Great Bradfords
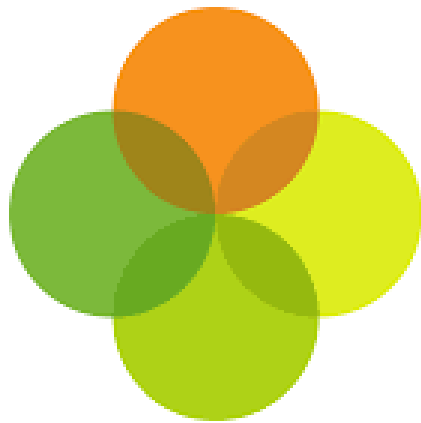## INFANT AND NURSERY SCHOOL

Arbor

Information booklet for Parents/Guardians and Carers

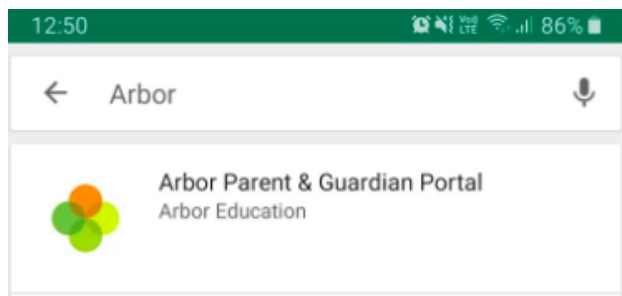# Contents

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**.
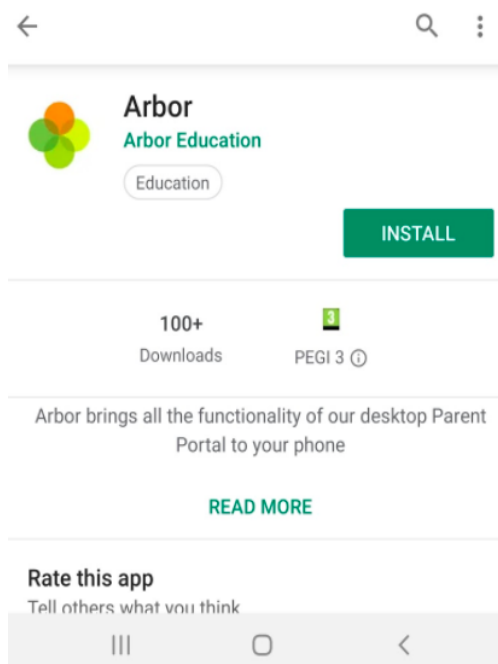
IOS

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

Enabling push notifications for the Arbor App

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

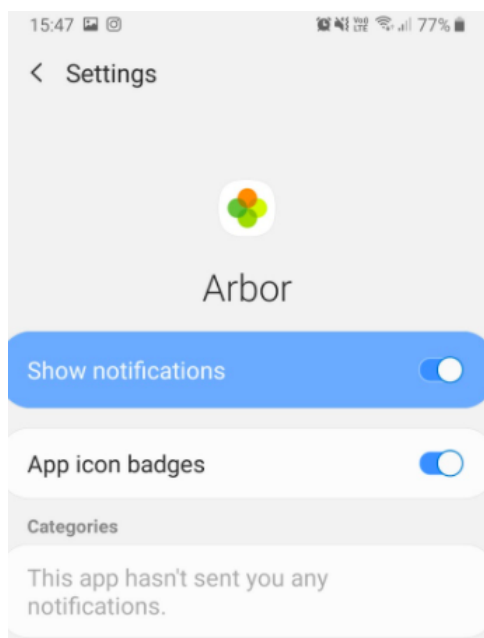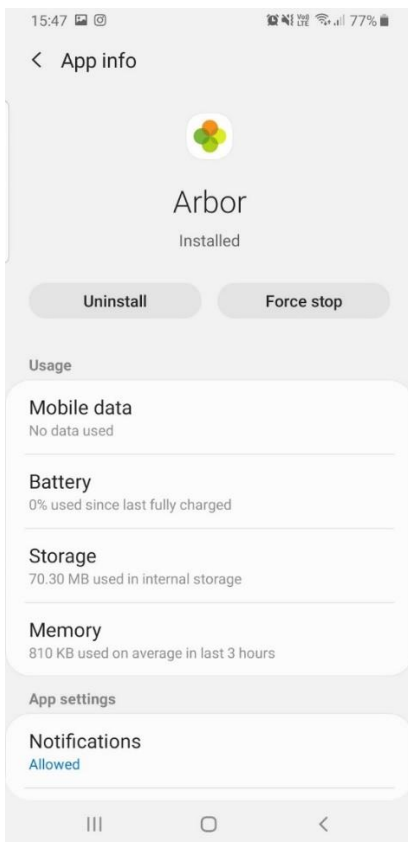When you download the Arbor App, you will receive a prompt to receive notifications from Arbor. Make sure you select **Allow** to enable your school to send you push notifications. This will ensure you receive a notification when you have a new In-app message.
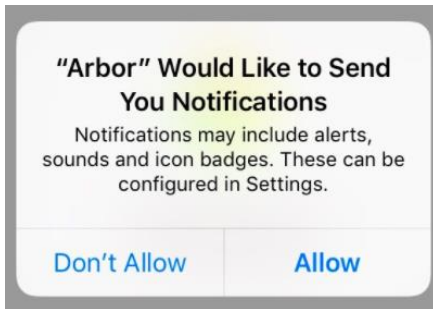

