



The Arbor App Usage Guide

For Guardians

Version	Date	Updates
1	05/06/19	-
2	19/06/19	Exam timetable information has been added
3	21/08/19	Added SCA Compliance changes

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

Please check our [Help Centre](#) to ensure you are
using the most up to date guide possible.

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

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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.

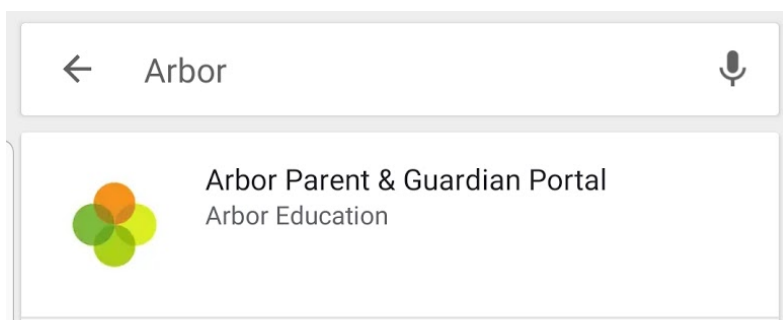
If you are having difficulty using the Arbor App, please contact your school. Please do not contact Arbor directly.

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**'.







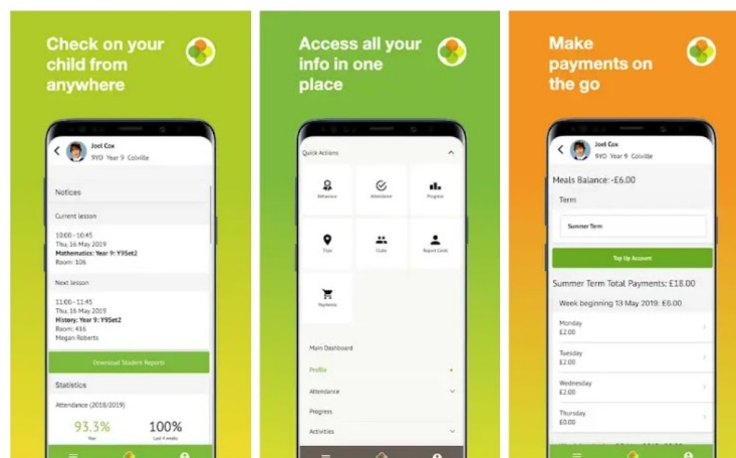
Arbor
Arbor Education

Education

INSTALL

100+
Downloads

 PEGI 3 



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

[READ MORE](#)

