Arbor

The Arbor App Usage Guide

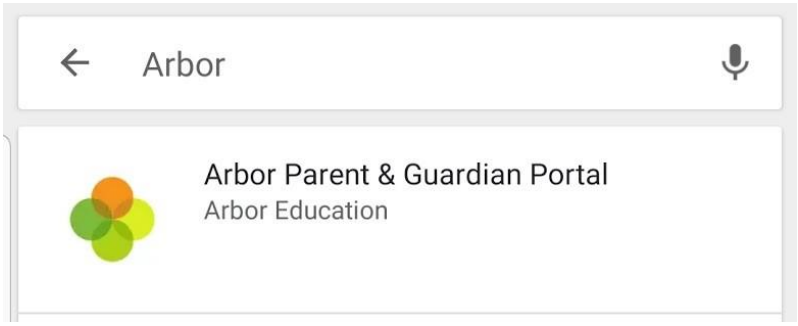
For Guardians

Downloading the Arbor App

Downloading the Arbor App

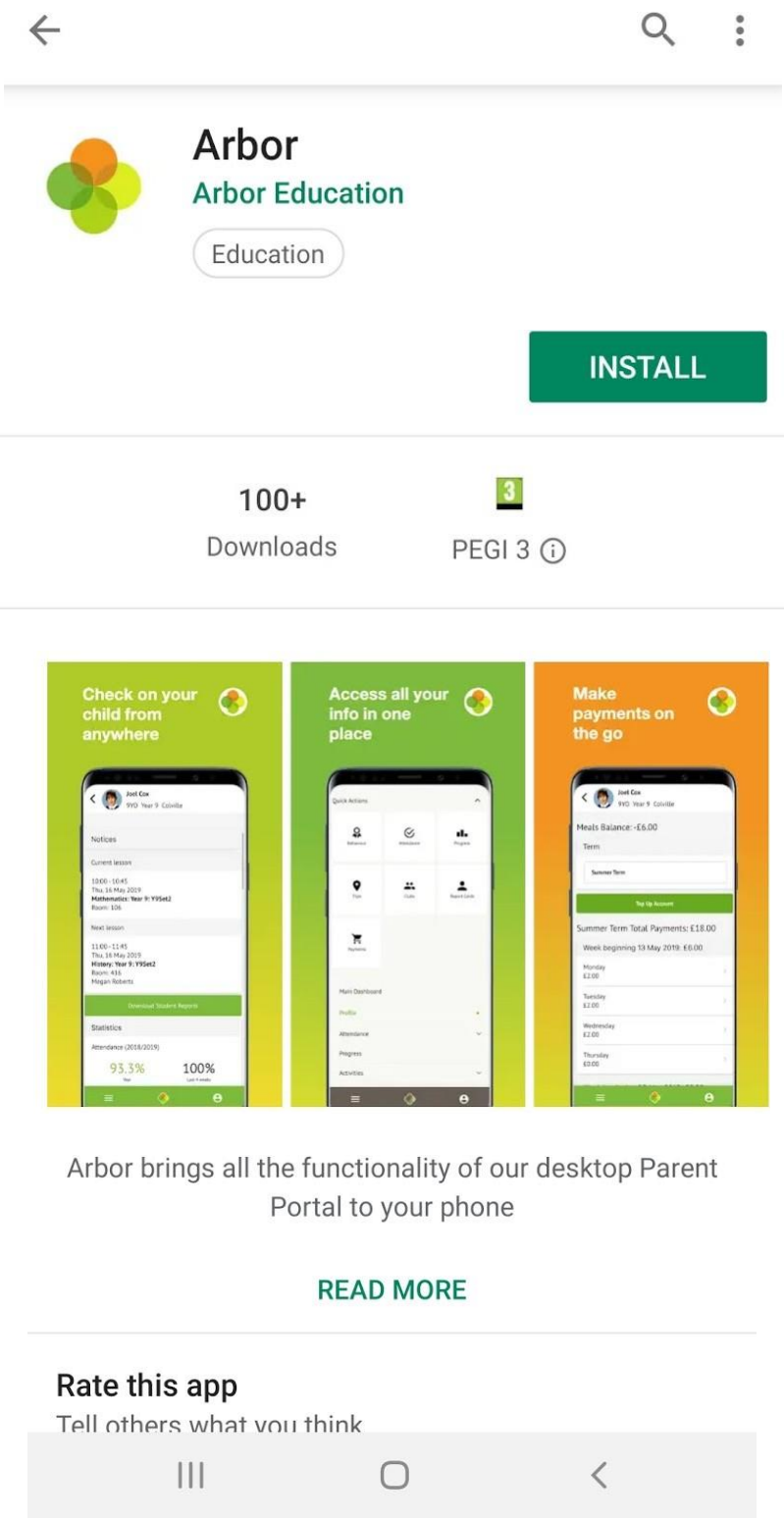
Android

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



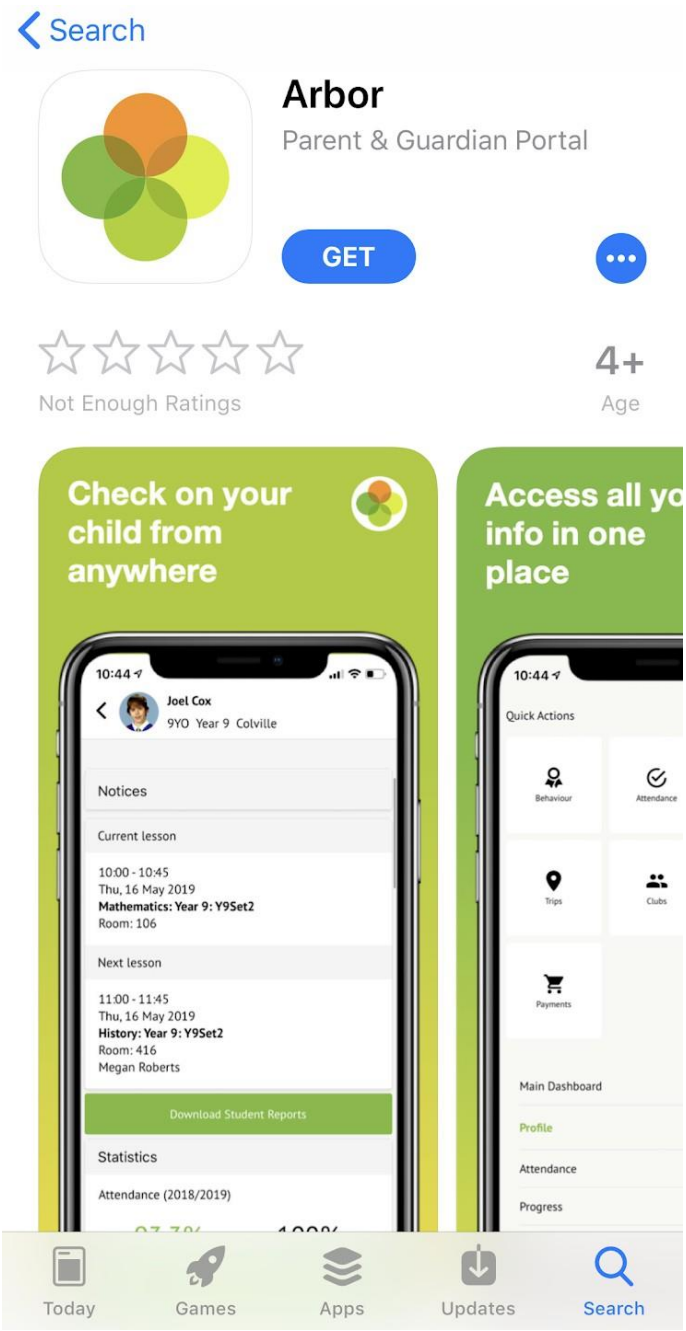
Click ‘**Install**’ to download the Arbor App. Once it has installed, click ‘**Open**’.