If you select **Don't Allow**, you can turn Push Notifications back on at any time by going to your **Settings** on your phone. For example, on an iPhone SE, go to ***Settings > Arbor > Notifications***.
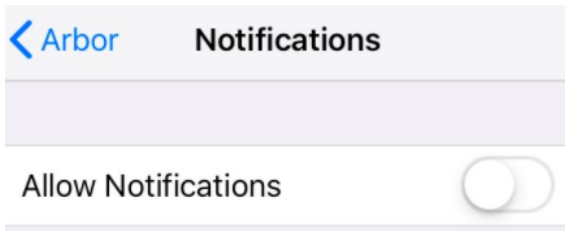

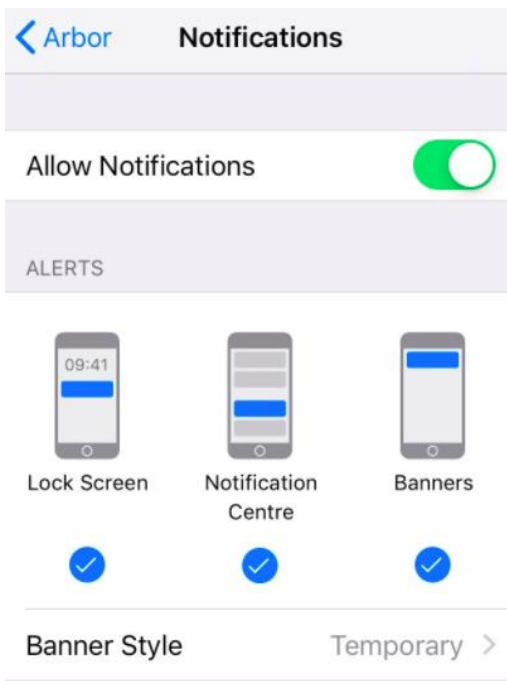Tap the slider to turn push notifications on and manage your settings. We recommend setting you banner style to Permanent, so it doesn't disappear.

Logging in for the first time

The School will send you a welcome email. This will have 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 won't be able to do this through the app, as the links in our reset password emails only work with a browser. 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/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*   27/05/2016

Cancel   Verify

Logging in to the Arbor App

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

Welcome to Arbor

Let's find your school

What's your email?

_____.com

Find Your School

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

< Select Schoc

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.
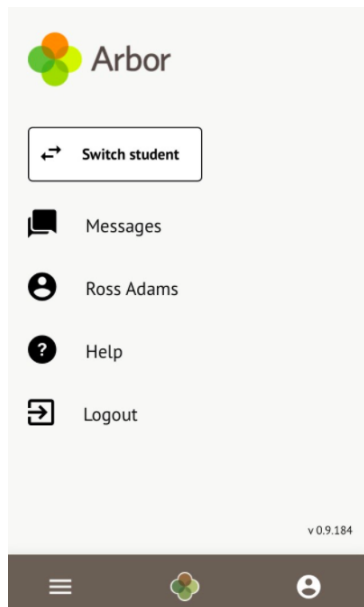
Who would you like to view?

Dennis Adams

Kimberly Adams

Resetting your password via 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**.

<u>Parents/Guardians guide to the parent portal. This is the view you will see if you log on via a computer or laptop. It is not mobile compatible, you have to download the App to view Arbor via your Mobile phone.</u>

Your Homepage Dashboard

The dashboard is the first screen that you will see. This gives a quick glance of the student's daily timetable, behaviour points, meals, notices, current attendance and progress.

You can return to this page at any time by clicking on the school's logo or choosing Dashboard from any menu.

- The Statistics section shows information about the student's attendance, behaviour and progress statistics for the current term.
- Guardian consultations - The **Guardian Consultations** section allows guardians to book time for Parents Evening meetings by selecting one of the available slots as per the School's setup.
- Assignments - This section shows any homework or coursework assignments that are due, overdue or marked.
- Accounts - The **Accounts** section loads the student's current Meals and other top-up account balances.

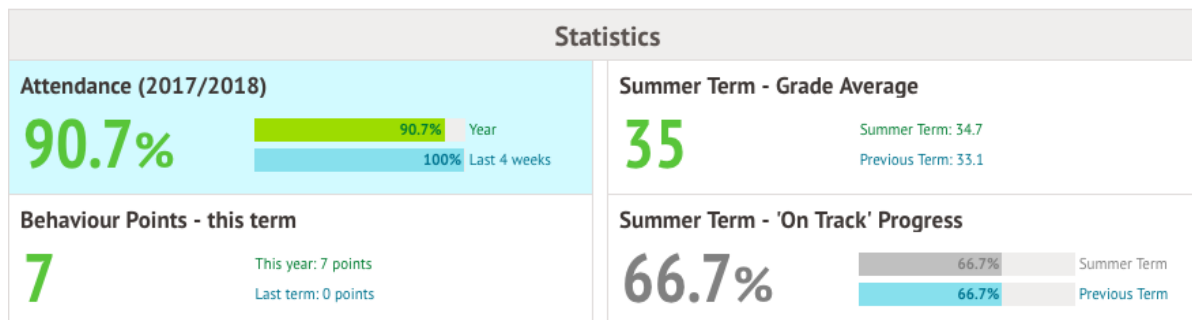## Being a guardian for multiple children - switching students

If you are the Primary Guardian for more than one child in the school, you can access and view each child through the same portal.

