Statistics** - This shows information about the student's attendance for the current term.
- **Accounts** – The **Accounts** section loads the student's current Meals and other top-up account balances.
- **Trips** - Sign your child up for trips they are eligible for.

Click on any of the underlined hyperlinks above for further Arbor Help Centre guidance on how you can manage these areas.

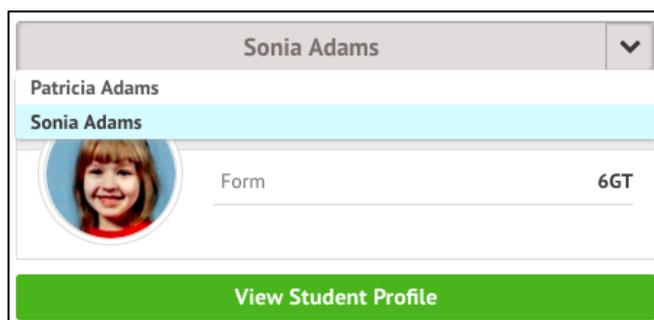
## Being a guardian for multiple children - switching students

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

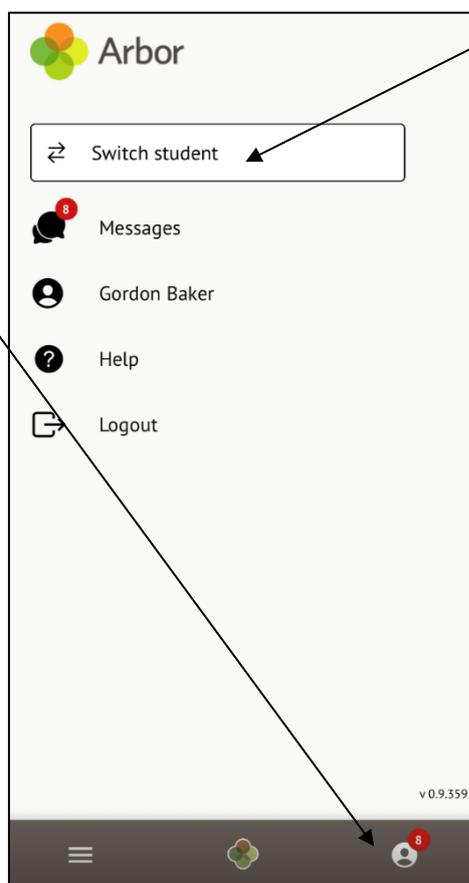
On the left-hand side of your homepage, click the arrow next to the current child's name. Select your other child.

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



### On the parent app

Click the profile icon at the bottom right of your screen and then click **Switch student**.



Choose which child you would like to view.

<a href="#">Back</a>	Select One
<a href="#">Switch student</a>	✓
Dennis Adams	
Kimberly Adams	

If this is the first time you are viewing information for this child, you will have to confirm their birth date.

### Verify Access to Kimberly

To verify that you are authorised to access Kimberly on the Arbor system, please enter Kimberly's date of birth.

Date of birth



[Verify Access](#)

## Attendance data on your child

If your child's school has granted access, you will be able to click on different parts of the home page to view attendance data on your child.

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 have clicked on Attendance or another item, you will see a menu appear like so in the left-hand side of the page you are now on:

<p><b>Megan's page</b></p> <p>Main Dashboard</p> <p>Profile</p> <p>Calendar</p> <p>▼ <b>Attendance</b></p> <p style="background-color: #e0f0e0;">▶ <b>Summary</b></p> <p>▶ By Date</p> <p>Progress</p> <p>▶ Activities</p> <p>▶ Behaviour</p> <p>▶ Curriculum Tracking</p> <p>▶ Examinations</p> <p>▶ Report Cards</p> <p>▶ Accounts</p> <p>▶ Guardian Consultations</p>	<h3>Recent Attendance for Megan Hill</h3> <table border="1"> <thead> <tr> <th colspan="2">Statistics for Academic Year 2018/2019</th> </tr> </thead> <tbody> <tr> <td>Possible sessions</td> <td>404</td> </tr> <tr> <td>Present</td> <td>398 sessions (98.51%)</td> </tr> <tr> <td>Late</td> <td>12 sessions (3.02%)</td> </tr> <tr> <td>Authorised absent</td> <td>6 sessions (1.49%)</td> </tr> <tr> <td>Unauthorised absent</td> <td>0 sessions (0.00%)</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="2">Recent Attendance (12 Jun 2019 - 19 Jun 2019)</th> </tr> </thead> <tbody> <tr> <td>Present</td> <td>9 sessions (100.00%)</td> </tr> <tr> <td>Late</td> <td>0 sessions (0.00%)</td> </tr> <tr> <td>Authorised absent</td> <td>0 sessions (0.00%)</td> </tr> <tr> <td>Unauthorised absent</td> <td>0 sessions (0.00%)</td> </tr> </tbody> </table>	Statistics for Academic Year 2018/2019		Possible sessions	404	Present	398 sessions (98.51%)	Late	12 sessions (3.02%)	Authorised absent	6 sessions (1.49%)	Unauthorised absent	0 sessions (0.00%)	Recent Attendance (12 Jun 2019 - 19 Jun 2019)		Present	9 sessions (100.00%)	Late	0 sessions (0.00%)	Authorised absent	0 sessions (0.00%)	Unauthorised absent	0 sessions (0.00%)
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## Topping up your Meals account via the Parent Portal/Parent App

### From the Parent Portal

From your child's dashboard you will see **Meals** under **Accounts**.

The screenshot shows the Parent Portal dashboard for Abbie Adams. The dashboard is divided into several sections: 'Quick Actions', 'Statistics', 'Guardian Consultations', and 'Accounts'. The 'Accounts' section is highlighted in red, and an arrow points to the 'Meals' link. The 'Meals' link is highlighted in red, indicating an outstanding amount. The 'Accounts' section also shows a balance of -£88.20.

Please note this will show in red if you have an outstanding amount.

1. Click on your child's name: Meals
2. At the top of the screen on the right select **Top up account**

The screenshot shows the 'Top up account' screen. At the top, it displays 'Spring Total Payments: £0.00'. Below this, there is a 'Term' dropdown menu set to 'Spring 2025'. To the right of the dropdown is a green 'Top up account' button. Below the dropdown is a 'View' dropdown menu set to 'All Sections'.

3. From the slide over enter the details of the top up and then select **Make Payment** where you will then be prompted to enter your card details from a pop up screen.

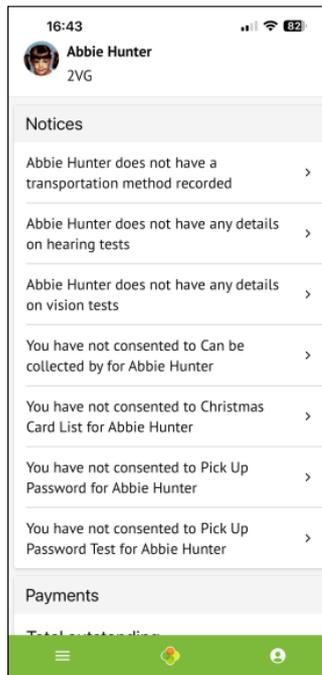
The screenshot shows the 'Top-Up Details' form. The form has the following fields and buttons:

- Customer account:** Abbie Adams (Meals)
- Bill payer\*:** Alison Adams
- Payment amount\*:** £ 15.00
- Narrative:** School Meals
- Buttons:** Cancel, Add to basket, Make Payment

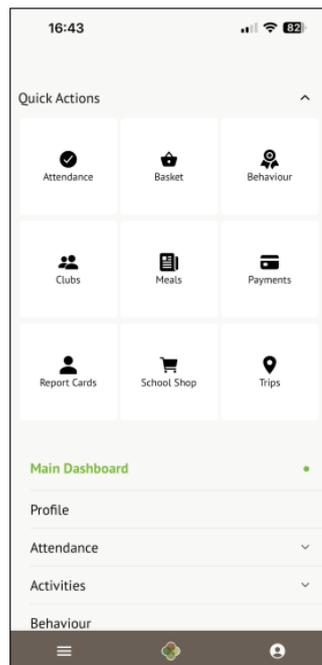
If you have further purchases to make such as a trip click on **Add to basket**.

