Arbor Parent Portal and Arbor Payments Guide

Arbor is our Management Information System (MIS). This is the system that we use to manage all of the childrens' data, including attendance, communications and assessments, and will bring together all of the functions of Data Collection, Attendance, Behaviour and Payments, all in one place.

Logging into the Parent Portal and the Parent App

What is the Parent Portal?

The Parent Portal is our version of Arbor accessible to guardians on a laptop or computer.

What is the Parent App?

The Parent App is the mobile version of our Parent Portal, for use on mobile devices such as smartphones and tablets. If your school has switched on the Parent Portal, you can download the App and begin using it straight away.

https://youtu.be/kFCuC1NyH5U - an overview of the parent app from Arbor

How do I get started with the Parent App?

Downloading the Parent App

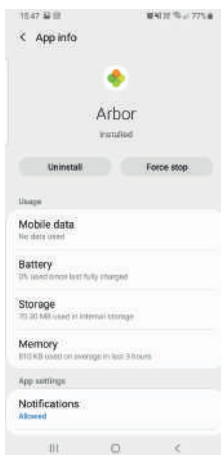| Android	IOS
Go to your Play store and search for 'Arbor'. Click the top option. Click Install to download the Parent App. Once it has installed, click Open	Go to your App Store and search 'Arbor'. Click the top option. Click Get to download the Parent App.
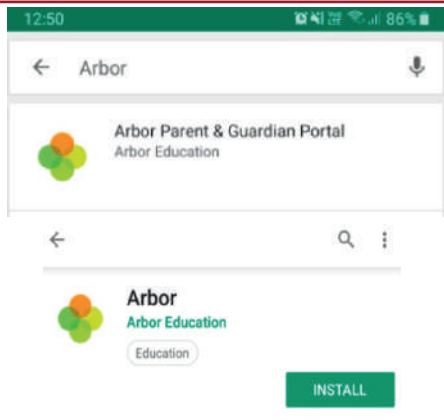
Android	IOS

Enabling push notifications

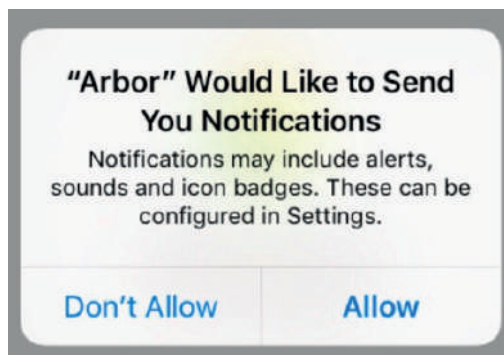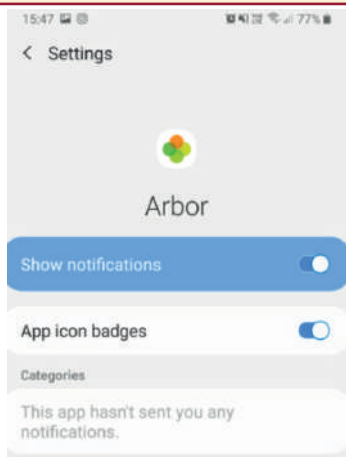| Android	IOS
You can turn Push Notifications on or off at any time by going to your Settings on your phone. For example, on a Samsung Galaxy S8, go to *Settings > Apps > Arbor > Notifications* 	When you download the Parent App, you will receive a prompt to receive notifications from Arbor. Make sure 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.

Android	IOS
	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. We recommend setting you banner style to Permanent, so it doesn't disappear.
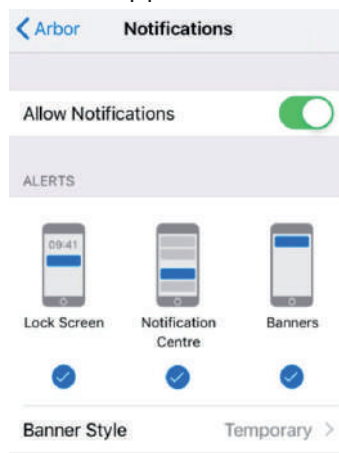
Logging in

When your school enables Parent Portal and the Parent App, they will send you a welcome email to set your password. You won't be able to do this through the app, as the links in our reset password emails only work with a browser. Please follow the Logging in for the first time instructions in the Logging in on the Parent Portal section below.