On the Parent Portal
On the Arbor App

Available data on your child

If your child's school has granted access, you will be able to click on different parts of the home page to view more data on your child.

For example, clicking the attendance percentage will bring up the attendance page which breaks down the attendance figures into present, late, or absent.

Statistics	
Attendance (2017/2018) **90.7%** 90.7% Year 100% Last 4 weeks	**Summer Term - Grade Average** **35** Summer Term: 34.7 Previous Term: 33.1
Behaviour Points - this term **7** This year: 7 points Last term: 0 points	**Summer Term - 'On Track' Progress** **66.7%** 66.7% Summer Term 66.7% Previous Term

Once you've clicked on Attendance or another item, you will see a menu appear like so in the left-hand side of the page you are now on:

Megan's page

Main Dashboard
Profile
Calendar
▼ **Attendance**
   Summary
   By Date
Progress
▶ Activities
Behaviour
▶ Curriculum Tracking
▶ Examinations
Report Cards
▶ Accounts
▶ Guardian Consultations

Recent Attendance for Megan Hill

Statistics for Academic Year 2018/2019

Possible sessions	404
Present	398 sessions (98.51%)
Late	12 sessions (3.02%)
Authorised absent	6 sessions (1.49%)
Unauthorised absent	0 sessions (0.00%)

Recent Attendance (12 Jun 2019 - 19 Jun 2019)

Present	9 sessions (100.00%)
Late	0 sessions (0.00%)
Authorised absent	0 sessions (0.00%)
Unauthorised absent	0 sessions (0.00%)

Student Profile

Access your child's profile by clicking the **View Student Profile** button on your homepage.

This allows you to see basic information about your child, and highlights any unread notices or actions needing to be completed. You will be able to amend details such as your contact details, medical information, consents, and so on.

From here you can access more areas of their profile for:

- **Calendar and Timetable**
- **Attendance** - The ***summary*** page shows statistics and recent attendance for the academic year as shown. The ***Attendance By Date*** page is a breakdown of the student's attendance, day by day with the mark.
- **Report cards** - All the report cards that your school has published for your child will be available here.

Megan's page			
Main Dashboard			
Profile			
Calendar			
▸ Attendance			
Progress			
▸ Activities			
Behaviour			
▸ Curriculum Tracking			
▸ Examinations			
Report Cards			
▸ Accounts			
▸ Guardian Consultations			

Megan Hill ♀

Form	10NE	Year	Year 10
House	Acklam	Tutor	Rosie Hall

Notices

Megan Hill does not have a religion recorded - click to correct ▸
You have not consented to Photograph Student for Megan Hill - click to correct ▸
You have not consented to Specific photo consent for Megan Hill - click to correct ▸

Student Details

Name	Megan Hill	▸
Gender	Female	▸
Date of birth	30 May 2004	
Ethnicity	Pakistani	▸
Religion	Not recorded - click to add	▸
Language	English (Native speaker)	▸
Service child ❓	No	

Instructions ▲

This page lets you add and edit information and guardian details for Megan Hill.

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 ▼

Seeing and updating child's information on the Arbor App

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 add a new contact click **Add Family member, guardian or contact.**
- To amend your information, click your name.
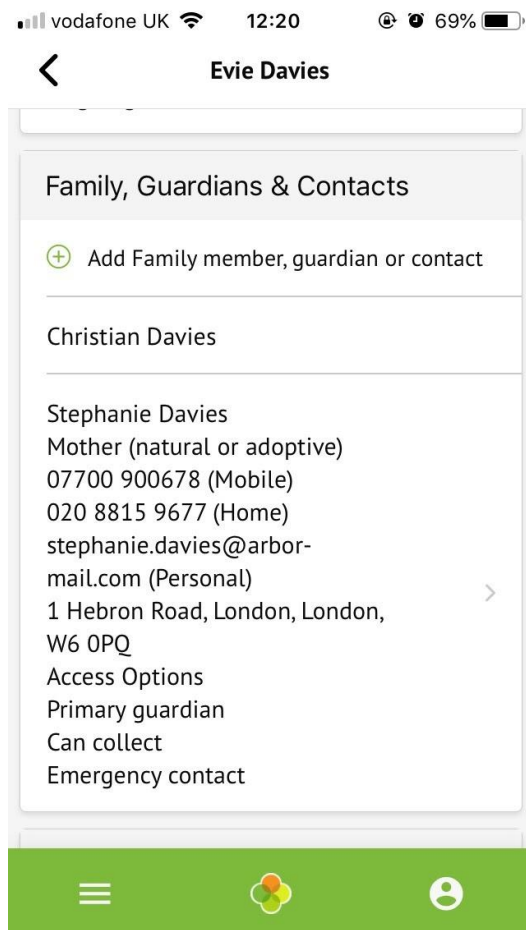
On your profile, click the **Quick Actions** button to add key information quickly.