Arbor


Arbor
Arbor Education
Education
INSTALL
100+
Downloads
PEGI 3
Check on your child from anywhere
Access all your info in one place
Make payments on the go
Arbor brings all the functionality of our desktop Parent Portal to your phone
READ MORE
Rate this app
Tell others what you think

IOS

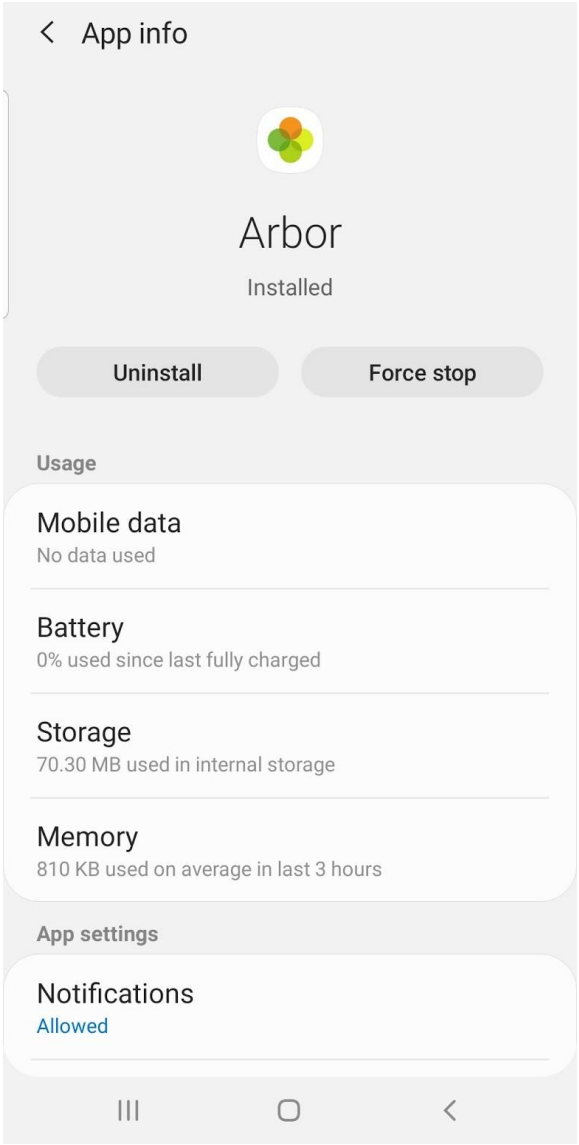
Go to your App Store and search ‘Arbor’. Click the top option. Click ‘**Get**’ to download the Arbor App.



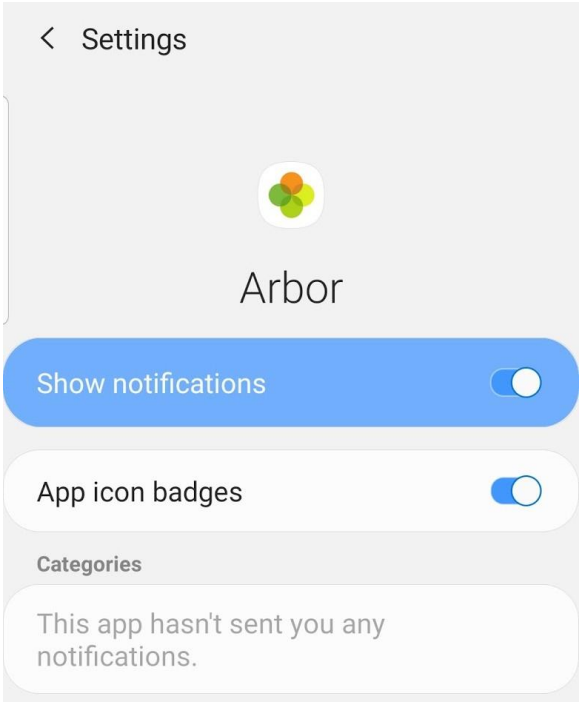
Enabling push notifications

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***.

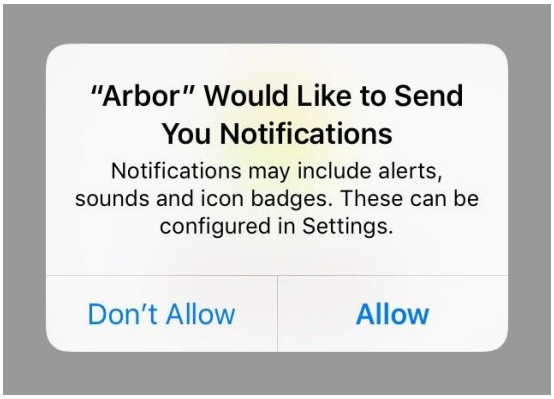


Tap the slider to turn Push Notifications on and manage your settings.