Logging in on the Parent Portal

The welcome email from your school 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. If you have a child at more than one Arbor school, you will be asked to select the appropriate school.

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.

Enter your email address

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/MTBkNzIwOWMtMDg1MS00N2ViLWI3MzAtNGVmZTUwOGM3Yjc5LjE2MjA4MDkzMDE=

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.
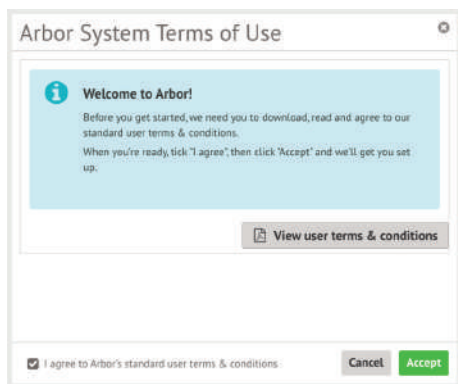
All the best,
Team Arbor

Create your password. You will then be logged in when you click Create password.
(*Please note that if you have children in more than one school you may also receive this notification for these schools too. Please only set this up for the school you need).
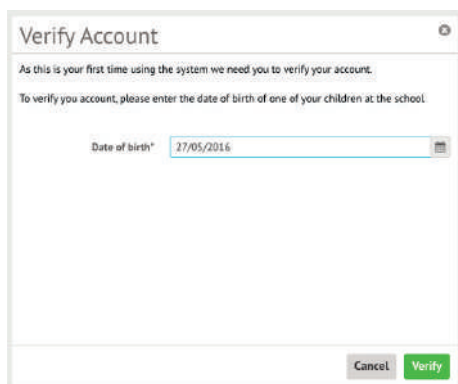
Create password

New password

Confirm password

Create password

Click to accept the terms and conditions.

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.

Returning to log in again

Now your password has been set up, you can log into the Parent Portal by going to login.arbor.sc and inputting your email address and password.

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 can't log in, use the I'm a guardian link on the right-hand side to view troubleshooting tips.

Logging in on the Parent App

Save your password and fill it in automatically using your phone's built-in Face ID, fingerprint scan or pin entry.
Top Tip: You will need to download the latest version from the app store to use biometric login:
• The version number for iOS for biometric login is 24.1
• The version number for Android is 35 (24)

Logging in for the first time

When you open the app for the first time, you'll be prompted to add in your email address and password.
The Remember my password box will be ticked by default but you can untick it if needed. This allows Arbor to remember your password the next time you log in.
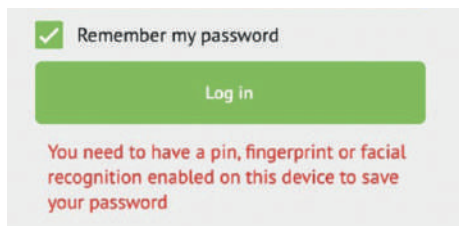

Make sure both your email address and password are correct, or you'll receive this message.

When your email address and password are correct, we'll check your biometric details - either by Face ID, fingerprint scan or pin entry.
• Once the check is successful, biometric login will be enabled for the next time you log in, and you won't need to input your Arbor password.
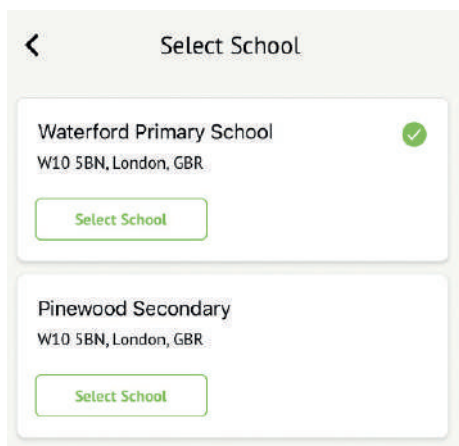
- You need to ensure one of these options is enabled to be able to save your password, or you'll need to untick the box.
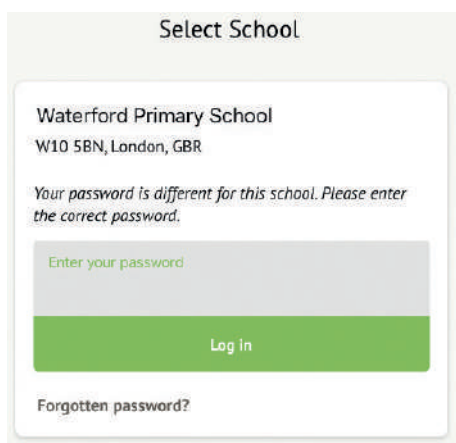
Remember my password ✓

Log in

You need to have a pin, fingerprint or facial recognition enabled on this device to save your password

Next you'll need to select your school. If you have accounts on more than one school, there'll be a tick next to any schools your password works for.
- Click on a school with a tick to be logged right in.
- Click on a school without a tick to input your alternative password for that school.