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.

Edit email address

Email address owner
Stephanie Davies

Type

Tap to pick

Email address

stephanie.davies@arbor-mail.com

Delete

Confirm

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.

Signing up to Breakfast Club on the Arbor App

To sign up for Breakfast club, click the menu icon at the bottom left of your screen. *Select Clubs*.
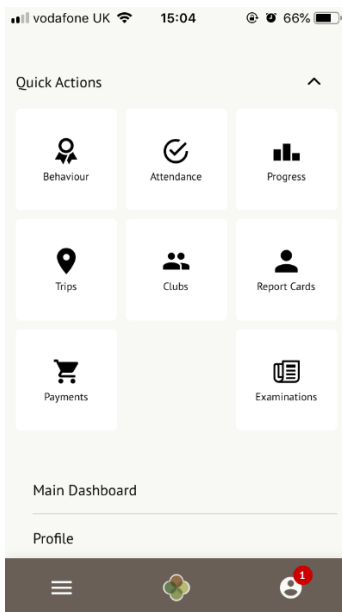
You can then see a list of any clubs your child is attending, and any clubs open to your child.

If you have two children attending Breakfast club, one of your children will qualify for the Sibling Breakfast club. (This will include if one of your children attends the Junior school Breakfast club and your Infant child attends ours).
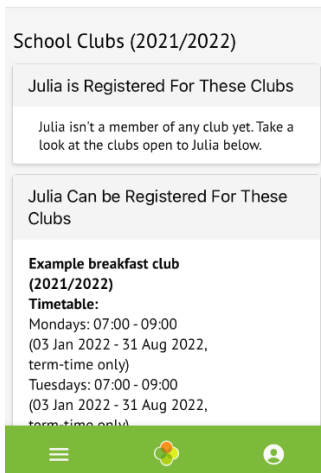
 You will see here any clubs available to your child including the Sibling Breakfast club. Click on the relevant club.

Click **Register For This Club** to sign up. Choose Membership option (This will be the relevant term)

Select membership periods. Click on all of the dates you wish to book.

Select Membership Periods

Day*	▼

Cancel   Next »

You can then delete any sessions booked incorrectly or go directly to the bottom of the page to make payment.

Club Overview

Name	Breakfast Club
Description	Breakfast Club
Selected membership option	Breakfast Club Spring Term Jan 2023-March 2023: £4.00 per session
Number of sessions	1

Review Membership Dates

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.

Select membership period(s) you wish to remove	☐ 06 Jan 2023 (£4.00)

Delete selected membership dates

Make Payment

Payment amount	£4.00

Cancel   🛒 Add to basket   Pay now

Only once payment is made will your child/ren be registered to the Breakfast club. The places are limited so please ensure payment is made before they attend.

Bookings can be made for our Breakfast club, up to 7am on the day.
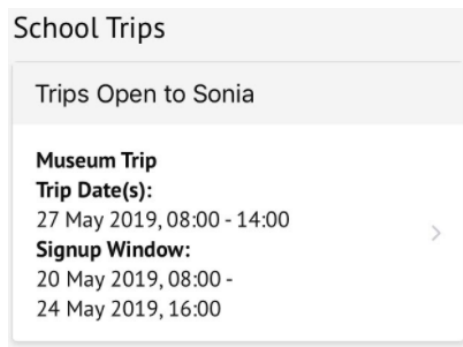
Signing up for Trips on the Arbor App

To sign up for a trip, click the menu icon at the bottom left of your screen. Select *Trips*.
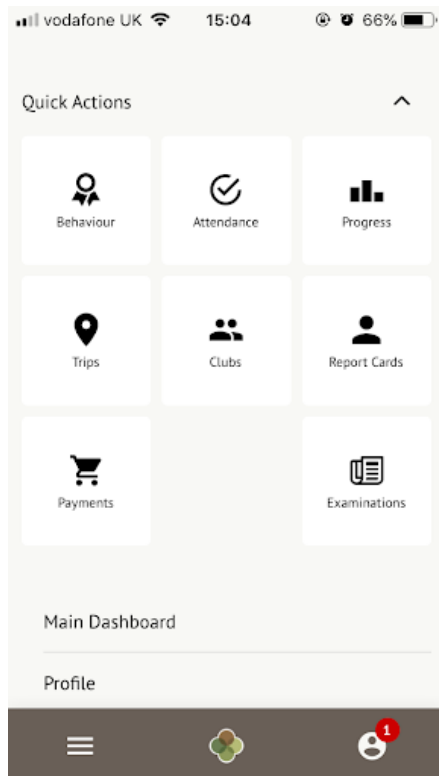
You will then be able to see all of your child's upcoming trips, and trips they are eligible for.

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.