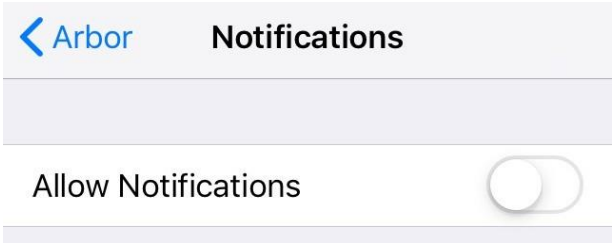


IOS

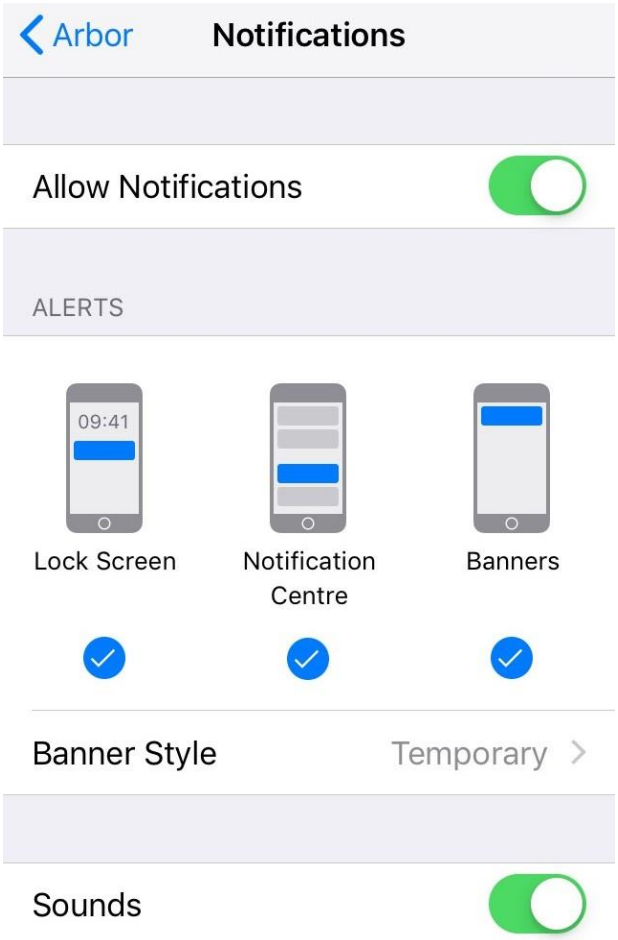
When you download the Arbor App, you will receive a prompt to receive notifications from Arbor. Make sure you select '**Allow**' to enable your school to send you push notifications. This will ensure you receive a notification when you have a new In-app message.



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.



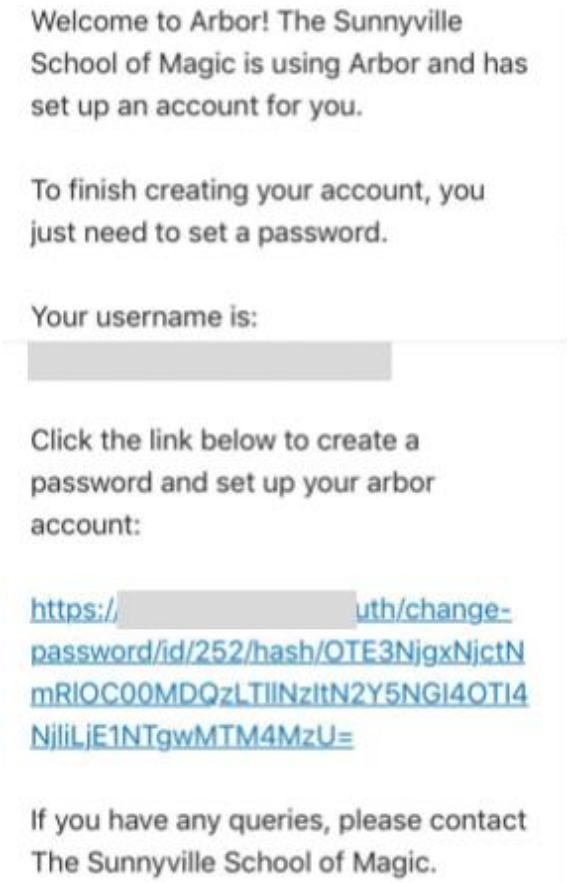
Accessing the Arbor App

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.

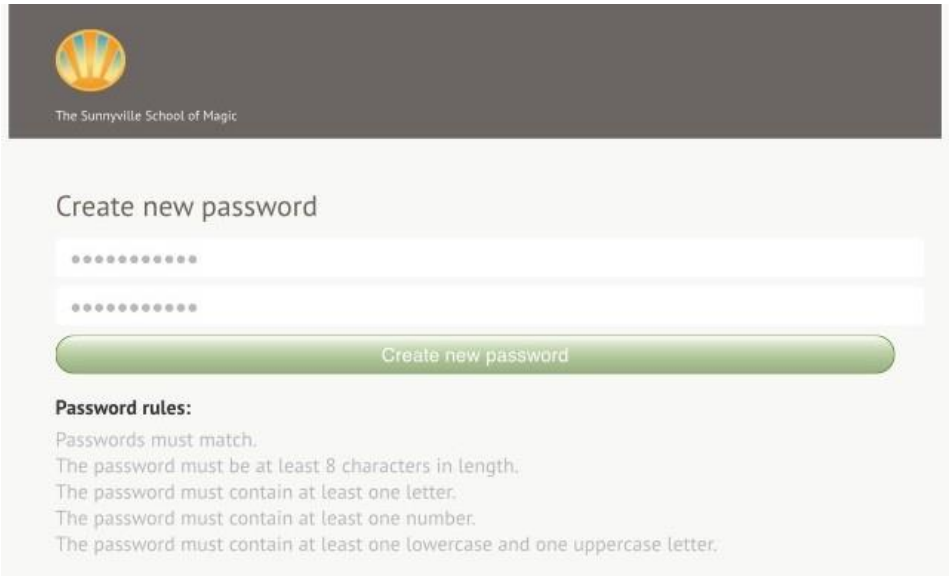
Your username is:

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

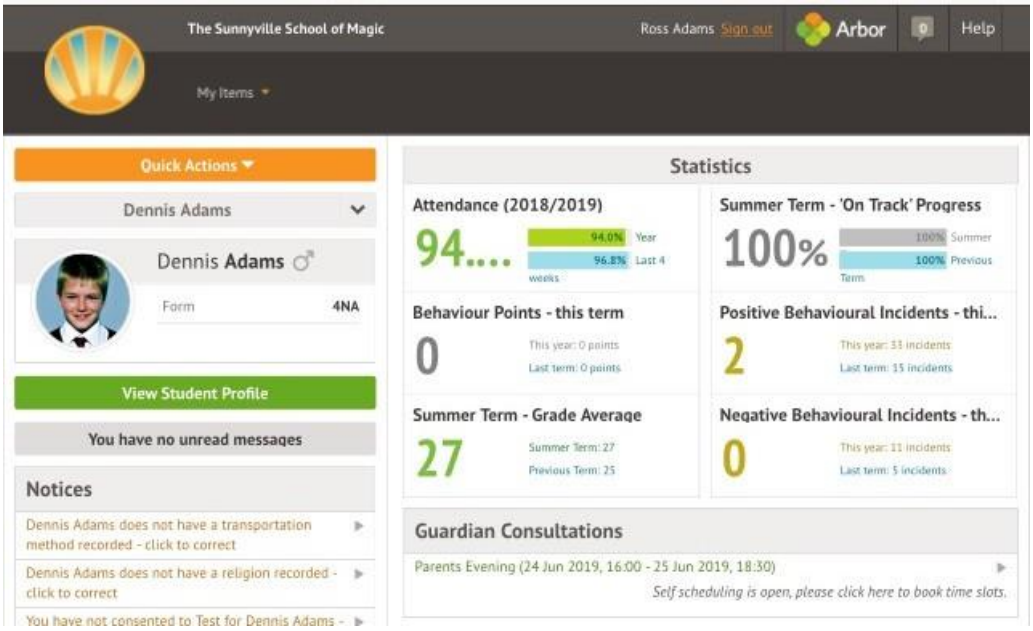
https:/ uth/change-password/id/252/hash/OTE3NjgxNjctNmRlOC00MDQzLTllNzItN2Y5NGI4OTI4NjliLjE1NTgwMTM4MzU=