Rate this app

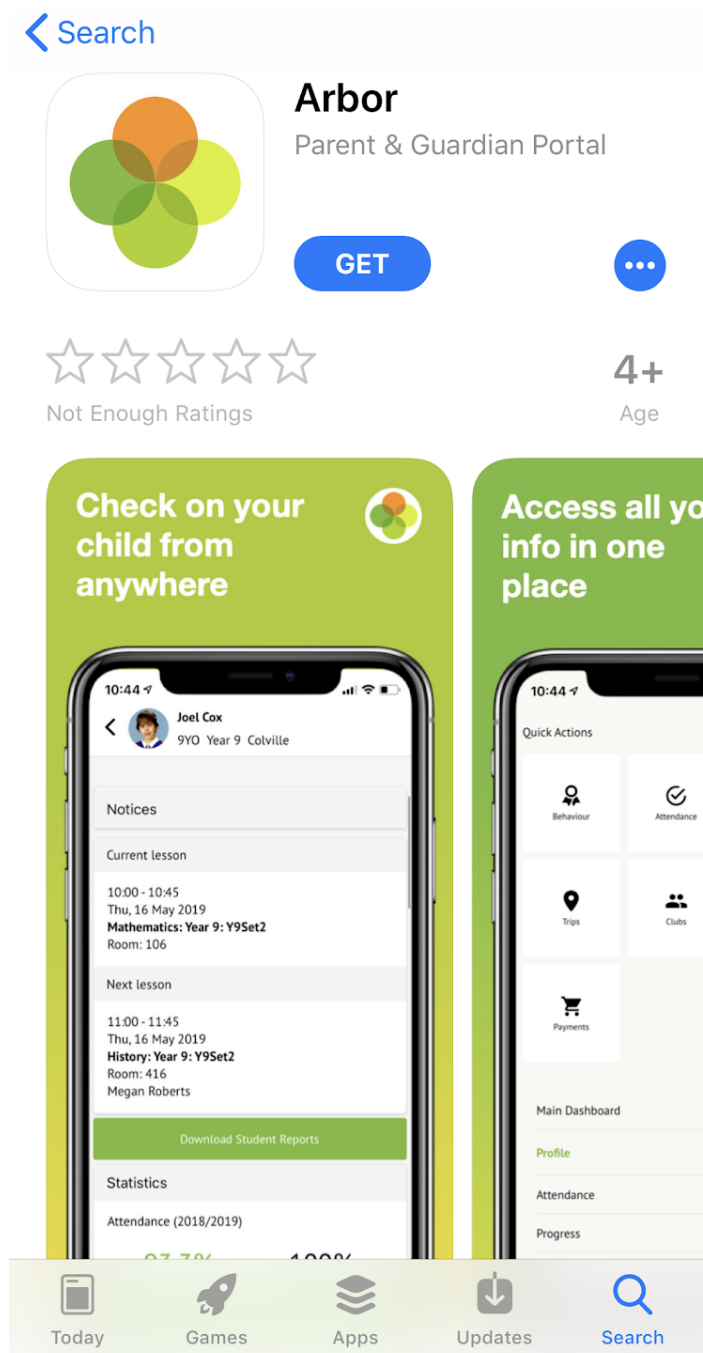
Tell others what you think





IOS

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

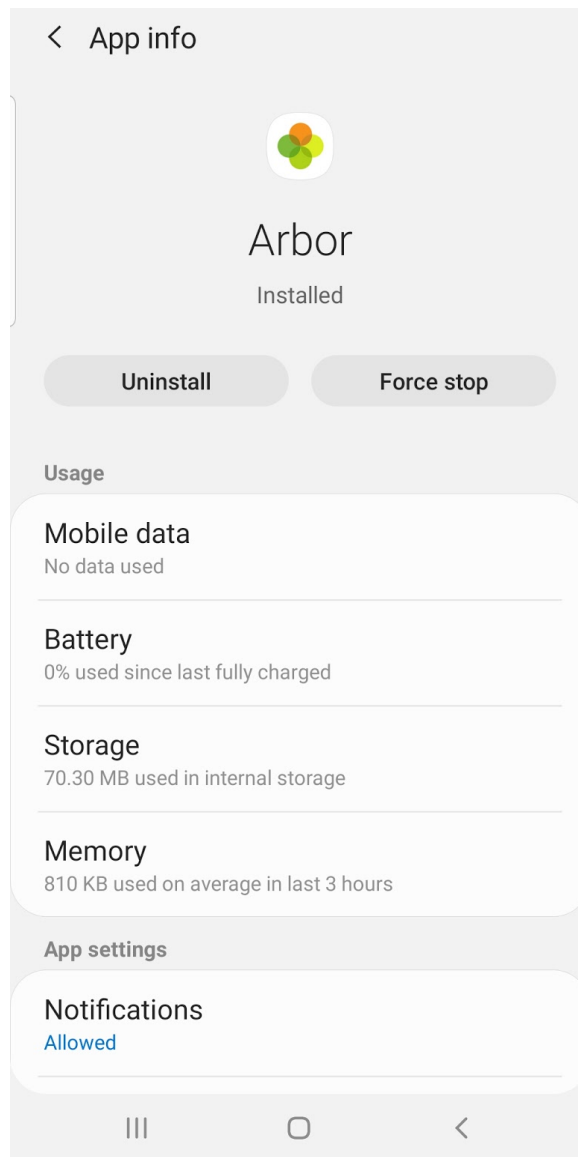




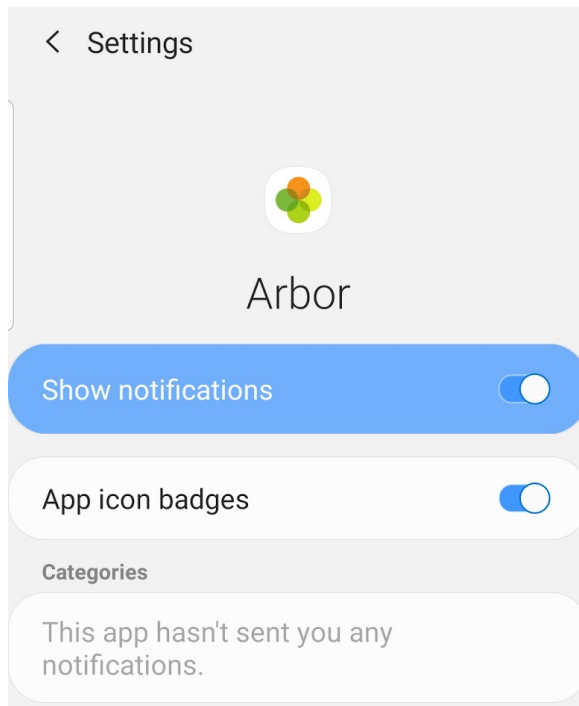
Enabling push notifications

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**.

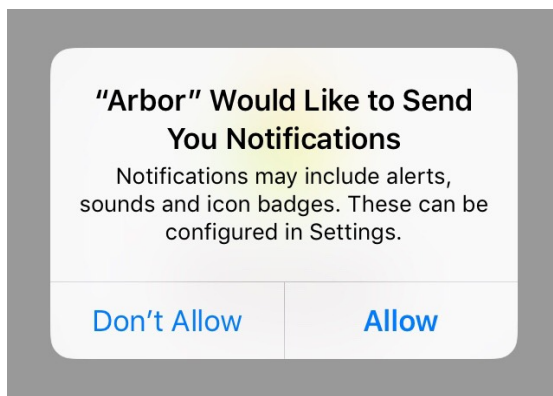


Tap the slider to turn Push Notifications on and manage your settings.



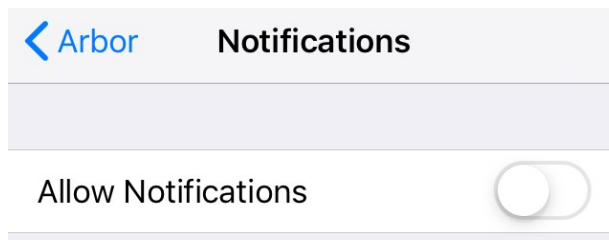
IOS

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.

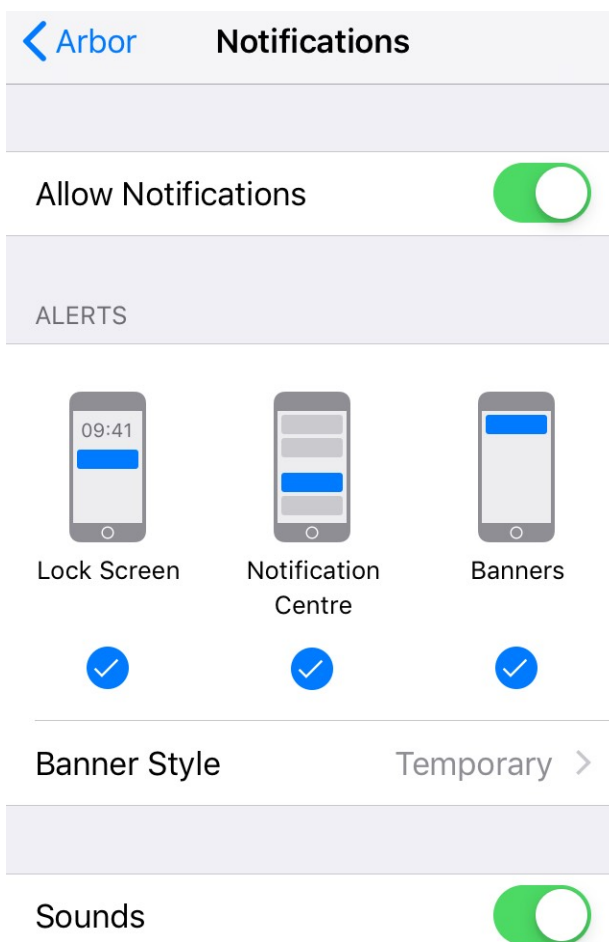




If you select '**Don't Allow**', you can turn Push Notifications back on at any time by going to your **Settings** on your phone. For example, on an iPhone SE, go to **Settings > Arbor > Notifications**.



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/OTE3NjgxNjctN
mRIOC00MDQzLTllNzltN2Y5NGI4OTI4
NjllLjE1NTgwMTM4MzU=](https://[Redacted]uth/change-password/id/252/hash/OTE3NjgxNjctNmRIOC00MDQzLTllNzltN2Y5NGI4OTI4NjllLjE1NTgwMTM4MzU=)

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



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

This screenshot shows the 'Create new password' interface. At the top is the school logo and name, 'The Sunnyville School of Magic'. Below this is a heading 'Create new password' followed by two password input fields, each with a strength indicator (a series of dots). A green button labeled 'Create new password' is positioned below the fields. Underneath the button, a section titled 'Password rules:' lists four requirements: passwords must match, be at least 8 characters long, contain at least one letter, and 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.**

This screenshot displays the Parent Portal dashboard for a user named Ross Adams. The header includes the school logo, name, and user information with a 'Sign out' link. The main content area is divided into several sections. On the left, a 'Quick Actions' sidebar shows the user's name, a student profile picture for Dennis Adams, and a 'View Student Profile' button. Below this, a message states 'You have no unread messages' and a 'Notices' section lists two items regarding transportation and religion recording. The main dashboard area features a 'Statistics' section with four cards: 'Attendance (2018/2019)' showing 94.0% (94.0% Year, 96.8% Last 4 weeks), 'Summer Term - On Track Progress' at 100%, 'Behaviour Points - this term' at 0, and 'Summer Term - Grade Average' at 27. To the right of these are two more cards: 'Positive Behavioural Incidents - this term' at 2 and 'Negative Behavioural Incidents - this term' at 0. At the bottom, a 'Guardian Consultations' section shows an event for 'Parents Evening' from June 24 to 25, 2019, with a link 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).



Welcome to Arbor

Let's find your school

What's your email?

.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**'.

< **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

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

Account Verified

Ok

Returning

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

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

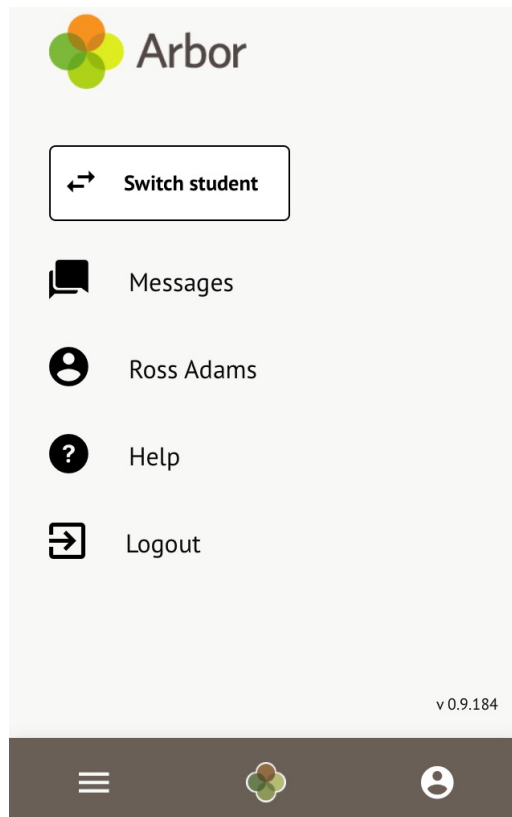


Logging out

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).