If it is a trip you have to pay for, you can input your card details to pay.
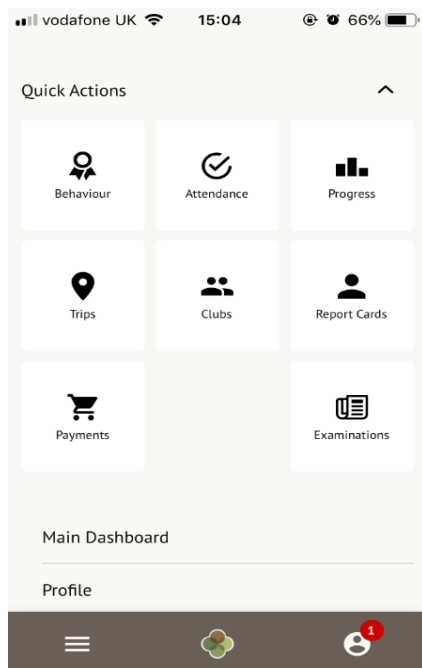
Signing up for After School Clubs on the Arbor App

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 the child is currently a member of and any clubs that are currently open for them to join. At the bottom of the page, you'll also see any past clubs from previous years that your child was registered for in case you need to finish paying for them.

Click on the club to open up that club's information page.
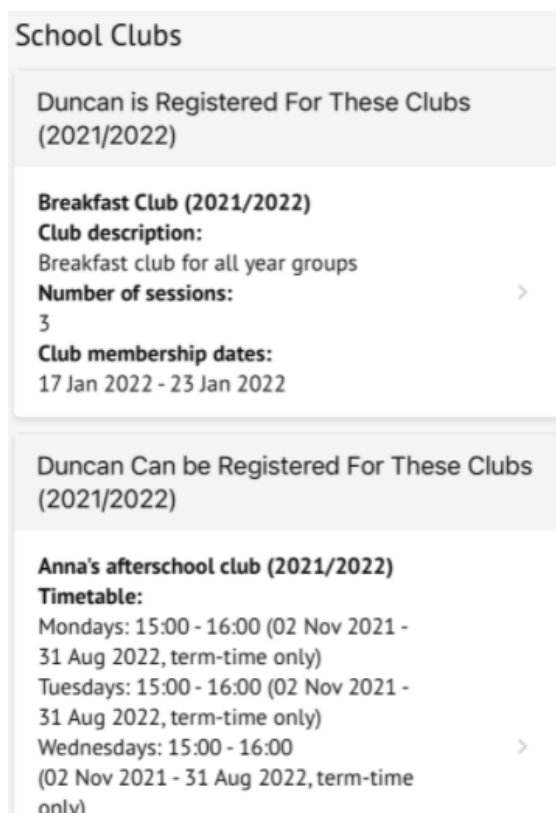
Duncan was Registered For These Clubs
(2020/2021)

Football (2020/2021)
Number of sessions:
28
Club membership dates:
01 Sep 2020 - 31 Dec 2020, 01 Jan 2021
- 30 Apr 2021

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 it is a club you have to pay for, you can input your card details to pay for the club.

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

Payments to accounts and Topping up Via Arbor App

On the main Arbor page, you can see your children's accounts. The accounts you can view and top u 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.

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, then click to pay.

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

4000 0027 6000 3184

Expiration date

08 / 23

Name on card
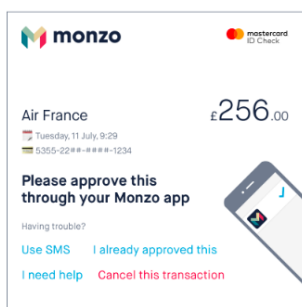
Miss G Mayo

Security code (CVV/CVC)

111

Cancel   Pay £30.00

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).

monzo   mastercard ID Check

Air France   £256.00

Tuesday, 11 July, 9:29
5355-22##-####-1234

Please approve this through your Monzo app

Having trouble?

Use SMS   I already approved this

I need help   Cancel this transaction

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

Updating Guardian details on the Arbor App

Click the profile icon in the bottom right, and click on your name to update your password.
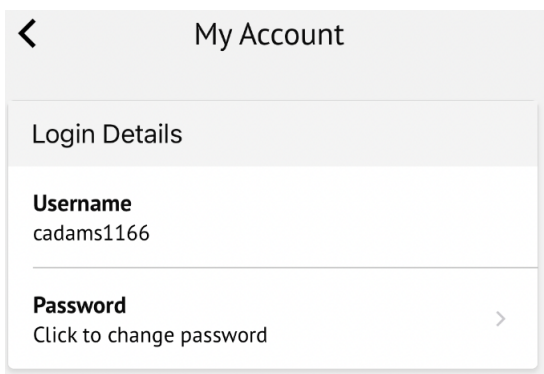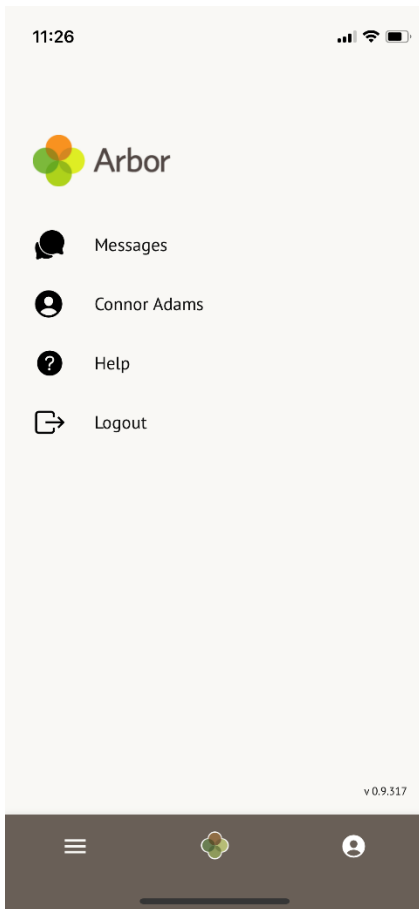
To change any other details, go to your child's profile.