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

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



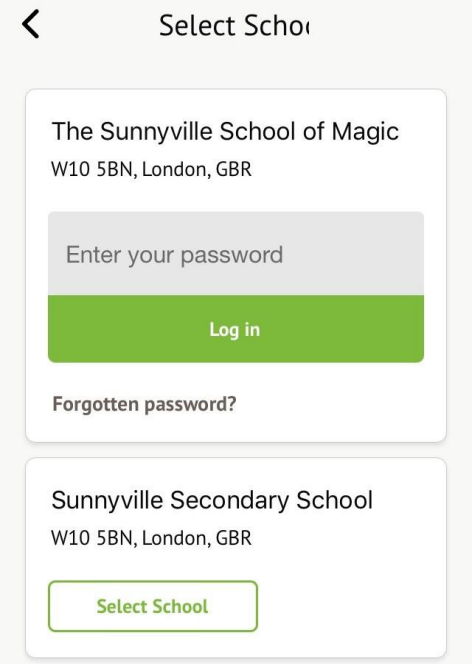
You will then be taken to the Parent Portal in your browser. Just **close your browser and click the Arbor App to use this instead.**



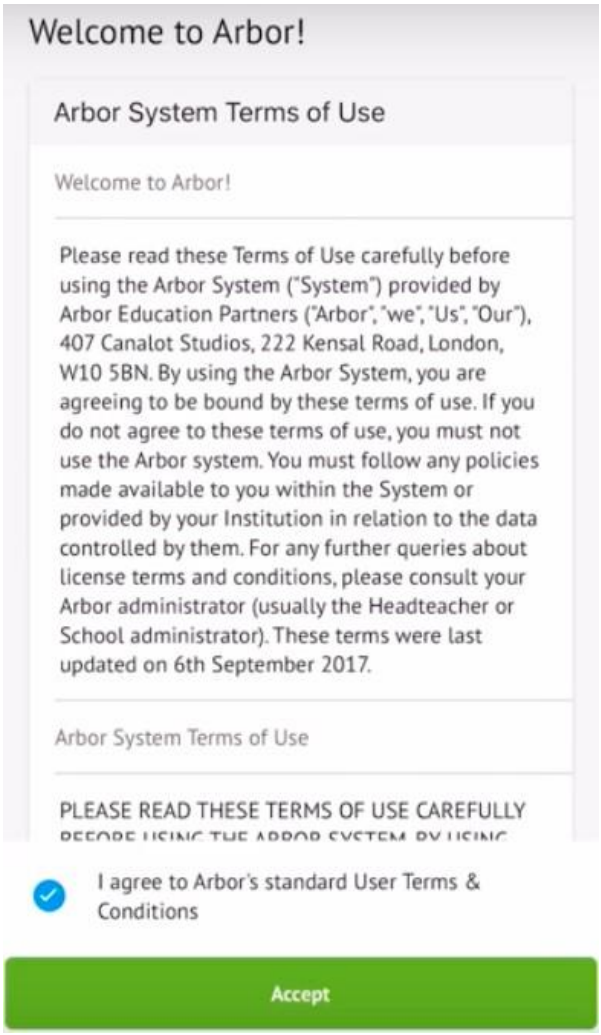
Logging in for the first time to the Arbor App

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

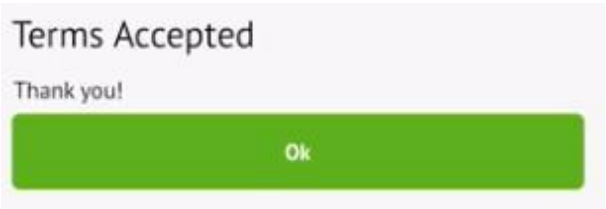
Select your child's school. If you have a child at more than one Arbor school, you will be asked to select the appropriate school. Enter your password, then click '**Log in**'.



The 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.

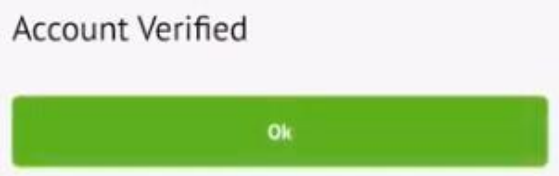


Once you click accept, click '**Ok'**.



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

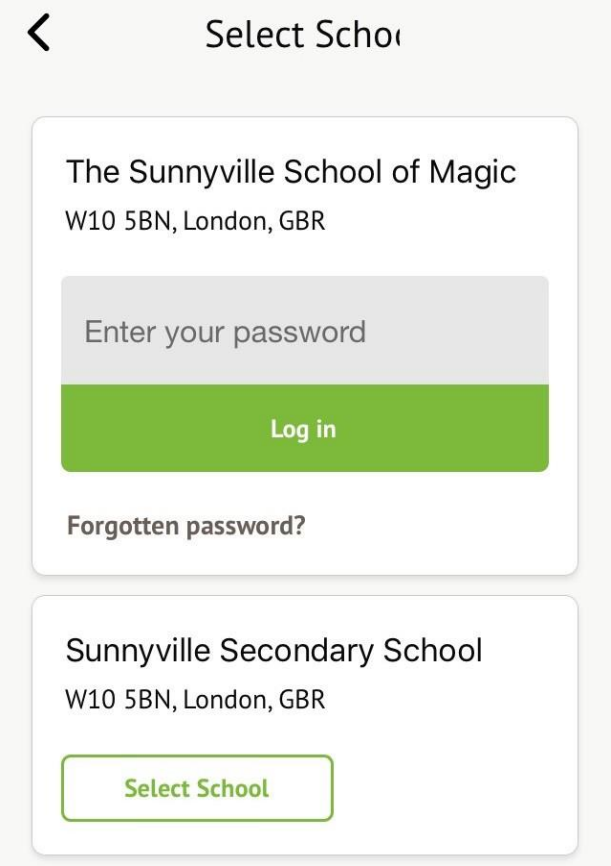
Once you click verify, click '**Ok'**. You will now be logged in!



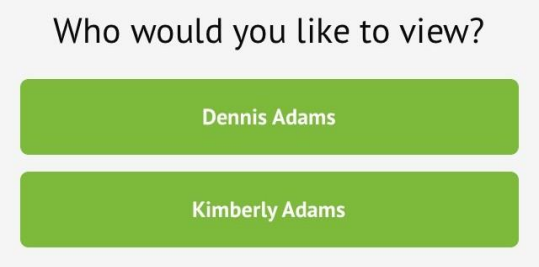
Returning

Enter the email address that your school has on record.

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**'.



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.