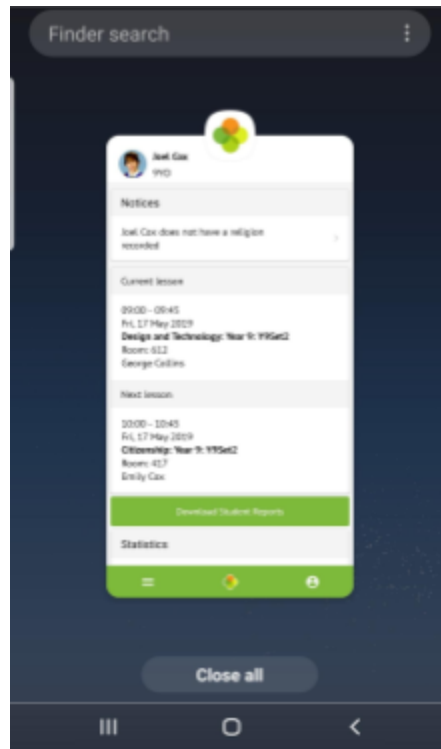
From within the Arbor App

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

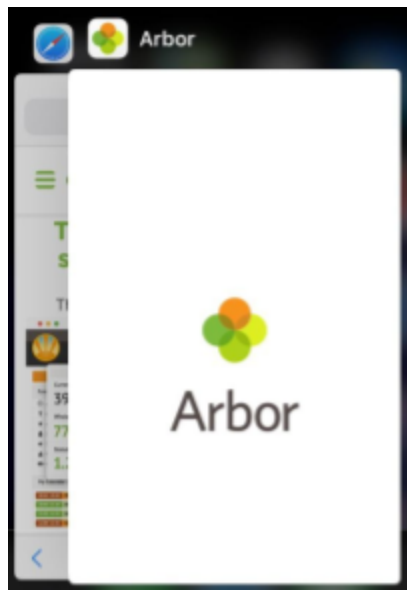


Closing the Arbor App

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.



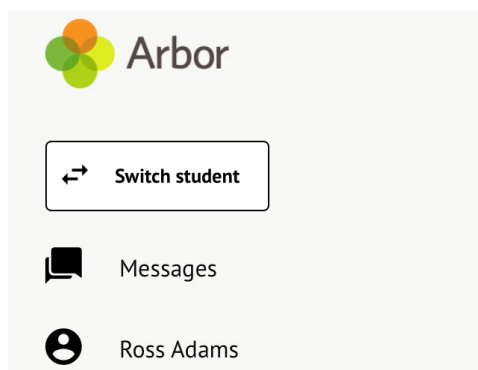
On IOS, for example on an iPhone SE, you can close the Arbor App by clicking the home button twice. Swipe the Arbor App up to close it and you will be logged out.



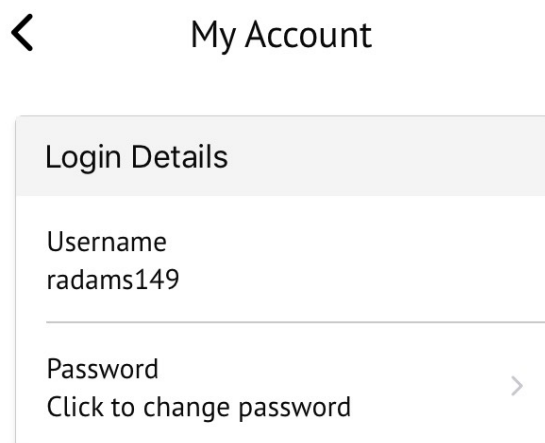
Resetting the password

From within the Arbor App

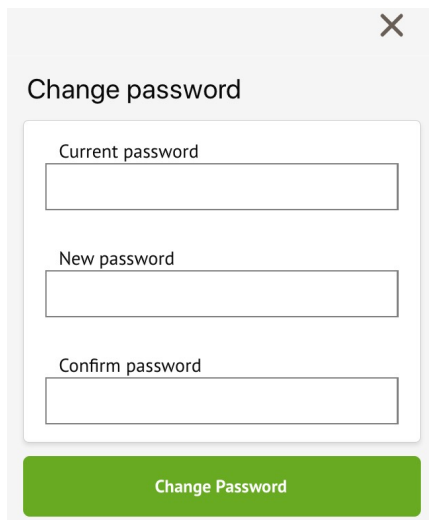
If you are logged into the Arbor App, you can change your password by clicking the profile icon, then clicking your name.



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'.



Change password

Current password

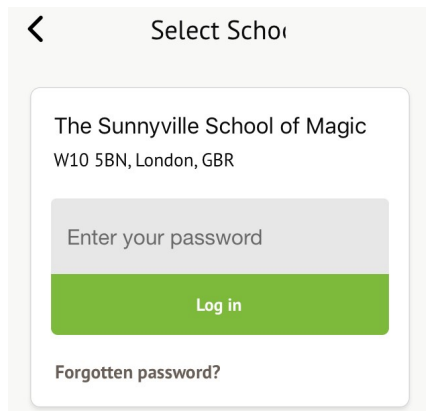
New password

Confirm password

Change Password

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.



Select School

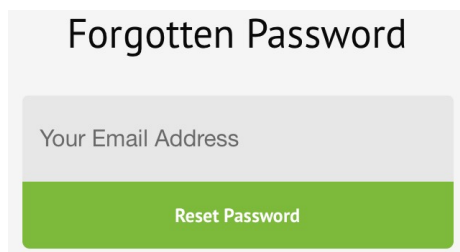
The Sunnyville School of Magic
W10 5BN, London, GBR

Enter your password

Log in

Forgotten password?

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



Forgotten Password

Your Email Address

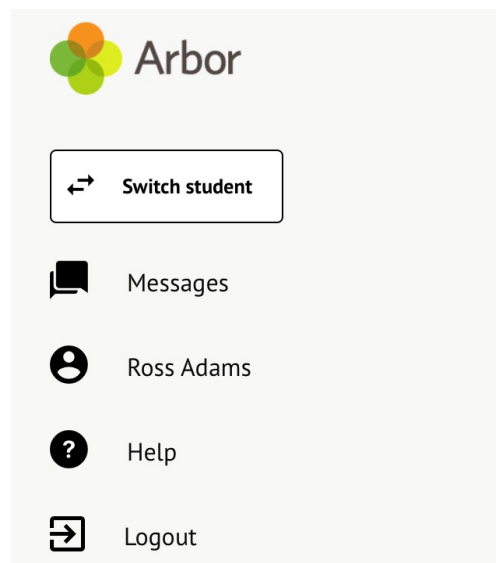
Reset Password

What can I do on the Arbor App?

Switching Students

If you have more than one child attending the same school using Arbor, you can easily switch which child you are viewing.

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



Choose which child you would like to view.

Back	Select One
Switch student	✓
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, then click '**Verify Access**'.

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

2011-06-06

Verify Access

You will then be able to see at the top of your screen that the child you are viewing has changed.



Kimberly Adams

3YF

Notices

Adding and amending information

Notice on when information is updated

Any information you input may not update automatically. This may be because your school has chosen not to automatically accept the changes you have made. To make sure the information has updated, take these steps in this order:

- Ask the staff at your school to confirm and save the changes made
- Pull the page down to refresh it
- Log out and log back into the Arbor App

Resolving my notices

Notices alert you to information that is missing from your child's profile. This can include basic identity details such as Religion, or details that the school require such as missing consents.