Scroll down and click your name in the **Family, Guardians & Contacts** section.

Justine Adams

Family, Guardians & Contacts

⊕ Add Family member, guardian or contact

Connor Adams
Father
07700 900900 (Mobile)
020 8678 3023 (Home)
connor.adams@arbor-mail.com (Personal)
1 Longstone Avenue, London, London, NW10 3UL
Access Options
Primary guardian
Can collect
Emergency contact

>

Here you can edit any details that have an > symbol, such as:

- selecting a Preferred contact method for being notified when your child was absent from school
- adding a National Insurance number
- changing your name or relationship with the child
- which priority contact you are

You can also add or edit phone numbers, email addresses or your address. Please note that if you edit your only email address, or add a new one and mark it as the default, this will be come your new username to log in with.

Quick Actions ^

Add Telephone Number to Connor Adams

Add Email Address to Connor Adams

Add Postal Address to Connor Adams

User Details

Username
connor.adams@arbor-mail.com

Password
********   >

Identity
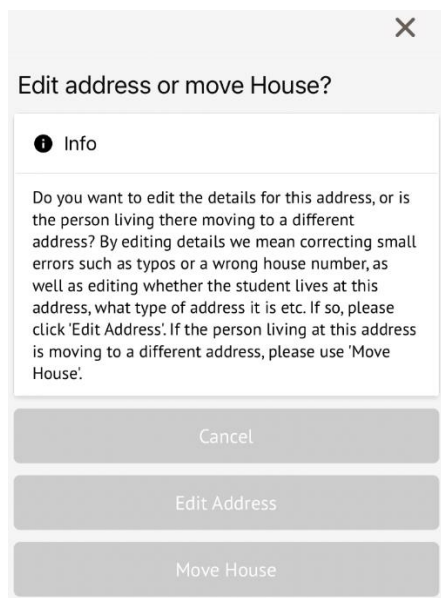
Name
Mr Connor Adams   >
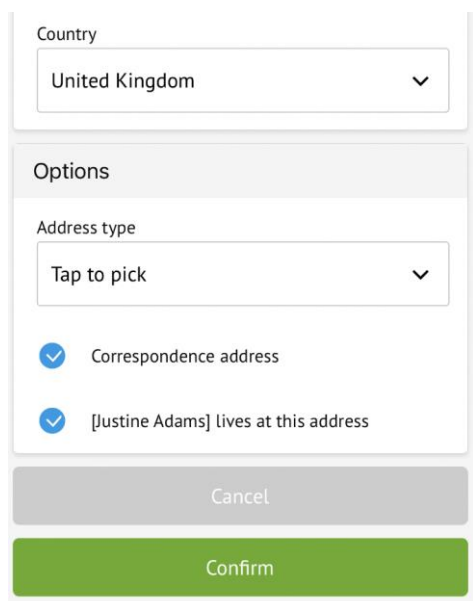
Relationship to pupil
Father   >

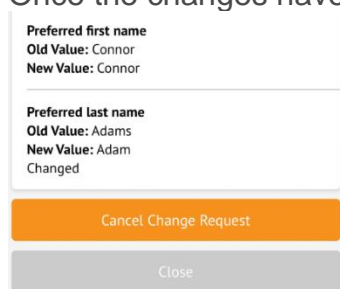If you need to update your address, you can choose to either edit the address or mark that you've moved to a different address.

When you do this, you also need to select whether the changes also apply to anyone who is down as currently living with you.

If your school must accept record changes, the changes will show as Pending. Until the details are accepted, you can click into the change and cancel the change using the orange button.

Once the changes have been accepted by the school, you can edit or delete these details.
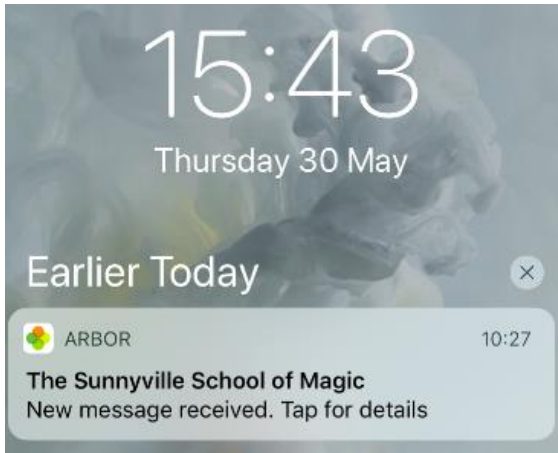
In-App Messages on the Arbor App