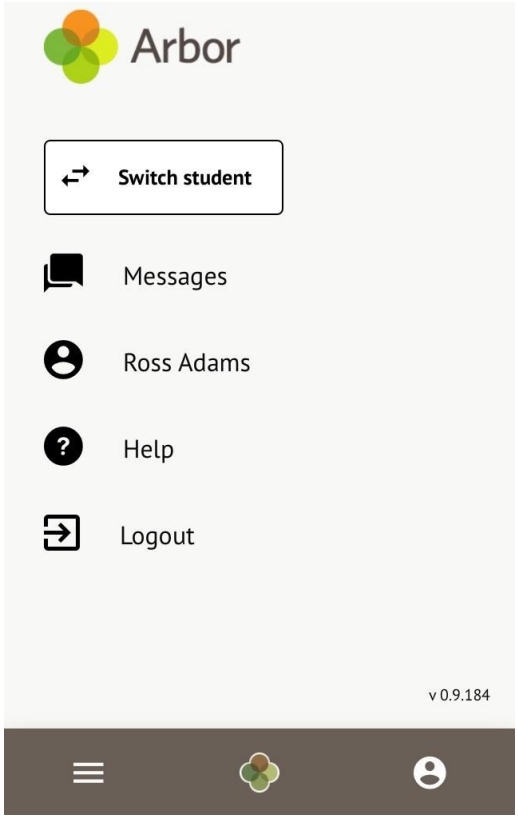


Logging out

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).

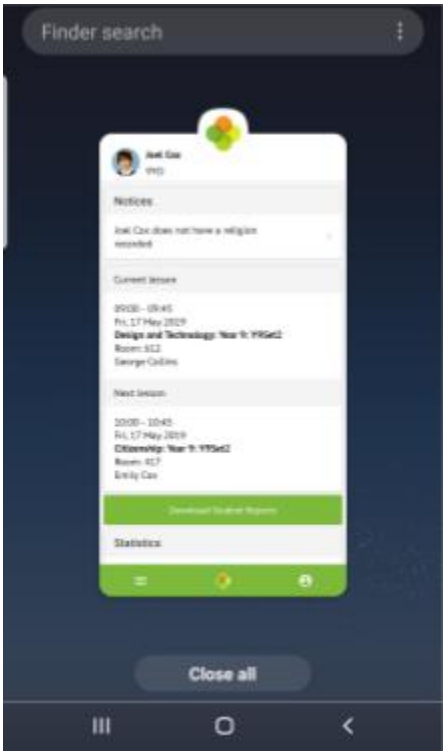
From within the Arbor App

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.

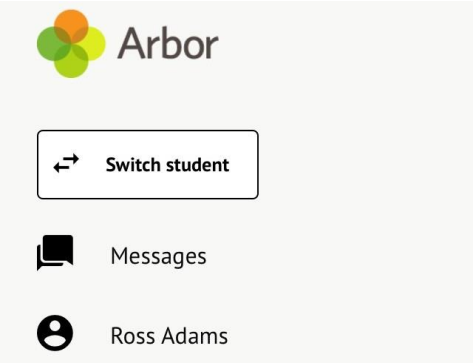


On IOS, for example on an iPhone SE, you can close the Arbor App by clicking the home button twice. Swipe the Arbor App up to close it and you will be logged out.

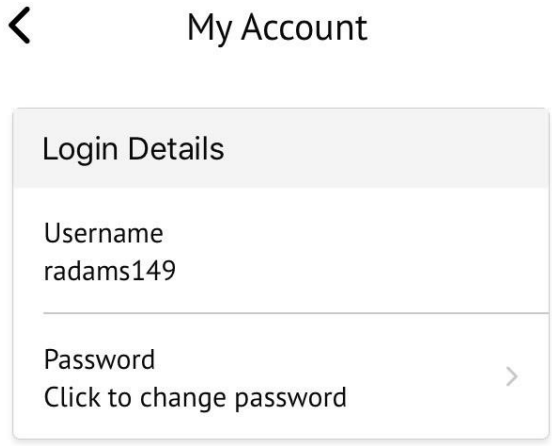
Resetting the password

From within the Arbor App

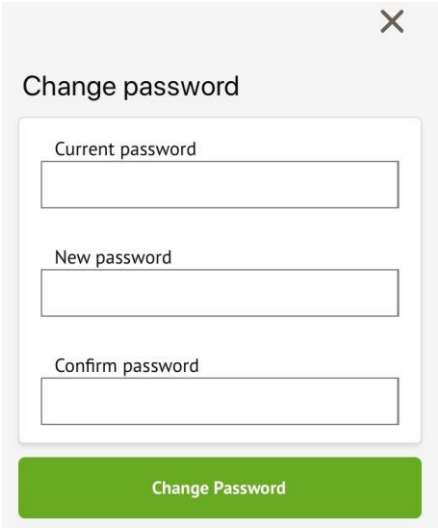
If you are logged into the Arbor App, you can change your password by clicking the profile icon, then clicking your name.



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

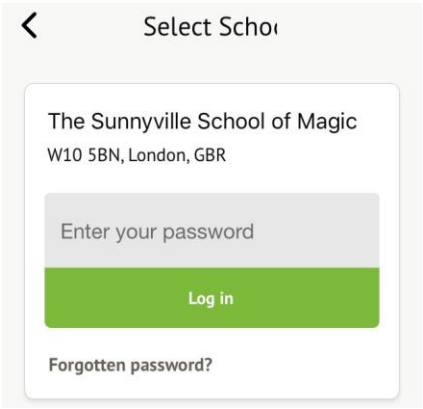


On the next screen, type in your current password and your new password, then ‘Change Password’.

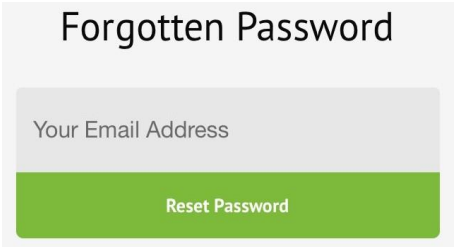


I've forgotten my password

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.



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

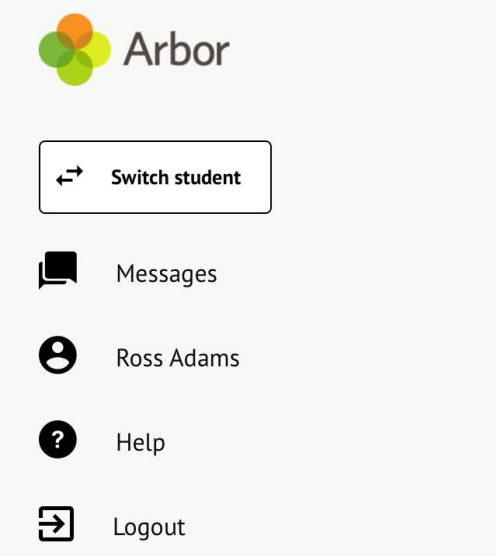


What can I do on the Arbor App?