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 >

To add missing information, click the Notice. Add the information, then click **Confirm**.

×

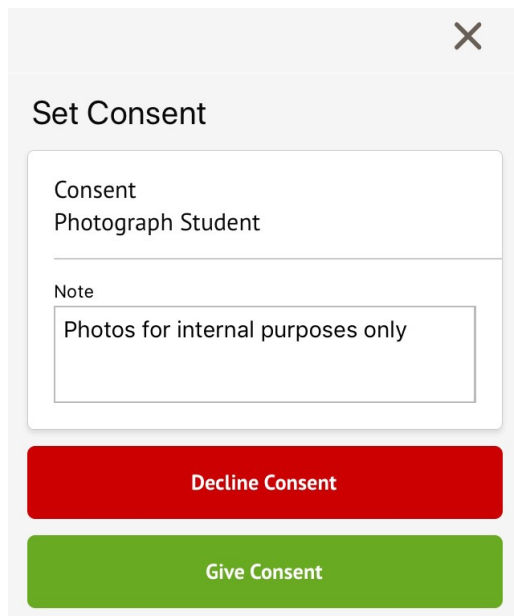
Update Religion

Religion

Buddhist

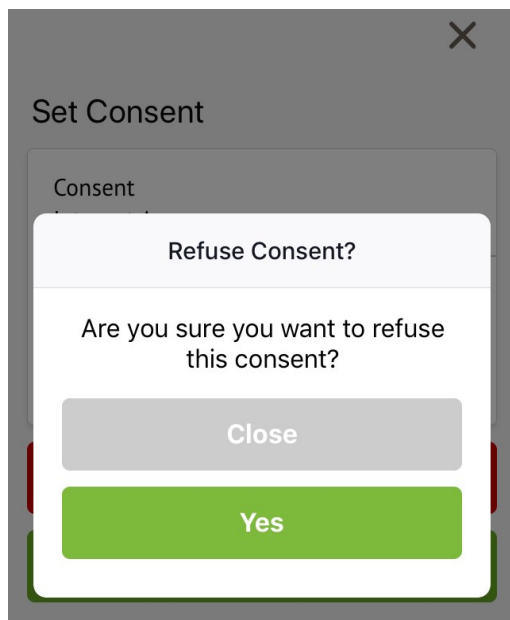
Confirm

For consents, click the consent. You can then add a note if needed and decline or give the consent.



A dialog box titled "Set Consent" with a close button (X) in the top right corner. It contains two text input fields: "Consent" with the value "Photograph Student" and "Note" with the value "Photos for internal purposes only". Below the fields are two buttons: a red "Decline Consent" button and a green "Give Consent" button.

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



A confirmation dialog box titled "Refuse Consent?" with a close button (X) in the top right corner. It contains the text "Are you sure you want to refuse this consent?". Below the text are two buttons: a grey "Close" button and a green "Yes" button.

You can find information about all the consents requested by clicking your child's name at the top of the page and scroll down to the bottom of the page. Click for more information.

Consents

Internet Access
Rejected by Jeremy Bell on
17 May 2019

Photograph Student
Consented by Jeremy Bell on
17 May 2019

✕

Consent

Consent Details

Consent type
Photograph Student

Requested date
11 Oct 2018

Status
Consented (17 May 2019)

Response by
Jeremy Bell

Guardian Notes

Photos for internal purposes only

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



Mason Bell

2RH

Notices

No notices

Updating my child's info

To update your child's information, click their picture at the top of the page. You will be taken to their **Student Profile**.



Evie Davies

10NE Year 10 Westbourne

Instructions



This page lets you add and edit information and guardian details for Evie Davies. Information that can be edited is marked by an arrow at the right hand side of the line that the information is on. Simply click anywhere in the line and an editing pane will slide out.

Add Information 

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

< **Evie Davies**

Add Information ^

Add Allergy

Add Another Spoken Language

Add Guardian/Contact

Add Immunization

Add Mode Of Travel

Add Medical Condition

ADD NEW

≡  

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

✕

Add Allergy

Medical Condition

Dairy Allergy

Severity

Moderate

Quick summary

Symptoms

Rash

Treatment

Antihistamines

Add Allergy

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.

Stephanie Davies

Student Details

Name

Evie Davies >

Gender

Female >

Date of birth

12 Apr 2004

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.

×

Student Record Change Request

Please note!

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

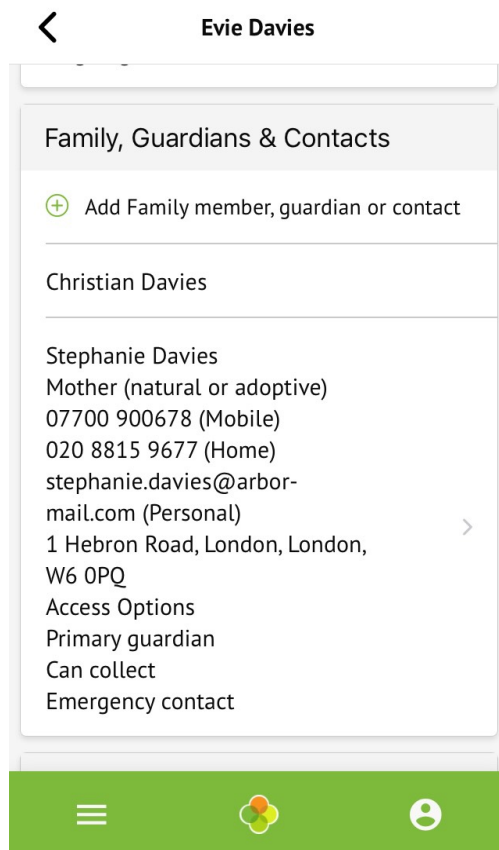
Changes

Religion
Old Value:
New Value: Buddhist
Changed

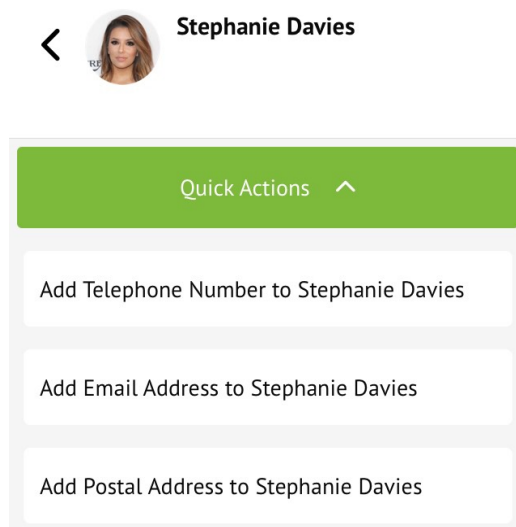
Cancel Change Request

Updating my info

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 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.

 **Stephanie Davies**

Identity

Name

Ms Stephanie Davies

>

Relationship to pupil

Mother (natural or adoptive)

>

Legal guardian

Yes

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.



Edit email address

Email address owner

Stephanie Davies

Type

Tap to pick

Email address

stephanie.davies@arbor-mail.com

Delete

Confirm

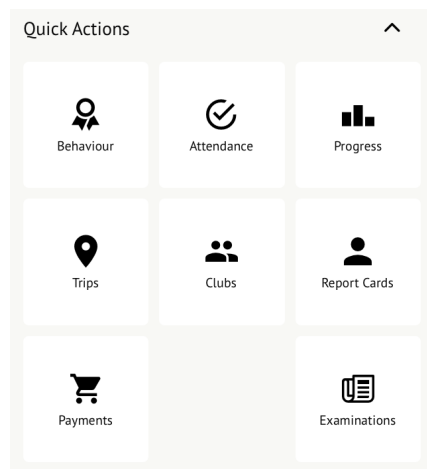
Seeing my child's lessons

You can see where your child was or is, and where they will be next by going to their profile. If your child is currently in a class, it will display information about that class. If your child is not currently in a class, for example during break time, it will display information about the last class they were in. It will also show where they will be next.