Select School

Waterford Primary School ✓
W10 5BN, London, GBR

Select School

Pinewood Secondary
W10 5BN, London, GBR

Select School

Select School

Waterford Primary School
W10 5BN, London, GBR

Your password is different for this school. Please enter the correct password.

Enter your password

Log in

Forgotten password?

Once you input your alternative password, it'll save this password for next time.

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

When you open your Parent App and you chose to save your password, we'll run a biometric check. 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.
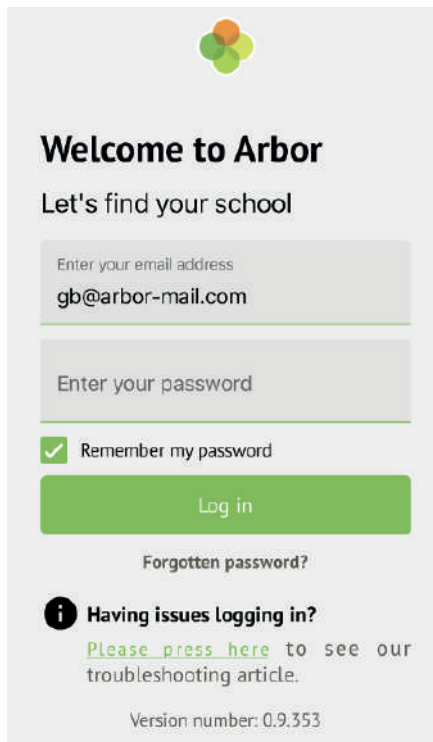
We'll then automatically log you in with your email and password - just click on the school with the tick.

We'll then automatically log you in with your email and password - just click on the school with the tick.

If the biometric login fails, a message will be displayed (this will vary based on device OS) and you'll need to retry or enter your passcode to be able to select your school.

If you fail all authentication, you'll have the option to input your Arbor password.

Select School

Waterford Primary School
W10 5BN, London, GBR

Select School

Pinewood Secondary
W10 5BN, London, GBR

Select School

Face Not Recognised
Enter iPhone passcode

Enter Passcode

Cancel

Welcome to Arbor

Let's find your school

Enter your email address
gb@arbor-mail.com

Enter your password

✓ Remember my password

Log in

Forgotten password?

ℹ **Having issues logging in?**
Please press here to see our troubleshooting article.

Version number: 0.9.353

Payment accounts and topping up the meal account on the Arbor App

You can manage accounts for any area of Arbor your school has set up to receive payments for. Here you can also make payments and top up accounts.
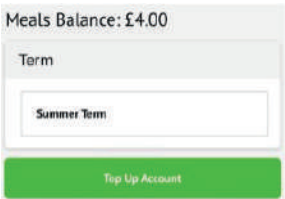
Please note that once you have topped up, you will need to contact your school

Via the Arbor App

On the Arbor dashboard page (click on this ☀ icon),you can see your children's accounts. Click on the 'Meals' account to see more information, or top up.
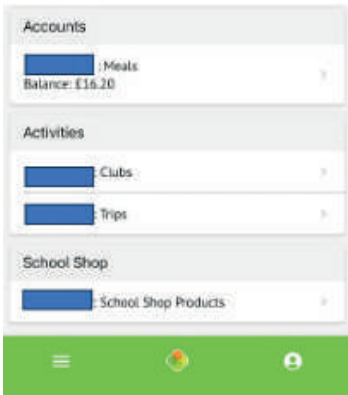
Click the green button to top up the account by inputting your card details.

Input the amount to top up, then click to pay.

Next, you'll be able to input your card details.