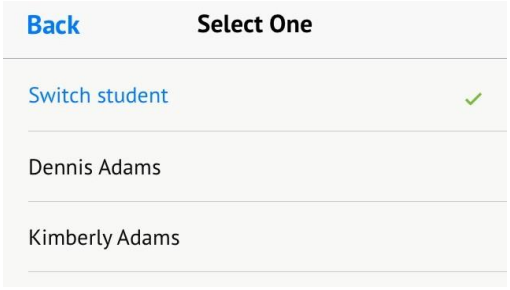
Switching Students

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**'.

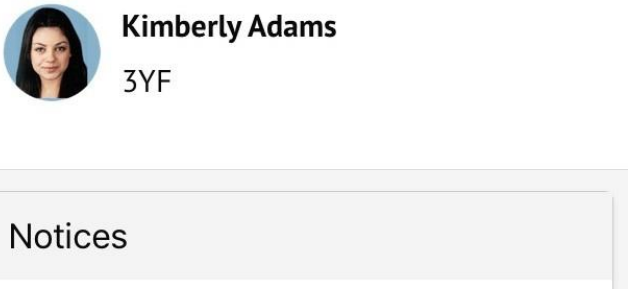


Choose which child you would like to view.



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**'.

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



Adding and amending information

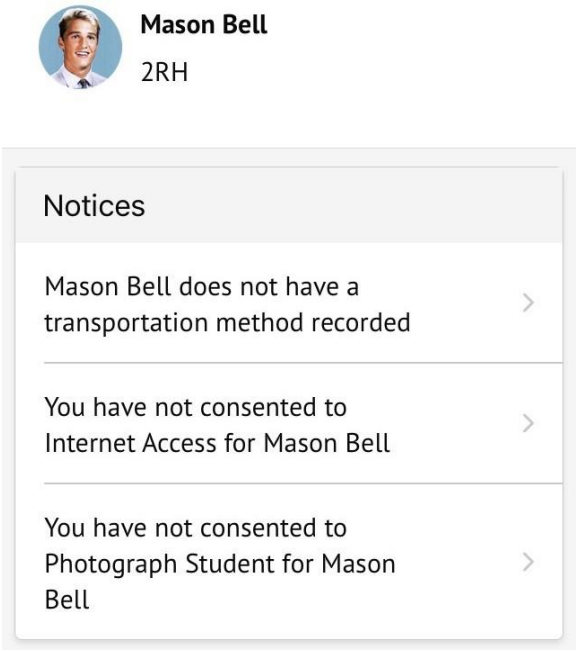
Notice on when information is updated

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:

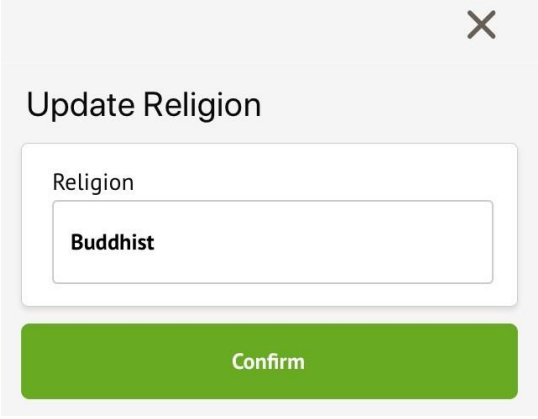
- Ask the staff at your school to confirm and save the changes made
- Pull the page down to refresh it
- Log out and log back into the Arbor App

Resolving my notices

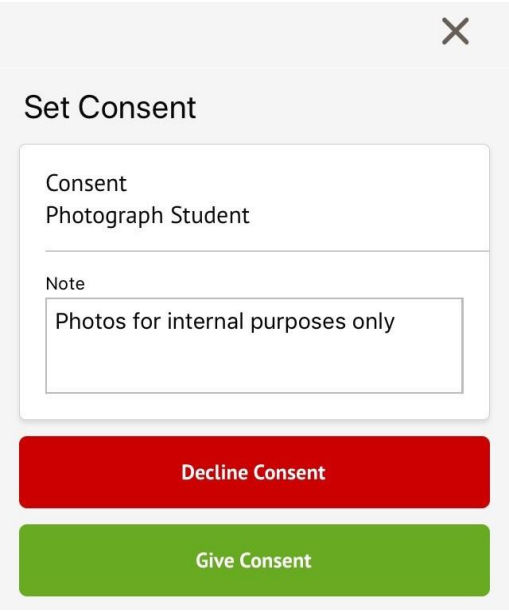
Notices alert you to information that is missing from your child's profile. This can include basic identity details such as Religion, or details that the school require such as missing consents.



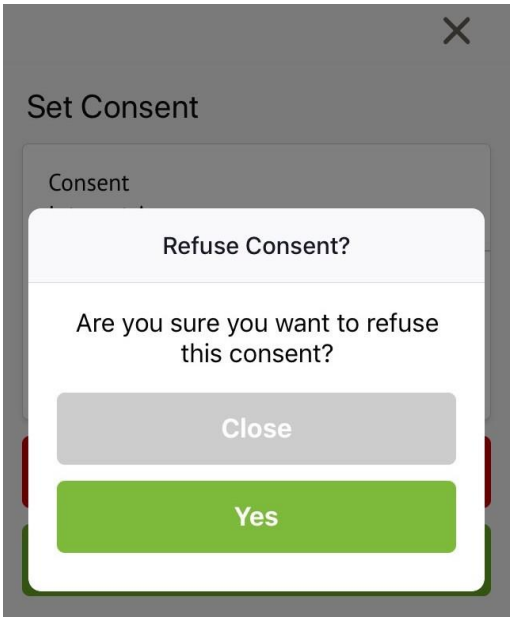
To add missing information, click the Notice. Add the information, then click **Confirm**.