Previous event
12:00 - 12:30 Fri, 17 May 2019 Lunch: Sitting 1 Room: 106
Next lesson
13:00 - 13:10 Fri, 17 May 2019 Registration: Year 10: Form 10NE Room: 419 Rosie Hall

Downloading Report Cards

Find all your child's report cards by clicking the menu icon at the bottom left of your screen. Then select '**Report Cards**'.



You can also click the Download Student Reports button from your child's profile.

Next lesson

13:00 - 13:10
Fri, 17 May 2019
Registration: Year 10: Form 10NE
Room: 419
Rosie Hall

Download Student Reports

On the next page, select the report you would like to download from the list.

  **Evie Davies**
10NE Year 10 Westbourne

2018/2019

13 Mar 2019
Casting Spells Progress >

11 Mar 2019
Magic Report >

On the next page, click the green **'Download'** button and you will be able to view the report.

✕

Student Report Card



Evie Davies
 10NE Year 10 Westbourne

Report card
Casting Spells Progress

Date
13 Mar 2019

Download

<



Evie Davies
 10NE Year 10 Westbourne



The Sunnyville School of Magic
Casting Spells Progress
 on 17 May 2019 for
Evie Davies

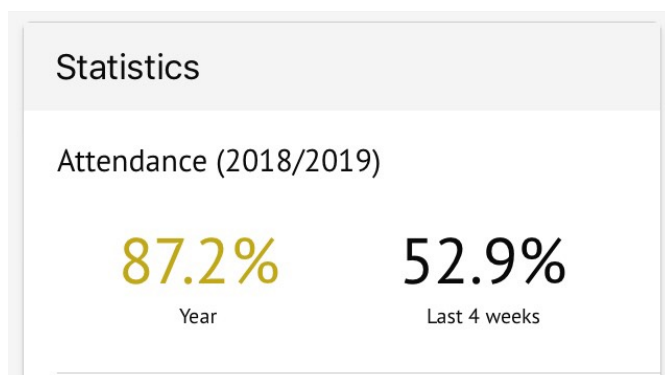
Head Teacher	Meghana Ramaswamy
Head Teacher	Chris Nellist
Year Group	Year 10
Head of Year	Rosie Hall
Form	Form 10NE
Form tutor	Rosie Hall
House	Westbourne
House Tutor	Tanya Williams

☰



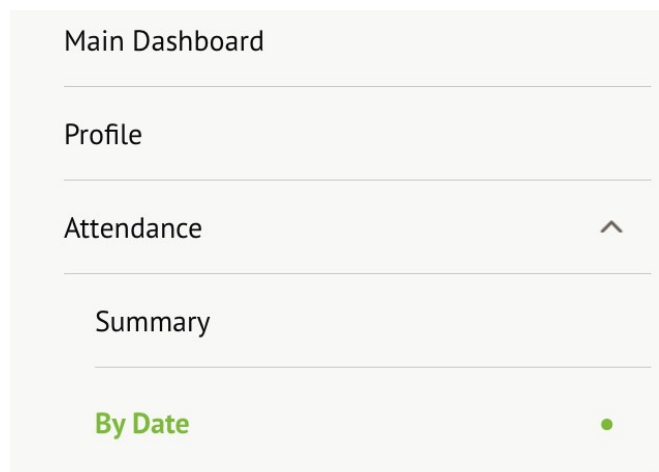
Seeing my child's Attendance

You can see basic statistics of your child's overall attendance for the year, and their attendance for the last four weeks by clicking their name at the top of the page and scrolling down to the **Statistics** section.

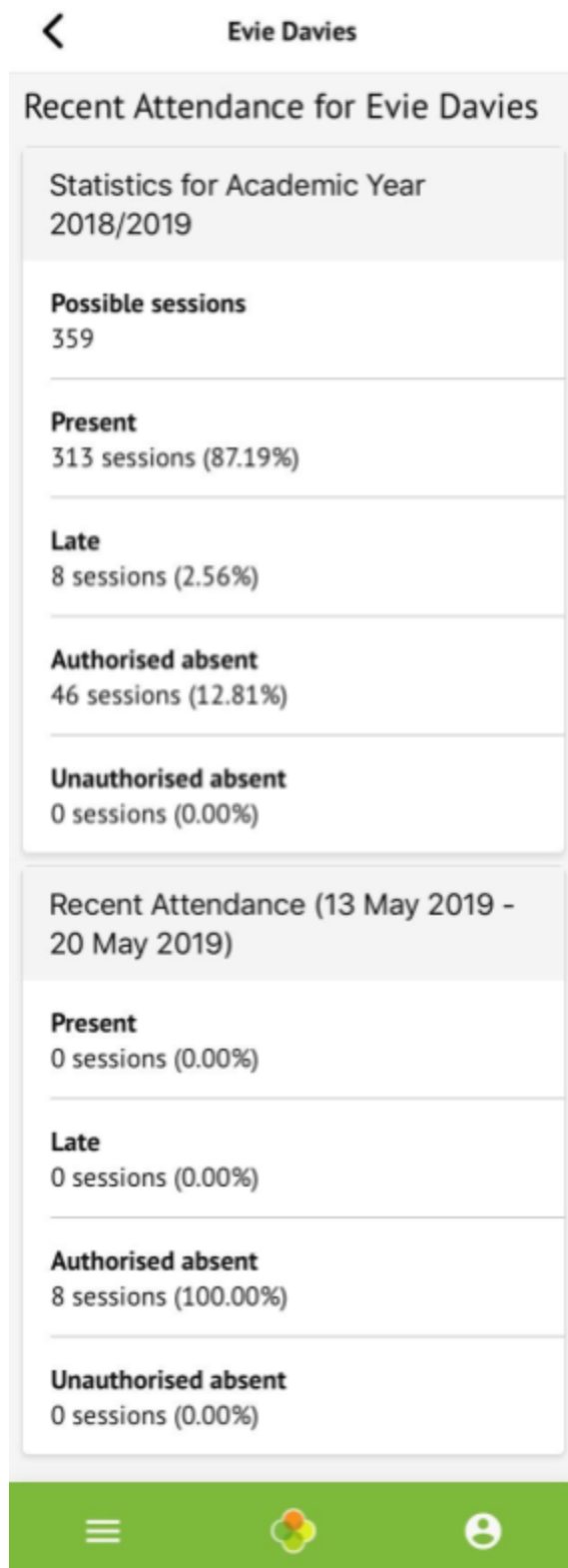


Attendance Summary

To view more detailed information, click the menu icon at the bottom left of your screen. From the menu, select **Attendance**, then one of the following options.



Click **Summary** to see statistics for Presents, Lates and Absences for the year to date, and for the last week.



By Date

Select **By Date** to see all the attendance marks given for the academic year, on a week-by-week basis.