Reading In-App messages Via the Arbor App

When using the App, you will receive a Push Notification (if you have enabled this feature).
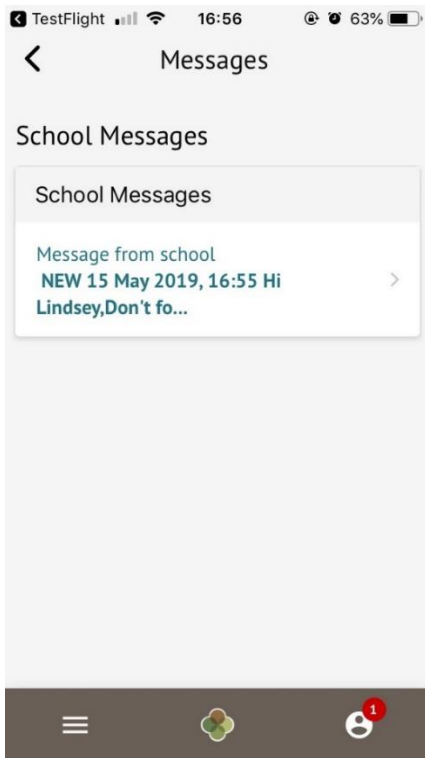

Tap the notification and log into the app to be able to view the message.

In the App, you'll see a notification at the bottom right of your screen. Click this notification, then click *Messages* to see your messages.
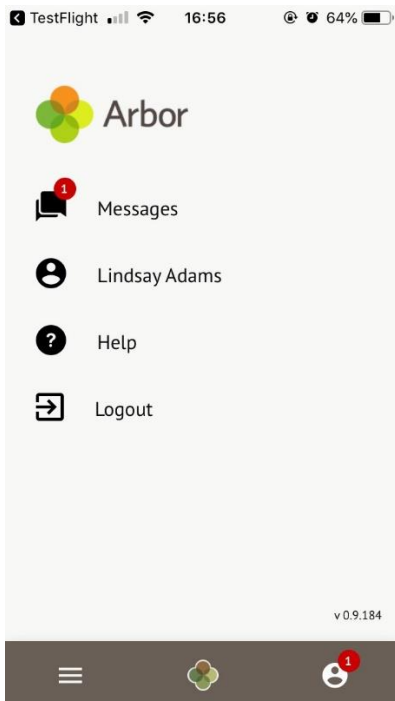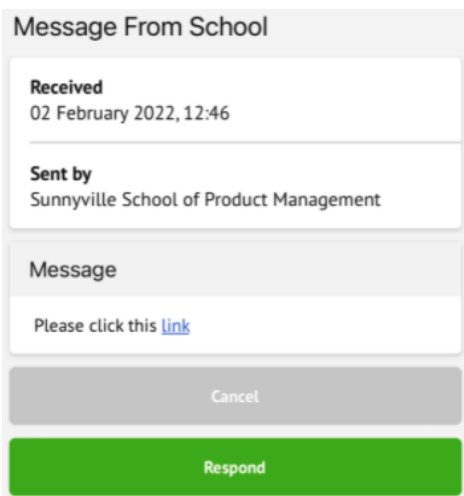

All new messages are marked as 'NEW' and are written in bold. Read messages will be written in normal text.

Click the message to view it.

Click a link in an in-app message to open the page in your default web browser app (e.g. Safari, Chrome etc).

What happens if I don't read the in-app message?

If you don't read the in-app message within a certain time frame (such as if you don't have push notifications enabled, or don't use the Arbor App), your school may choose to send a follow-up SMS or email reminder.

The email or SMS reminder won't contain the content of the message, it will just let you know there is a new message that you will need to log in to Arbor to read.

New message from Arbor Example School has been received [External] »

Arbor Example School examplearbor@arbor-mail.com via sendgrid.net

to me ▾

Dear Teagan,

You received a new message from Arbor Example School. Please log in to Parent Portal to be able to read this message:
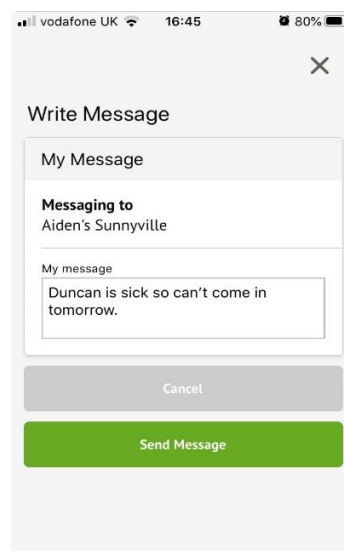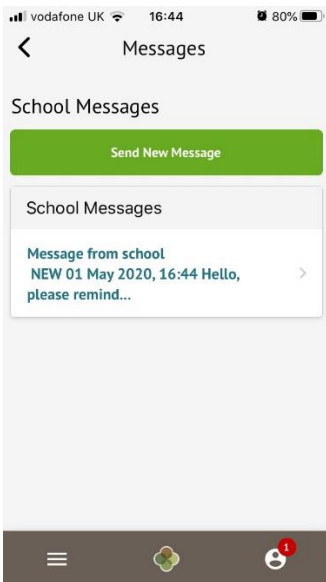
https://login.arbor.sc/.

You can also download the Arbor App to get messages instantly.