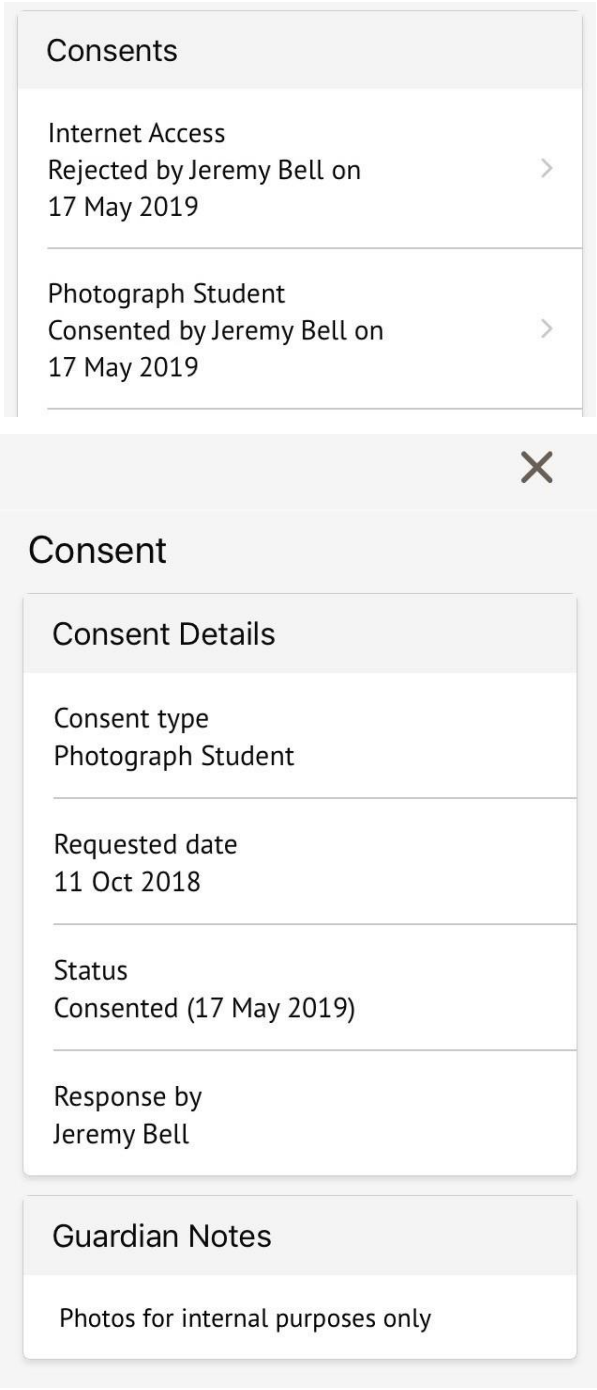
For consents, click the consent. You can then add a note if needed and decline or give the consent.



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



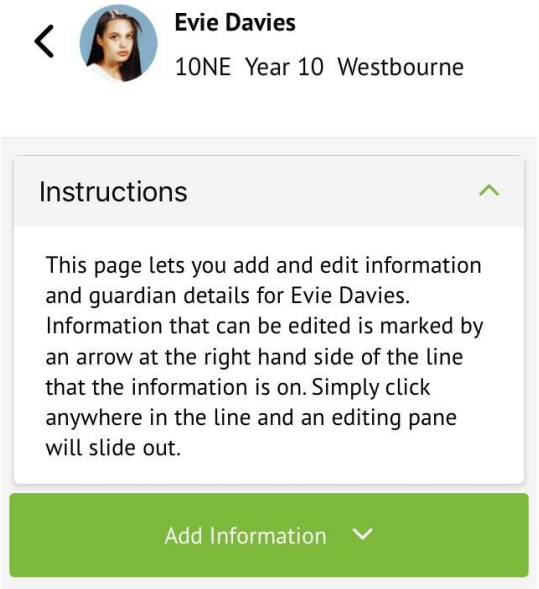
You can find information about all the consents requested by clicking your child's name at the top of the page and scroll down to the bottom of the page. Click for more information.



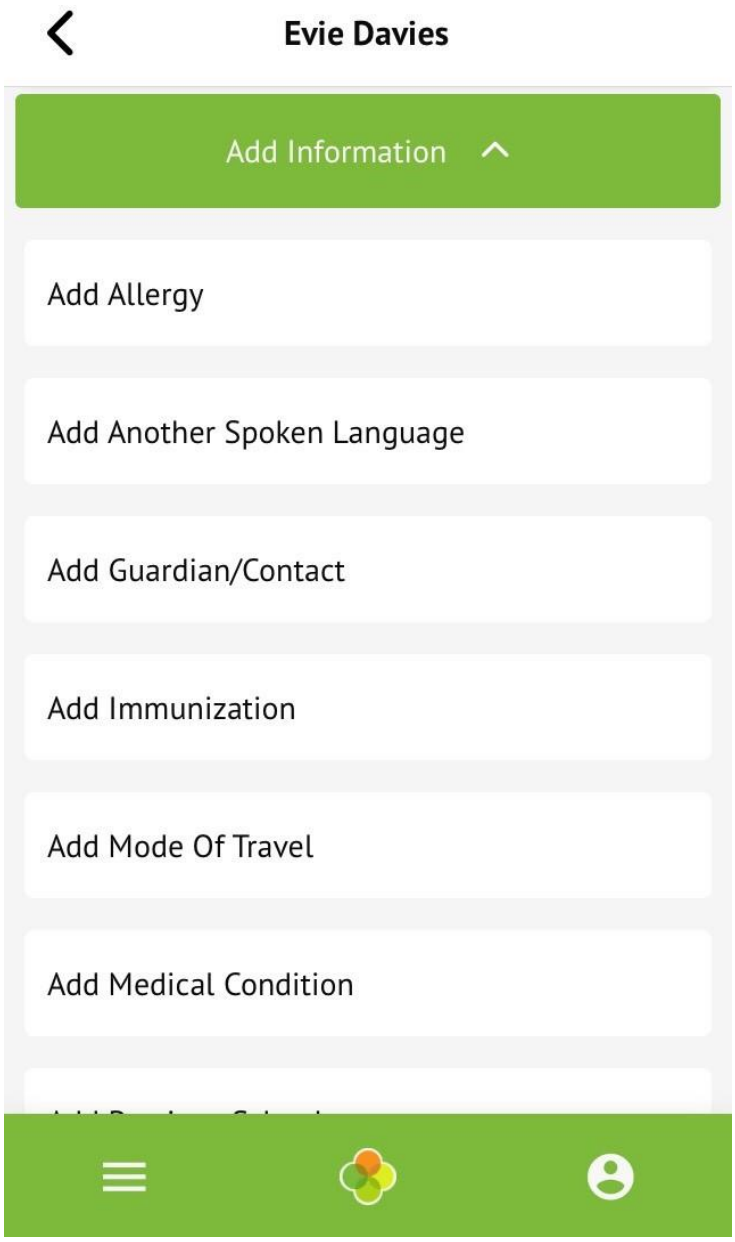
When you have provided all the information required, the page will display that there are no more notices.

Updating my child's info

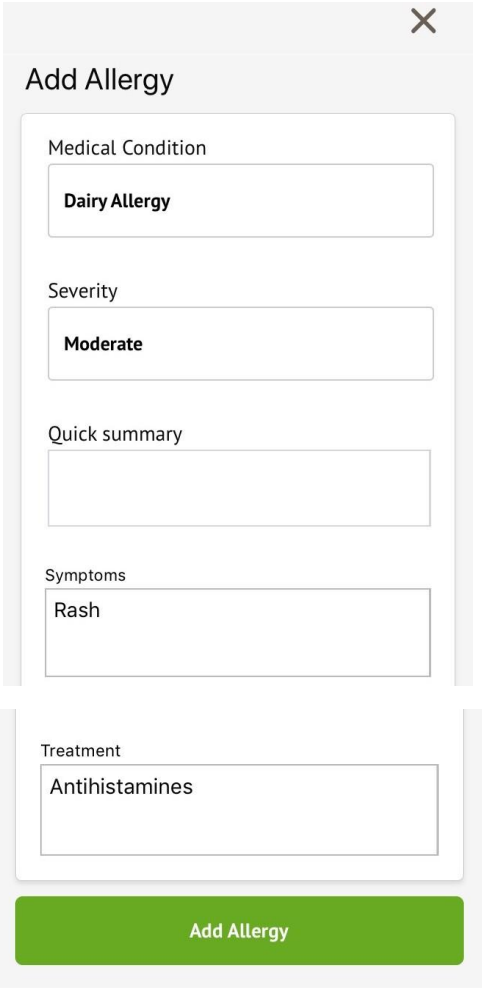
To update your child's information, click their picture at the top of the page. You will be taken to their **Student Profile**.