### From the Parent App

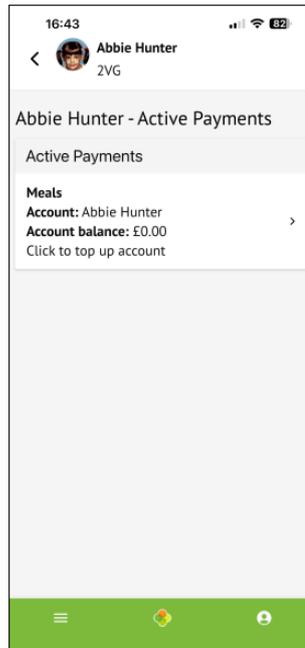
1. From your child's profile screen click the three lines at the bottom of the page



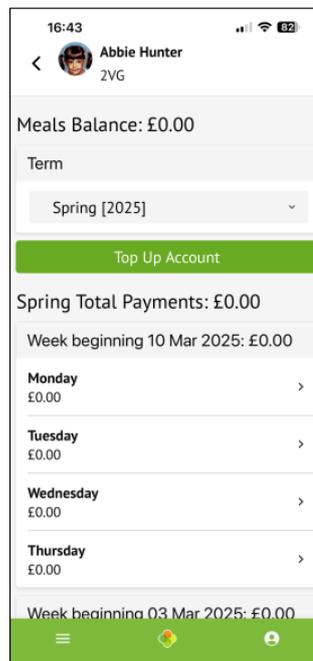
2. Select **Paymentst**



3. Click on **Meals** under **Active Payments**



4. Select **Top Up Account**



5. Select either **Add to Basket** (if you have further purchases to make), or **Make Payment**.

The screenshot shows a mobile application interface for topping up a Meals account. At the top, the status bar displays the time 16:44, signal strength, Wi-Fi, and battery icons. The app title is 'Top Up Account by Card'. Below this is a section titled 'Top-Up Details' containing the following fields:

- Customer account: Abbie Hunter (Meals)
- Bill payer: Adele Hunter
- Payment amount: £
- Narrative: (empty text box)

At the bottom of the form are three buttons: a green 'Add To Basket' button, a black button (partially obscured), and a green 'Make Payment' button. Below the buttons is a green link labeled 'Go To Basket'.

## Booking your child on to a Trip

Please note the screen shots used to demonstrate below may show different trips than those that are available to your child. The process for booking however will be the same.