  **Evie Davies**
10NE

Attendance for

Year 2018/2019

Statutory Attendance By Week

05 May 2019 - 11 May 2019 

10 May 2019 AM
I
Illness

10 May 2019 PM
I
Illness

09 May 2019 AM
Present AM

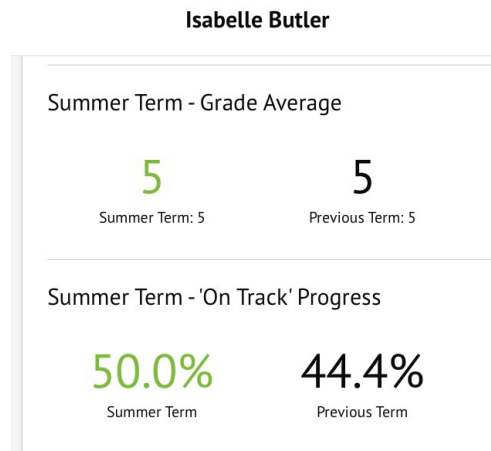
09 May 2019 PM
Present PM

08 May 2019 AM
Present AM

Seeing my child's Assessment results

You can see basic statistics of your child's overall Assessment marks for this terms and last term, and whether they are 'On track' by clicking their name at the top of the page and scrolling down to the **Statistics** section.



Curriculum Tracking

To view more detailed information, click the menu icon at the bottom left of your screen. From the menu, select **Curriculum Tracking** to see your child's progress. If your school does not use Curriculum tracking, the screen will show this.

<



Isabelle Butler
11UA Year 11 Ladbroke

Markbook - Isabelle Butler

Academic Year:

2018/2019

There are no curriculum marks for Isabelle Butler for 2018/2019.

If your school does use Curriculum tracking, you will be able to select the academic year and curriculum you would like to view. You can then see each statement, the grade given, and when the grade was given.

 **Sonia Adams**

Markbook - Sonia Adams

Academic Year:

2018/2019

Curriculum:

EYFS Development Matters

Being imaginative 
Uses movement to express feelings.
Below Emerging
Achievement Date: 06 Mar 2019

Creates movement in response to music

Progress

To view your child's Summative Assessment progress, click the menu icon at the bottom left of your screen. From the menu, select **Progress**. You can select the academic year and the term, and see their baseline, current grade, target and progress points.

<



Isabelle Butler
11UA Year 11 Ladbroke

Academic Year

2018/2019

Term

Summer Term

Working At

P8: D & T Textiles
Technology GCSE (Level 1/2)
^

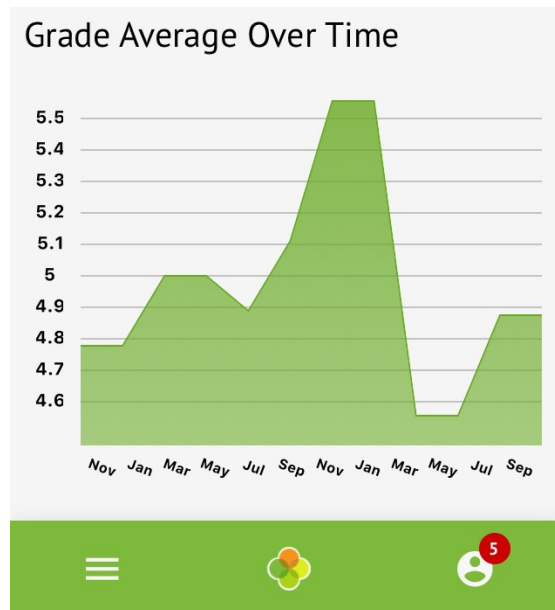
Year Baseline
4

Working At
6

Minimum Target Grade
5

Year Progress
+2

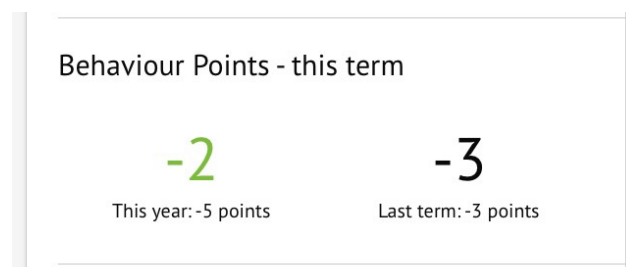
If you scroll down to the bottom of this screen, you can see a graph of your child's grade over time. This is an average of all their 'Working at' grades each month.



Tracking my child's Behaviour

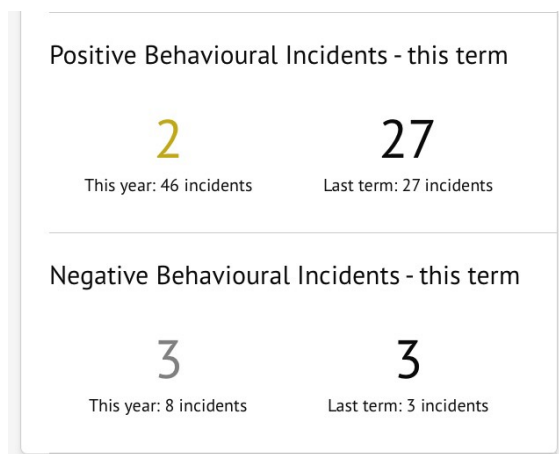
You can see basic statistics of your child's Behaviour Points by clicking their name at the top of the page and scrolling down to the **Statistics** section. You can see the running total this term, this year and last term.

The example below shows a neutral scale that keeps a running total of both positive and negative points together. You may see one scale like this, multiple scales or only a positive scale depending on what your school has decided to display.

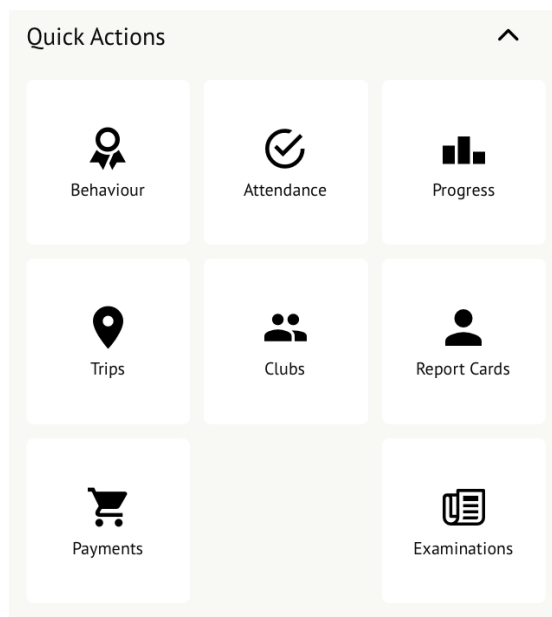


Also in the Statistics section, you can see Incidents your child has been involved in. You can see the number of incidents this term, this year and last term.

Like the points scales, you may see positive incidents, negative incidents, both or neither depending on what your school has decided to display.



To view more detailed information, click the menu icon at the bottom left of your screen. Select ***Behaviour***.



On the **Behaviour** page, you can see a more detailed break-down of the Behaviour Points, including the reason for the points awarded/deducted, who the points were recorded by and any notes. Please note, your school may have chosen not to display who points were awarded by and notes.



Neil Brown
7ZR Year 7 Westbourne

Behaviour for:

2018/2019

Behaviour Points

Total Points 

Points Breakdown 

20 May 2019, 09:45
Points: -2
Category: Being Unkind
Recorded by: Bethany Cox
Comment: Neil called another student names



Also on the page you can view more detailed information about incidents, and any detentions that have been assigned.

<
Neil Brown

2018/2019
9 negative incidents

Summer Term
4 negative incidents

13 May 2019 - 24 May 2019
2 negative incidents

Negative Incidents Breakdown ▼

Detentions

Issued 20 May 2019
Detention Type: After School
Reason: Climbing on the roof
Session:
Attendance Mark:

☰

👤

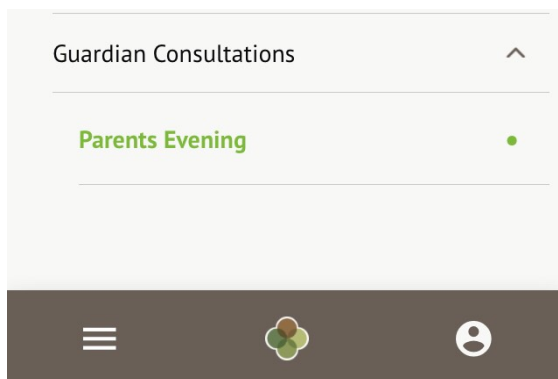
Booking a Guardian Consultation

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.

