

# Arbor User Guide for new parents

## Step 1 – Logging in

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.

Click the link, then click **Forgot your password?**. Add in your email address then click **Reset password**.

### 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.

You'll then receive another email. Click the link in this email to set your password.

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 (if you wish to).

## Dashboard

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

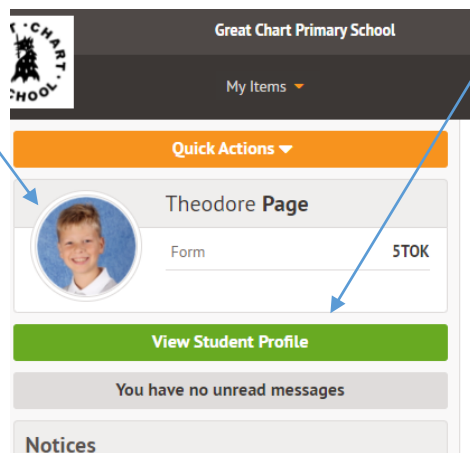
The screenshot shows the Arbor Parent Portal dashboard for Theodore Page at Great Chart Primary School. The page is divided into several sections:

- Header:** Great Chart Primary School logo and name, with a "My Items" dropdown menu.
- Quick Actions:** A blue bar with a dropdown arrow.
- Student Profile:** A card for Theodore Page, showing a profile picture, name, form (STOK), and a "View Student Profile" button.
- Messages:** A grey bar stating "You have no unread messages".
- Notices:** A grey bar stating "No notices".
- Lessons:** Two columns for "Previous lesson" (13:20 - 15:00, Wed, 09 Feb 2022, Year 5: 5 Toke) and "Next lesson" (08:40 - 12:30, Thu, 10 Feb 2022, Year 5: 5 Toke).
- Calendar:** A section titled "Calendar - Theodore Page" showing a daily timetable for the 10th of February: 08:40 - 12:30 (Year 5: 5 Toke), 12:55 - 13:20 (Lunch: Sitting 3), and 13:20 - 15:00 (Year 5: 5 Toke).
- Statistics:** A grey bar with a dropdown arrow.
- Attendance (2021/2022):** A blue bar representing attendance data.
- Guardian Consultations:** A grey bar stating "No guardian consultations for Theodore Page".
- Accounts:** A list of accounts for Theodore Page: Meals, Breakfast Club, and Uniform.
- Activities:** A list of activities for Theodore Page: Clubs and Trips.

## Step 2 – Completing your child’s details

As per To do list – action a-i

Click your child’s photo (blank if no photo there) or click ‘View Student Profile’



Following screen will appear: For this section please refer to the To Do List For Parents

Theodore's page

- Main Dashboard
- Profile**
- Calendar
- ▶ Attendance
- ▶ Activities
- Report Cards
- ▶ Accounts

Theodore Page

Class, Year Group, House and Teacher’s details will display here.

Notices

No notices

Student Details

Name	a-d on To do list	▶
Gender		▶
Date of birth		▶
Ethnicity	Please check and enter the correct details for your child for ALL of these by clicking the ▶ on the right hand side for each – Gender, Ethnicity, Religion, Language (Native and Non Native)	▶
Religion		▶
Language		▶
Language		▶

Service child  No

Student Contact Details + Add

Home address	e on To do list	▶
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Please check and enter the correct details for your child’s home address clicking the ▶ on the right hand side

Family, Guardians & Contacts + Add

f on To do list

Please complete your own details adding as much detail as possible. Please add at least 2 other emergency contacts for your child including phone numbers.

*Please note that contacts added here will not be considered primary or legal guardians. If you want them to be set as primary or legal, please contact the school.*

<b>Mode of Travel to School</b> <span style="float: right;">+ Add</span>	
Transportation method	Car, van or other vehicle driven by guardian
<b>Meal Preferences &amp; Dietary Requirements</b> <span style="float: right;">+ Add</span>	
Meal preference	<div style="border: 1px solid black; padding: 5px;"> <p>g on To do list complete dietary requirement (if needed) – this is very important in case your child has a food allergy</p> </div>
Dietary requirements	
<b>Previous Schools</b> <span style="float: right;">+ Add</span>	
Previous schools	None recorded - click here to add
<b>Medical</b> <span style="float: right;">+ Add</span>	
Doctor	<div style="border: 1px solid black; padding: 5px;"> <p>h on To do list</p> <p>Doctor – for ALL</p> <p>Allergies – if your child has any</p> <p>Medical conditions – if your child has any</p> </div>
Allergies	
Medical conditions	
Immunisations	
<b>Consents</b>	
Child's Name Published	<div style="border: 1px solid black; padding: 10px; text-align: center;"> <p>i on To do list</p> <p><b>All consents need to be completed for all pupils.</b></p> </div>
Photo Taken - School Photographer Group/Individual	
Photo Taken - School Trips	
Photo Taken - Sent home (e.g Christmas Cards)	
Photograph Use - Classroom/Display with first names	
Photograph Use - Learning Platform	
Photograph Use - Newspapers/Magazine - May require full name	
Photograph Use - School's Facebook	
Photograph Use - School's Website	
Press Event - image or film	
Record Image - video/webcam/video conference	

## Being a guardian for multiple children - switching students

### Via Parent Portal

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 left-hand side of your homepage, click the arrow next to the current child's name. Select the other child. When doing this for the first time, you will need to enter your other child's date of birth.

### Via the Arbor App

Click the profile icon at the bottom right of your screen and click **Switch student**.