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

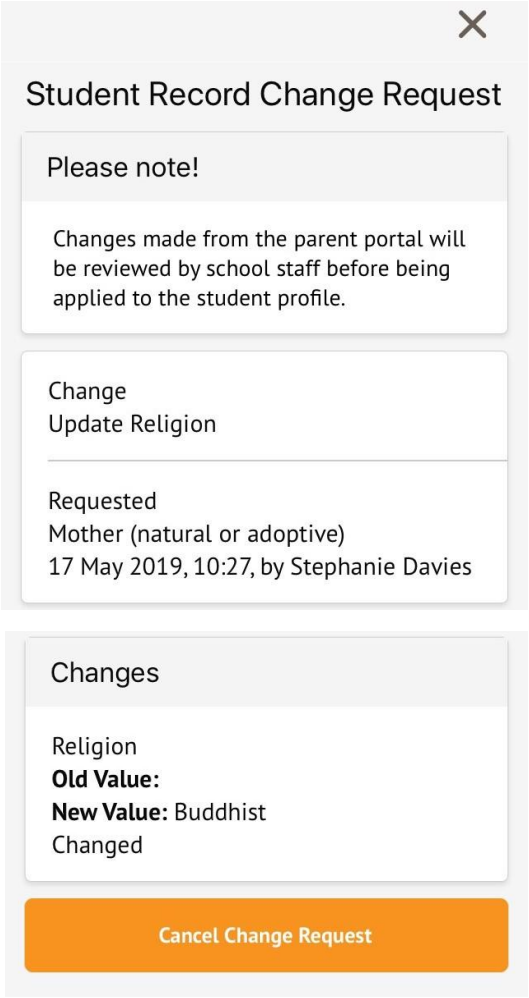


Once you have added the information, click the green button at the bottom.



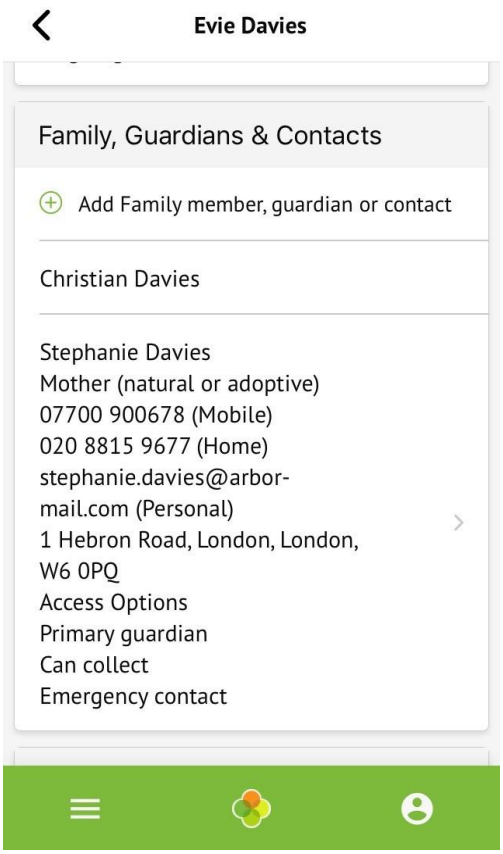
You can also add or amend information anywhere where you see an arrow icon on the right-hand side. Click the information to amend it.

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.

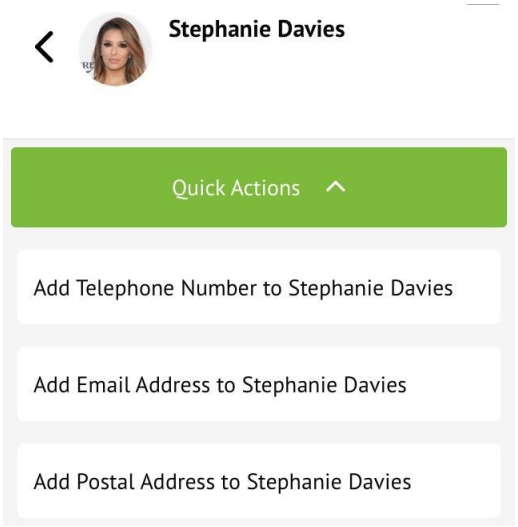


Updating my info

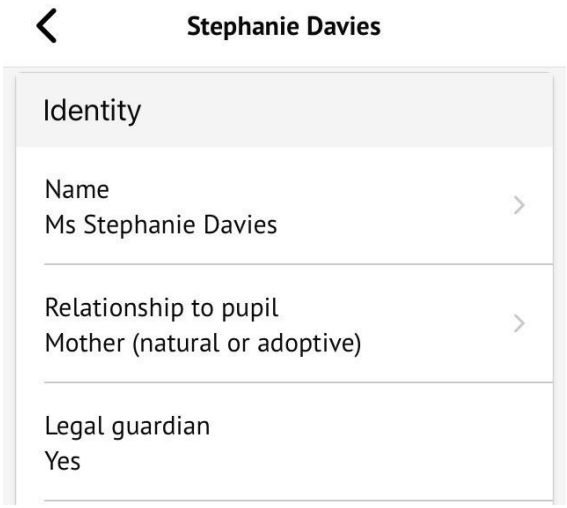
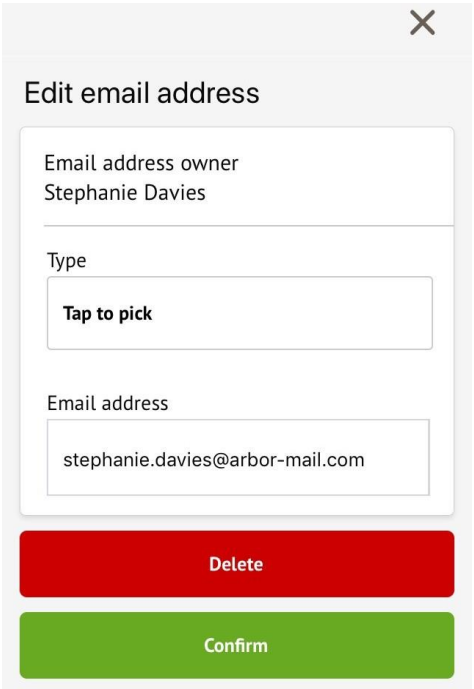
On the ***Student Profile*** page, scroll down to the Family, Guardians & Contacts section. It will show only the names of your child's other family members, and your information. To amend your information, click your name.



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.



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.