Best regards,
Arbor Example School

## Sending an In-App Message via the Arbor App

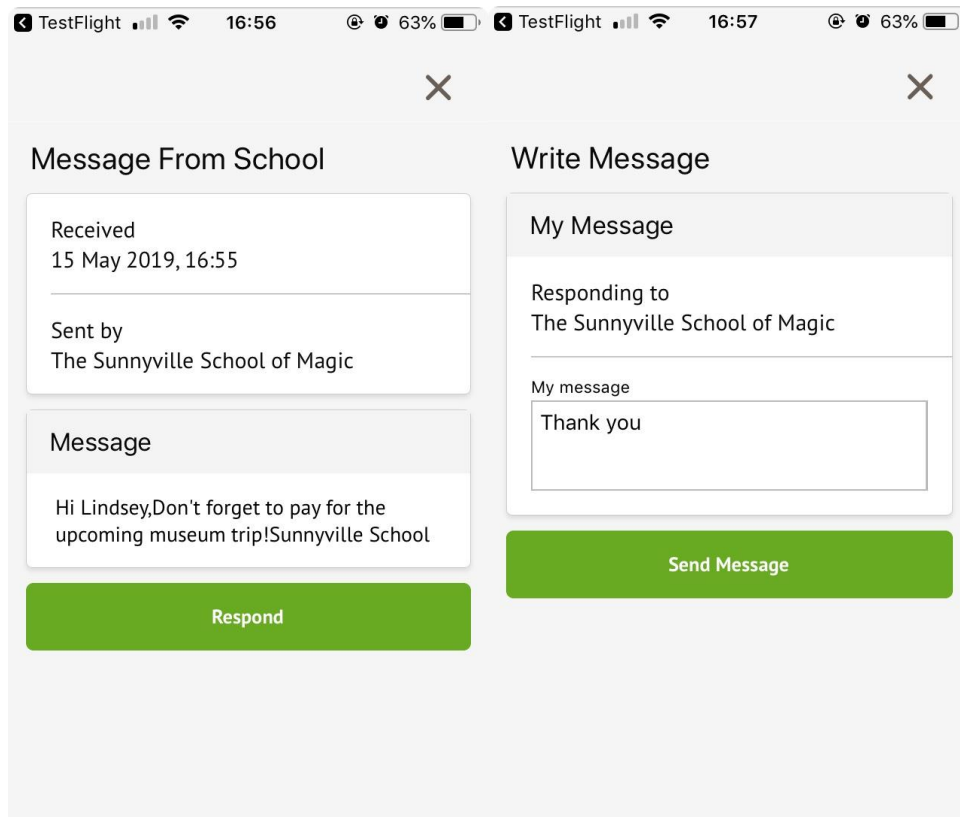If your school allows you to reply to or send messages, click the **Send new message** button.

Just type in your message then click **Send message**.

Replying to an In-App message sent from the school.

If your school allows you to reply to messages, you can click a message and click the '**Respond**' button to reply. Draft the message, then click send.
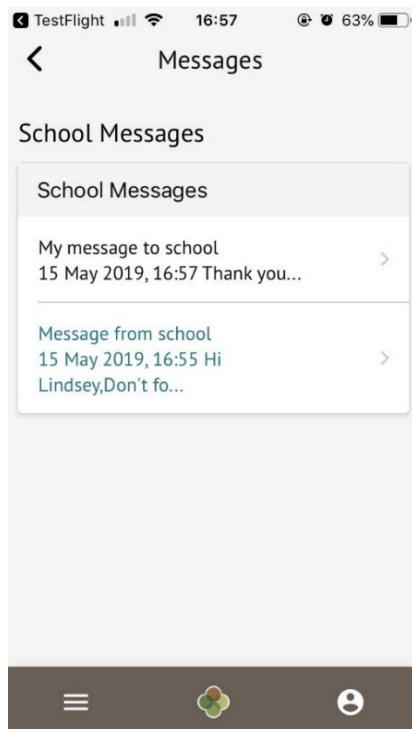
The *Messages* page will then show your message.

Emails In Arbor

We send a lot of information via Email. Please ensure the school have your correct email address which is also your Arbor log in).

Newsletters are sent weekly, usually on a Friday.

In Arbor, the school can see/check if the email message has been delivered to the recipient's mailbox.

<u>Troubleshooting</u>

<u>Logging in Issues -</u>

Incorrect email address – Please ensure that the school has your correct email address. If you change this at any time, please inform the school, as this is your log in name.

Blank screen or error message - You will see a blank screen or error message on the Arbor App if your profile has not been linked to any students. Only people who are **Primary Guardians** of a child can access the Arbor App or Parent Portal for their children. Ask your school you check what type of guardian you are.

Not showing child at the school – This could be that the date of birth is incorrect on the system. Please inform the school and they can check that their records match.

<u>No Password -</u> When you are logging in for the first time you will not have a password, you will need to create one. The quickest way is to download the Arbor App and click forgotten password. The app will then send you an email link to create a password.

If you have any further issues or questions about using Arbor, please contact Mrs Mandy Humm at mandy@gbins.co.uk.

This information booklet can also be found on our school website www.gbins.co.uk under the parent tab.