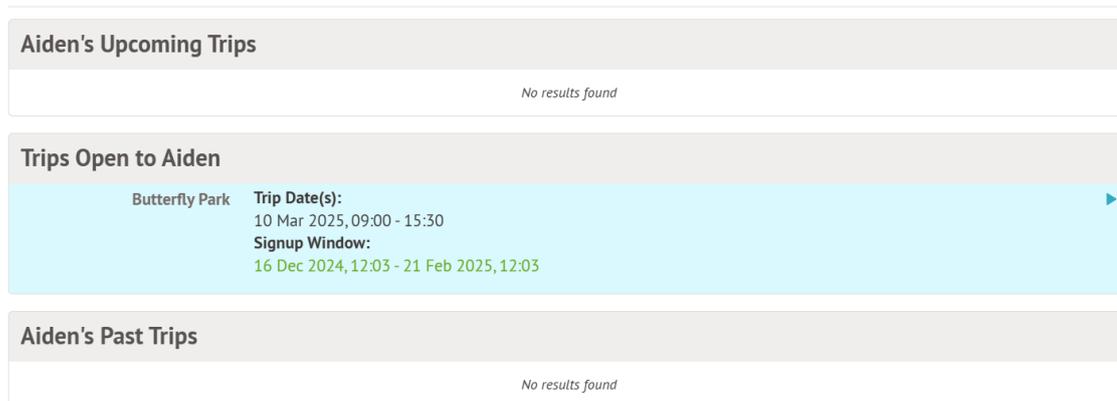
### From the Parent Portal

1. From your child's Parent Portal homepage scroll down to **Activities** and select **Trips**.

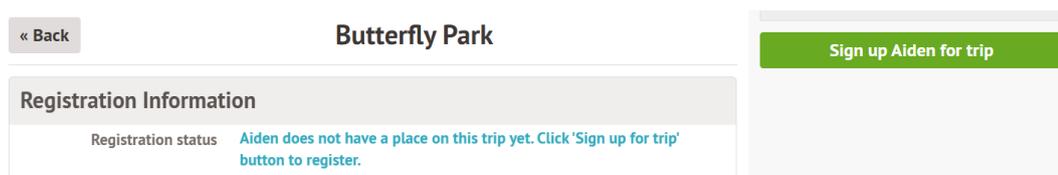


2. The following page will show all trips your child is signed up to, any passed trips, and any trips available to sign up to. Click on the trip your are signing your child up to.

#### School Trips



3. From the following page select **Sign up [child's name] for trip**.



4. The slide over panel will state **'By registering for this trip you are providing consent for your child to attend'**. You will then be able to enter your payment amount. Please note this will default to the suggested amount that the school have requested but the amount can be changed to a higher/lower amount. Once you have entered the amount you wish to pay select **Make payment**. You also have the option on this page to **Sign up for trip (no payment)**.

Please note that once you have made a payment or decided to sign up with no payment you will not be able to come back at a later date to add a further payment.

« Back **Register Aiden for Trip**

By registering for this trip you are providing consent for your child to attend.

**Trip Price**

Trip price	£10.00
Voluntary contribution	Allowed

**Previous Payments for This Trip**

Already paid	£0.00
--------------	-------

**Make a Payment**

Payment amount

5. If you select a payment the next page will require you to enter payment details and then select, **Pay (£amount)**.

**Make Payment** ✕

Card Number

Card Expiration

Name on card

Email

CVC

6. Once you have made a payment you will see a **Payment successful** screen.

**Payment Successful** ✕



Thank you! Your payment is complete

The next screen will confirm your registration.

« Back **Butterfly Park**

**Registration Information**

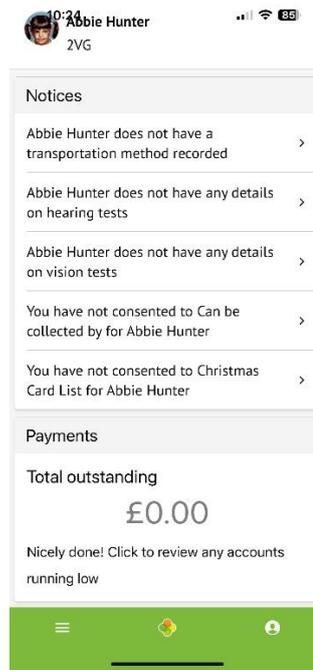
Registration status **Congratulations, Aiden's place is confirmed for this trip!**

**Trip Overview**

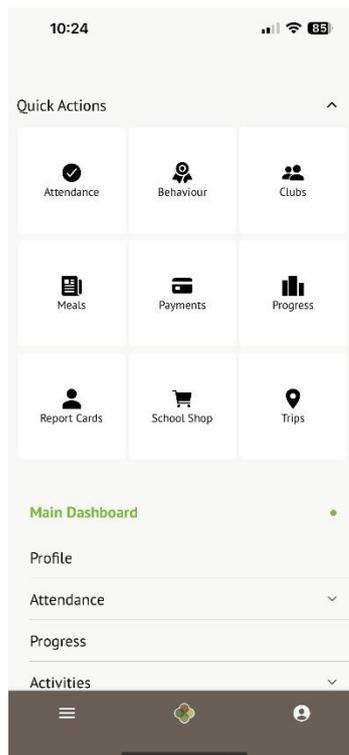
Location	Butterfly Park
Description	The Butterfly Park trip is available to all pupils in Year 2. The school are asking for a contribution of £10.
Trip dates	10 Mar 2025, 09:00 - 15:30
Sign-up window	16 Dec 2024, 12:03 - 21 Feb 2025, 12:03
Price	£10.00
Voluntary contribution	Yes

