



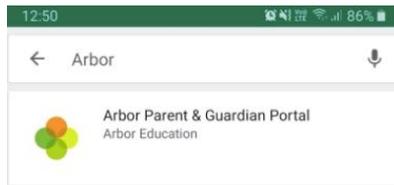
What is Arbor?

We have recently updated our school's Management Information System to Arbor and this means we will be launching a new mobile app in the coming weeks that links in with this system. This app will be replacing Edulink in the next few weeks and will be the place to find your child's attendance, book parents evenings and receive notifications and messages from the school.

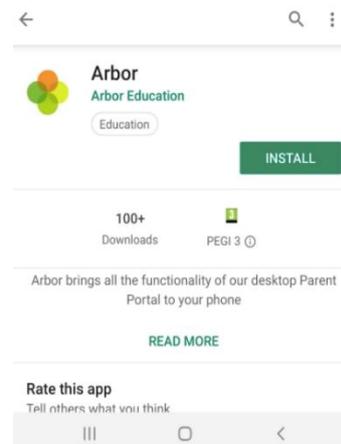
Downloading the Parent App

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.



Once you have installed the app, make sure you have notifications enabled for Arbor otherwise you might miss messages from school.

We will send a message through Edulink to notify you when we are about to switch over as you will need to look out in your emails for login details for Arbor. **Note: this is the email address you have given to school.**

Logging in for the first time

We will send you an email that 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**.

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.

Reset 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

New password

Confirm 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.

[View user terms & conditions](#)

I agree to Arbor's standard user terms & conditions Cancel **Accept**

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.

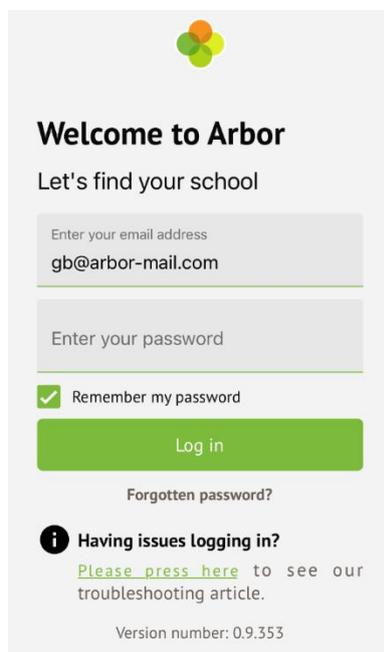
To verify you account, please enter the date of birth of one of your children at the school

Date of birth* 

Cancel **Verify**

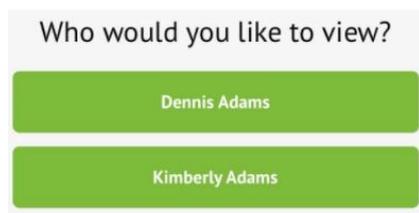
Logging in on the Parent App

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



The screenshot shows the login interface for the Arbor Parent App. At the top is the Arbor logo, a stylized tree with three colored circles (orange, green, yellow). Below the logo is the heading "Welcome to Arbor" and the text "Let's find your school". There are two input fields: "Enter your email address" with the text "gb@arbor-mail.com" and "Enter your password". A checkbox labeled "Remember my password" is checked. A green "Log in" button is below the password field. Below the button is a link "Forgotten password?". At the bottom, there is an information icon and the text "Having issues logging in? Please press here to see our troubleshooting article." and "Version number: 0.9.353".

If you have more than one child at school, please select the child you wish to view. You can switch to another child once you are logged in.



The screenshot shows a selection screen titled "Who would you like to view?". There are two green buttons with white text: "Dennis Adams" and "Kimberly Adams".

Please note that if you haven't logged into the Parent App for 1 month, you'll need to enter your password the next time you log in.

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. You can also contact school if this doesn't work.