Parent Guide to Arbor

Introduction

From January 6th 2025 we will be communicating with parents and carers via Arbor.

What is Arbor?

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 Arbor 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 and get live updates.

What will we use Arbor to communicate?

All messages that were previously sent using School Synergy

Reminders of upcoming dates and events

Log in to view trips, consent, and timetables

How do I access Arbor?

The Parent Portal works on Google Chrome (computer or laptop).

Download the Arbor App from the App Store or Google Play Store on your phone.

What are the differences?

	Arbor App	Parent Portal
Access	Mobile Phone Download via the App store or Play store for free	Computer / Laptop Accessed via the Web using a browser such as Chrome or Edge
Notifications	Notifications will be received directly to your phone like a text message	Notifications of messages will be able to be viewed when logged in to the Parent Portal

Recommendations

We recommend all parents/careers download and use the Arbor App.

Logging In for the First Time

If you have not accessed Arbor/Parent Portal before, please follow the instructions below:

1. Wait for your welcome email from us telling you Arbor is ready - *you won't be able to log in before*. Click the link in your welcome email to set up your password and follow instructions on page

YOU MUST COMPLETE STEP 1 BEFORE MOVING ON TO THE FURTHER STEPS OTHERWISE YOU WILL NOT BE ABLE TO ACCESS THE ARBOR APP

2. Go to the App Store or Google Play Store on your phone and search 'Arbor'
3. Click 'Install' on Android or 'Get' on iPhone then open the App
4. Accept the Terms & Conditions and enter your child's birthday
5. Enter your email, select the school, and then enter your password

Welcome Email

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.
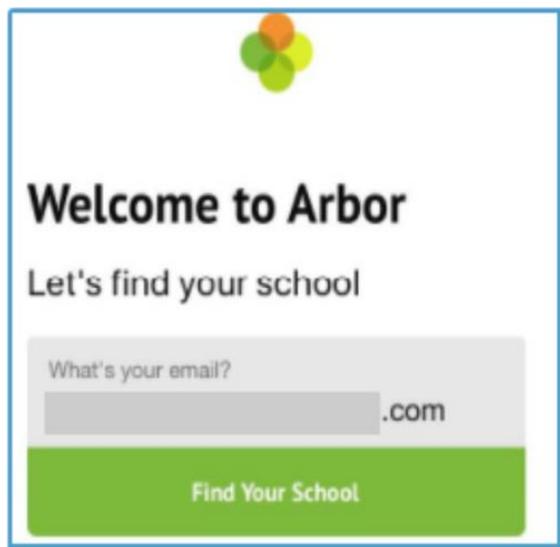
All the best,
Arbor

There is more help and information on the Arbor Help Centre if required, this can be accessed using the QR code below or using our School website and browsing to our **News - Letters to Parents Page** and clicking on the link **here**.
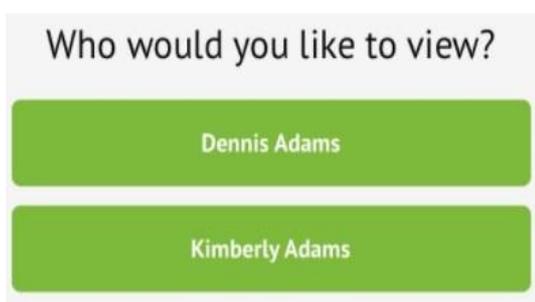
Logging In

Arbor App

Now your password has been set up, you can log into the Arbor App.

1. Add in your email address.

2. Select the school to log into. Enter your password, then click Log in.
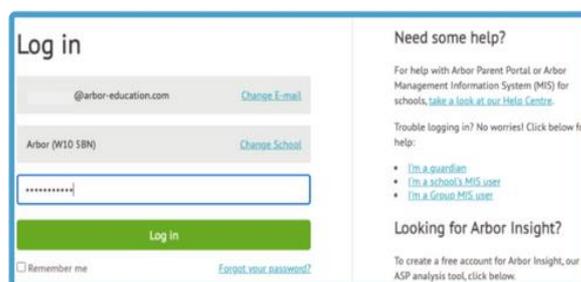

If you have more than one child at the school, please select the child you wish to view. Don't worry, you can select another child once you are logged in.

Parent Portal

Now your password has been set up, you can log into the Parent Portal.

1 Go to login.arbor.sc and input your email address and password.

2. If you have a child at more than one Arbor school, you will be asked to select the appropriate school.

3. 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 tip