## From the Parent App

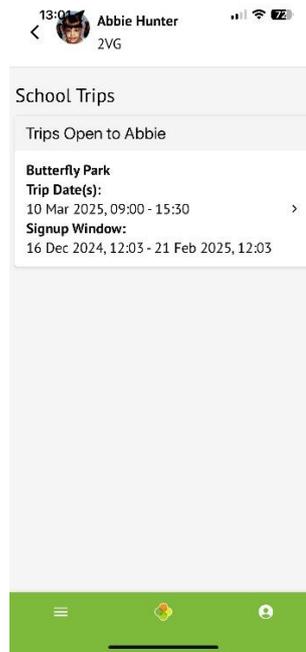
1. From your child's home screen on the Parent App, click on the three lines at the bottom left of the page.



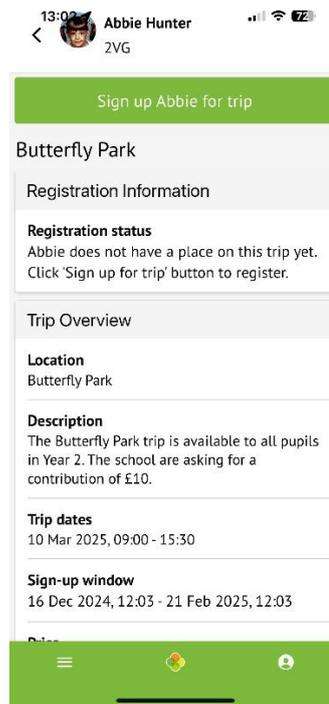
2. On the following screen, select **Trips**.



3. Select the trip that is available to your child.

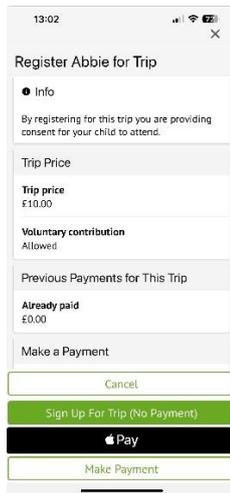


4. The following page will display the trip details. Select **Sign up [child's name] for trip**.

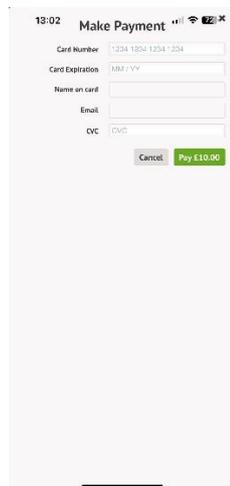


5. The next screen will state **‘By registering for this trip you are providing consent for your child to attend’**. You will then be able to enter your payment amount. Please note this will default to the suggested amount that the school have requested but the amount can be changed to a higher/lower amount. Once you have entered the amount you wish to pay select **Make payment**, or pay using **Apple/Google Pay**. You also have the option on this page to **Sign up for trip (no payment)**.

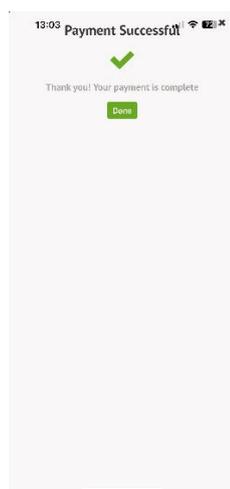
Please note that once you have made a payment or decided to sign up with no payment you will not be able to come back at a later date to add a further payment.



6. If you select a payment the next page will require you to enter payment details and then select, **Pay (£amount)**.



7. Once you have made a payment you will see a **Payment successful** screen.



## **Troubleshooting login issues?**

Are you facing challenges logging into the Parent App or Parent Portal? Before reaching out to your school, use the troubleshooting tips below.

**Please note that only parents with a guardian profile added to their school site can use the Parent App, school staff and teachers cannot access it.**

Troubleshooting login issues - why can't I log in to my school's Parent Portal or Parent App? – [Arbor Help Centre](#)