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 (we are not affiliated with Monzo, this is purely an example).
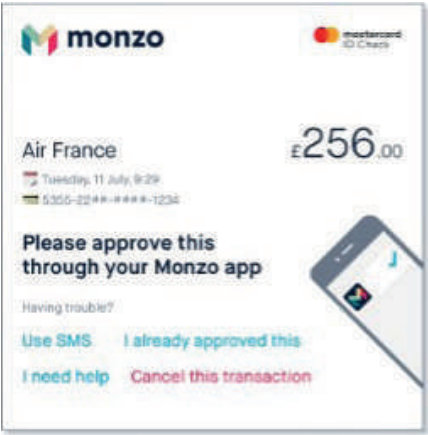
Once we've been able to confirm your identity, the payment will be completed and your card will be charged. You'll see confirmation that the transaction has been successful.

Paying via the Parent Portal (website)

Payment accounts and topping up the meal account on the Parent Portal or Arbor App

To see accounts for one of your children, you can either:
• Select **Payments** from your **Quick Actions**.
• Select the child from the drop-down in the top left and select the account from your homepage.
• Click on the child's name to go to their profile and select **Payments > Active Payments** from the left-hand menu. You can then select the account.
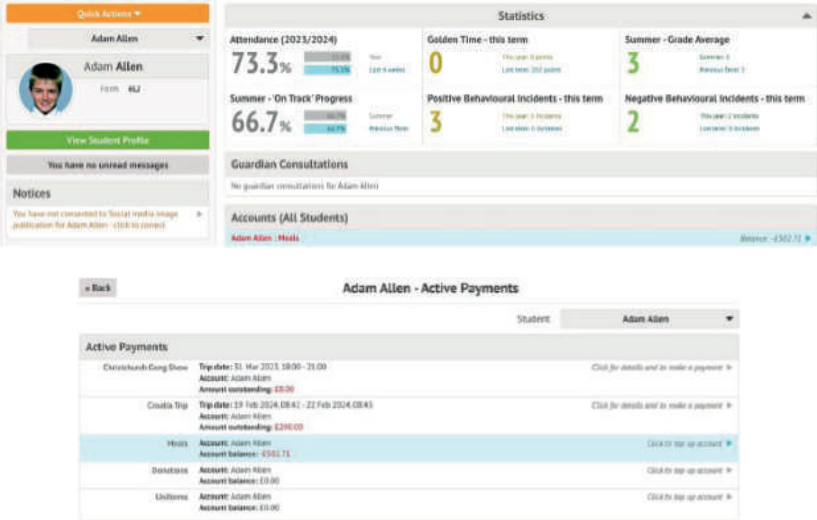
To make a Card Payment, click on the Top up account button.

Autumn Term Total Payments: £2.71

		Term	Autumn Term 2023	▼
			Top up account	
		View	All Sections	▼

Input the amount to top up, then click to pay.

Week beginning 18 Sep 2023: £0.00

| Monday | £0.00 | ▸ |
| Tuesday | £0.00 | ▸ |

Input the amount to top up, then click to pay.

Week beginning 11 Sep 2023: £2.71

Monday	£2.71	▸
Tuesday	£0.00	▸
Wednesday	£0.00	▸
Thursday	£0.00	▸
Friday	£0.00	▸

In the pop-up, add in your card details then click Pay.

« Back   **Top Up Account by Card**

Make Payment ⊗

Card number	1234 1234 1234 1234
Expiration date	MM / YY
Name on card	
Security code (CVV/CVC)	CVC

Cancel   Pay £10.00

Top-Up Details

Customer account	Molly Allen (Meals)
Bill payer*	Carly McKelvey ⊗ ▼
Payment amount*	£ 10 ⇕
Narrative ⊘	

Cancel   🛒 Add to basket   Pay now

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)

M monzo   mastercard ID Check

Air France   £256.00
Tuesday, 11 July, 9:29
5355-224*-****-1234

Please approve this through your Monzo app

Having trouble?

Use SMS   I already approved this

I need help   Cancel this transaction
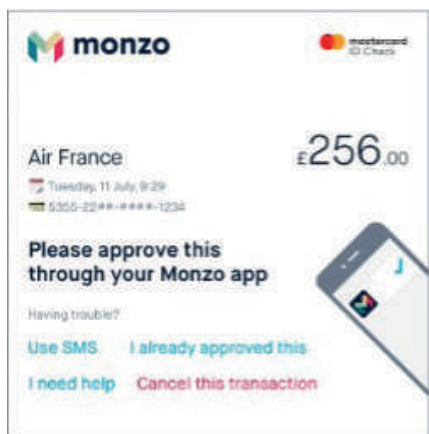
Midsomer Norton
Schools Partnership