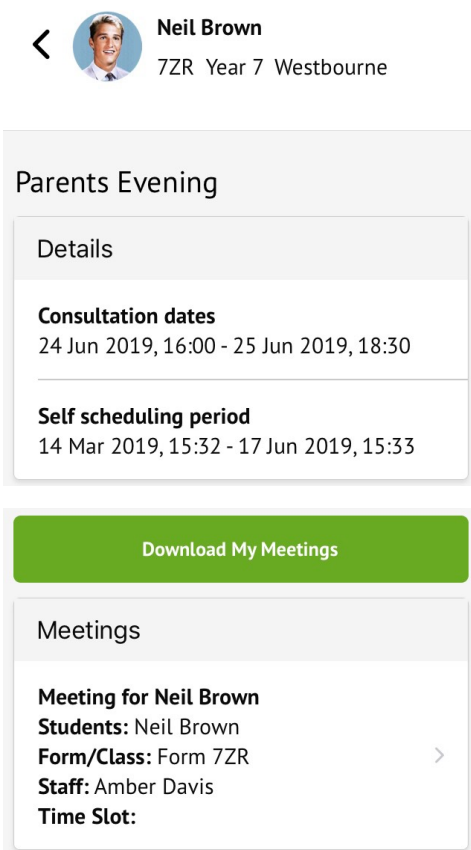
Guardian Consultations

Parents Evening
 (24 Jun 2019, 16:00 -
 26 Jun 2019, 19:00) >
 Self scheduling is open, please
[click here to book time slots.](#)

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.



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

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

Book Time Slot

Notes

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

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

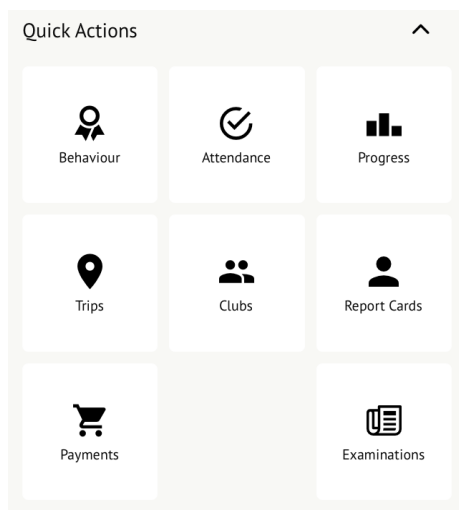
Change time slot

Change time slot

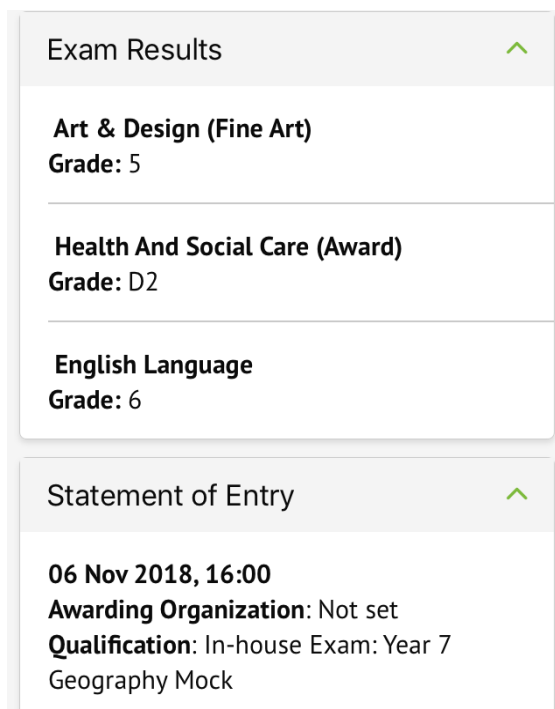
Reschedule Meeting

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.

Academic year

2018/2019

Download Exam Results

Download Statement Of Entry

Download Exam Timetable



Megan Hill

Produced on: 17 Jun 2019Page 1 of 1

Candidate Exam Timetable
Megan Hill

Candidate Information

Date of Birth 30 May 2004	Candidate Number 0142 (Internal)
Registration Form Form 10NE	UCI 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	13:00	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 (8700/1)	01:30	Hall	H2

Viewing my child's Assignments

On the main Arbor screen, you can see all your child's upcoming, due, overdue and submitted homework assignments.

David Robertson	
Overdue Assignments	
Poster of salvador dali (Due 30 Apr 2019) Waiting for student to submit	>
Assignments that are due	
Variables and sequencing (Due 31 Jul 2019) Waiting for student to submit	>
Submitted Assignments	
Python - Variables (Due 19 Oct 2018) Submitted - requires marking	>

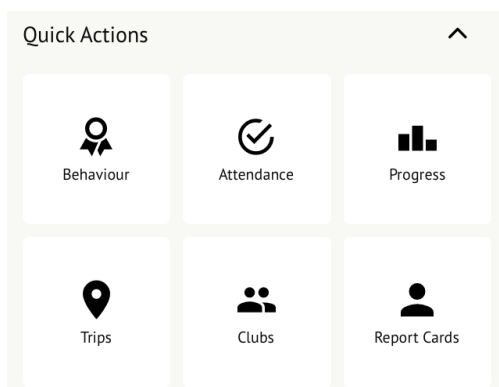
Click the assignment to view more information.

Status Marked
Submission Type Submit via Arbor
Mark 16
Comment Great work!

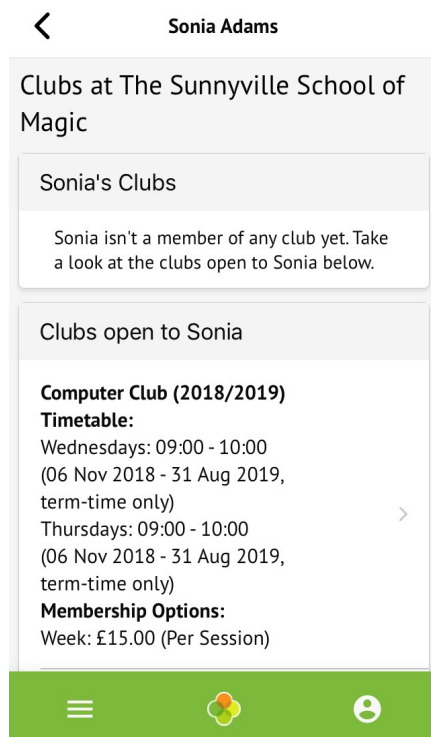
Sign my child up for Clubs and Trips

Clubs

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.

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 simply 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 no payment is required but you are allowed to give a contribution, you can select this option.

Cancel

Sign Up For Club (No Payment)

Pay

If it is a club you have to pay for, you can input your card details to pay for the club. See the next section for an example of what this will look like.

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.

