



Dear Parents/Carers,

Arbor Parent Portal & App

Our 'School Ping' contract expires in May. We will be switching to Arbor as our school communication system. If you are a parent with a child at the Junior School, you may already be familiar with the Arbor parent portal and app. Arbor Parent Portal is a free-to-download app that keeps you connected to all of your child's school news, either via instant messages sent straight to your smartphone or by email. It is easy, safe and convenient to use.

The switch over will take place on **Wednesday 24th April**.

We will send out the invitation email on **Wednesday 17th April** with details of how to create your account. As this will be the first communication from Arbor, there is a possibility that the email will go straight into your junk or spam folder so please check here before contacting the school.

The Arbor App lets parents book parent/guardian consultation slots, track your child's attendance, update your contact details and give parental consents e.g. photo permissions/ local trip permission etc making this a more environmentally friendly option, avoiding the use of paper slips.

What is the Parent Portal?

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

IMPORTANT; Once you have received the welcome email from school containing your log in details, follow the link to complete setting up your password.

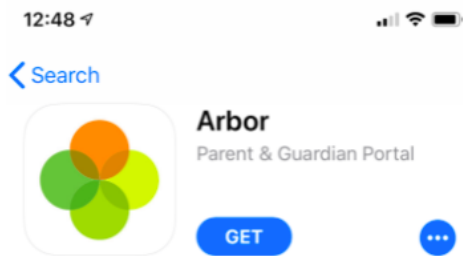
***Please note, this link will expire after 96 hours, in which case you will need to contact the school office to send a new link.**

After this stage, then you can download the app.

What is the Arbor App?

The Arbor 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.

Go to your usual App or Play store and search for 'Arbor'.



How can parents sign up for the Parent Portal or Parent App if they have a child at more than one school using Arbor?

When a parent logs into the Parent Portal or the Parent App they can see details about their children that attend one school using Arbor. If they have two children attending the same school, they can switch between students in the app or on the website.

But how does the Parent Portal work for parents with children at more than one school who use Arbor?

If a parent has children at more than one school their experience of logging into the Parent Portal and Parent App will be a little different. If they use the same email address on their profile at both schools they will be asked which school they want to log into when they visit login.arbor.sc or go to log into the Parent App.



It looks like you have an Arbor account at more than one school.
Which school would you like to log in to?

Log in

laura.bailey@arbor-mail.com

[Change E-mail](#)

Select a school

Enter your password

Log in

☐ Remember me

[Forgot your password?](#)

Please note: The parent won't be able to switch between students on the Parent Portal or Parent App if the students attend two different schools. This is because each guardian at each school has a separate profile/account.

This means that if a parent has two students at different schools, they will have two separate accounts, and Arbor won't link these accounts, other than at the login stage on the Parent App or on the login.arbor.sc page. To view the information of each child at their respective schools, the guardian will need to log out of one account and into another.

For best practise we encourage you all to turn on push notifications, to avoid missing important messages i.e. snow days, club cancellations, school trips.

If you would like further information, you can visit:

<https://support.arbor-education.com/hc/en-us/articles/212097029-A-quick-introduction-to-Arbor-for-guardians-and-parents#available-data-on-your-child-0-3>

Kind regards,

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