☐ 01 Apr 2019 - 07 Apr 2019 (£30.00)

Delete Memberships

Payment Amount

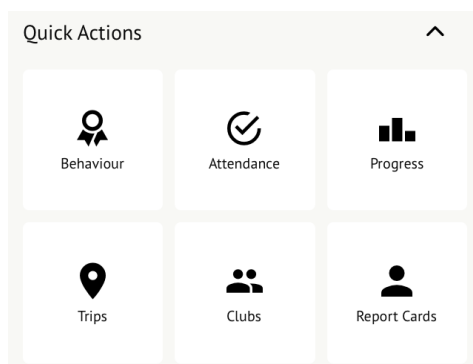
Payment amount
£30.00

Cancel

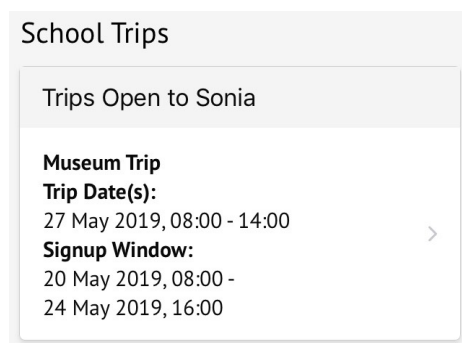
Pay

Trips

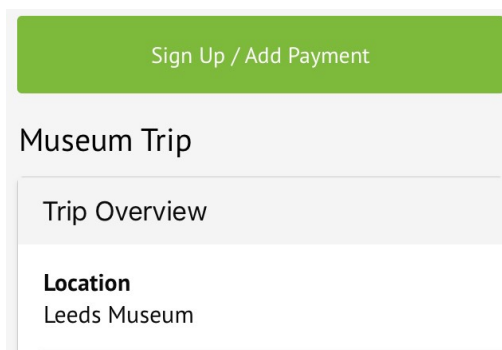
To sign up for a trip, click the menu icon at the bottom left of your screen. Select **Trips**.



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.

Trip Details

Name
Museum Trip

Location
Museum

Trip dates
26 Aug 2019, 10:00 - 16:00

Price
Free

Cancel

Add Consent

If no payment is required but you are allowed to give a contribution, you can select this option.

Price
£2.00

Voluntary Contribution
Yes

Payment Amount

Payment amount

£ 2

Cancel

Sign Up For Trip (No Payment)

Pay

If it is a trip you have to pay for, you can input your card details to pay. See the next section for an example of what this will look like.

Trip dates
30 Aug 2019, 11:35 - 31 Aug 2019, 11:35

Price
£105.36

Minimum Instalment
£50.50

Payment Amount

Payment amount

£ 50.5

Cancel

Pay

See account balances and make payments

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.

Sonia Adams

Accounts
Sonia Adams : Meals Balance: £4.00 >
Sonia Adams : Morning Breakfast Club Balance: £10.00 >

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

Meals Balance: £4.00
Term
Summer Term
Top Up Account

Input the amount to top up,

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

Expiration date

Name on card

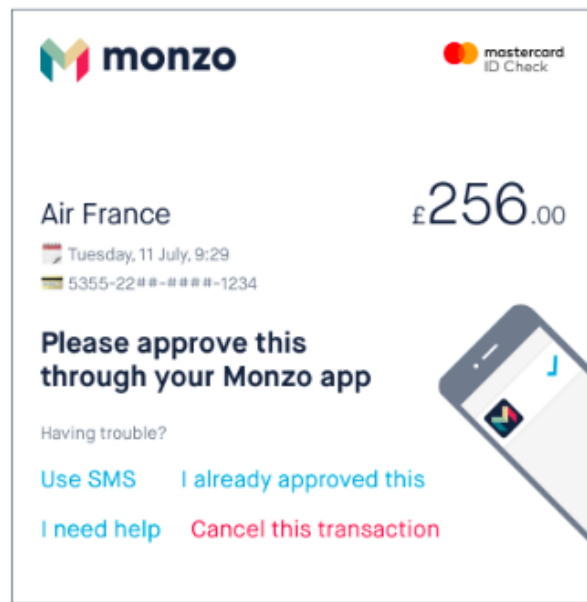
Security code (CVV/CVC)

You may have to then authenticate your identity for the payment to go through. This is a requirement of the recently introduced [Strong Customer Authentication \(SCA\) regulations](#).

If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports. This could be:

- an SMS code,
- your mobile banking app
- another method

For example, here's what it may look like if you're using Monzo. *(Please note, we are not affiliated with Monzo, this is purely an example)*



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.



Payment Successful

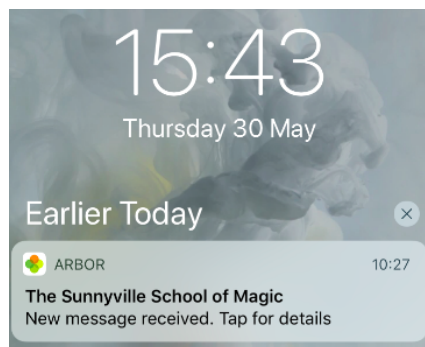
Thank you! Your payment is complete

Done

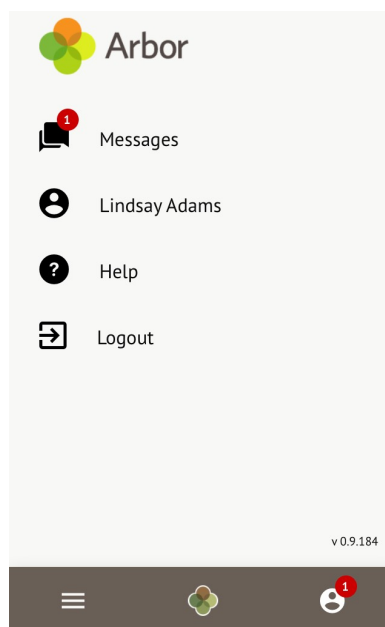
In-app Messages

Reading the messages

When you are sent an In-app message, you will receive a Push Notification (if you have enabled this feature).

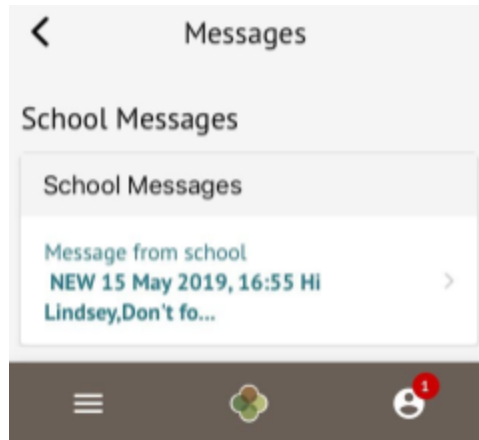


In the Arbor App, you will see a notification at the bottom right of your screen on the profile icon. Tap this notification, then click **Messages** to see your messages.



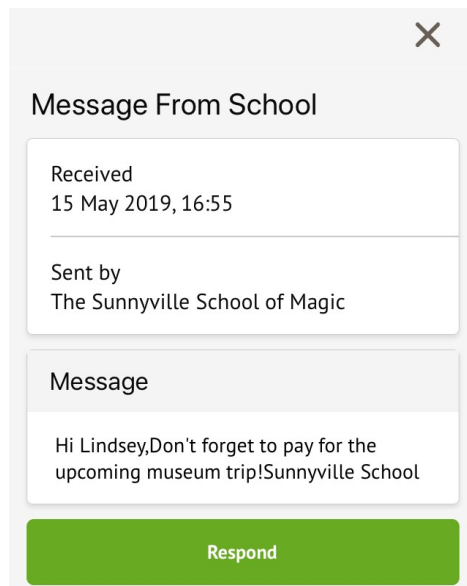


You will be taken to the **Messages** page where you can see all messages received and all replies you have sent to school if your school has enabled this feature. All new messages will be marked as 'NEW' and will be written in bold. Read messages will be written in normal text. Click the message to view it.



Replying to a message

If your school has enabled you to reply to messages, you will be able to click the '**Respond**' button to reply.





You can draft a message reply, then click send.

✕

Write Message

My Message

Responding to
The Sunnyville School of Magic

My message

Thank you

Send Message

The **Messages** page will then show your sent message.

<

Messages

School Messages

School Messages

My message to school
15 May 2019, 16:57 Thank you...

>

Message from school
15 May 2019, 16:55 Hi
Lindsey,Don't fo...

>

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**.