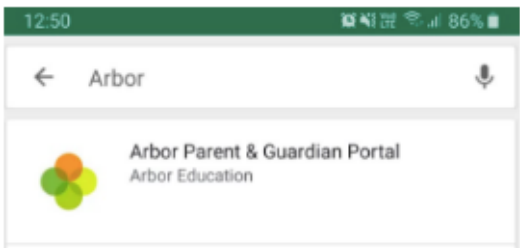


How do I get started with the Parent App?

Downloading the Parent App


— Android

Go to your Play store and search for 'Arbor'. Click the top option.

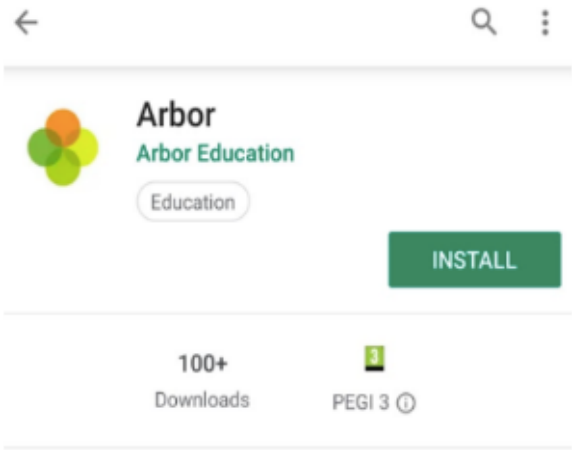


12:50 86%


← Arbor

 **Arbor Parent & Guardian Portal**
Arbor Education

Click **Install** to download the Parent App. Once it has installed, click **Open**.



←

 **Arbor**
Arbor Education

Education

INSTALL


100+ Downloads

3 PEGI 3 ⓘ

Arbor brings all the functionalitv of our desktoo Parent


— IOS

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



12:48

Search

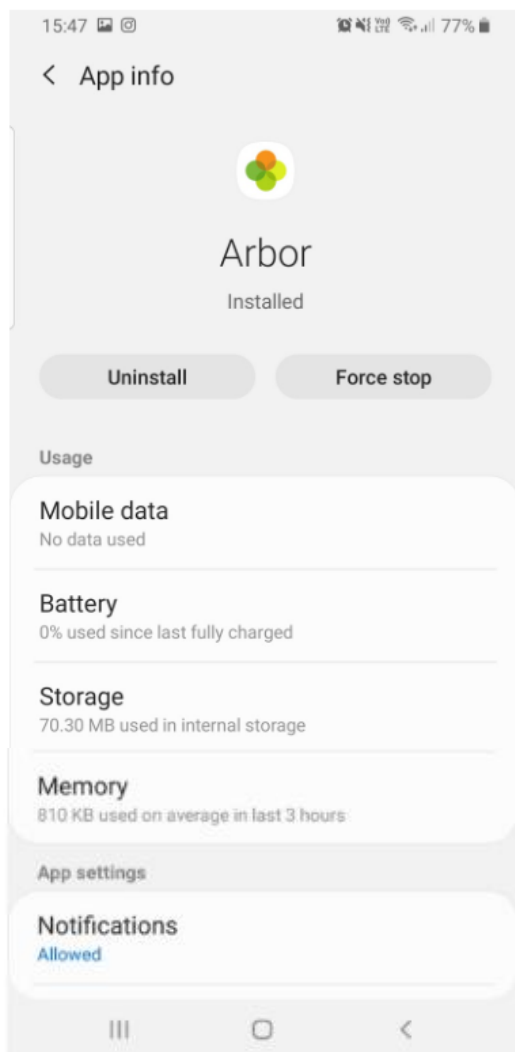
 **Arbor**
Parent & Guardian Portal

GET

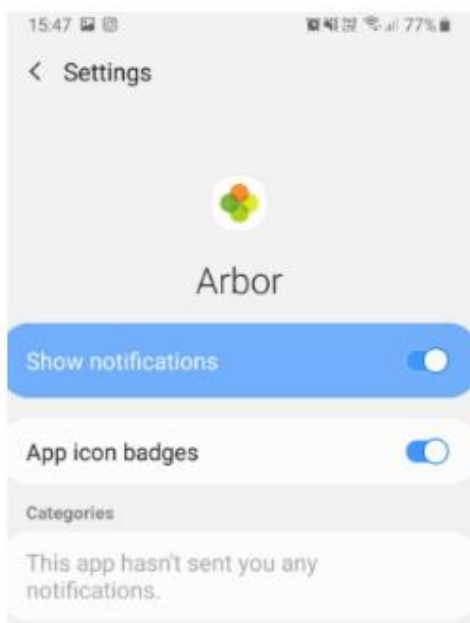
Enabling push notifications

– Android

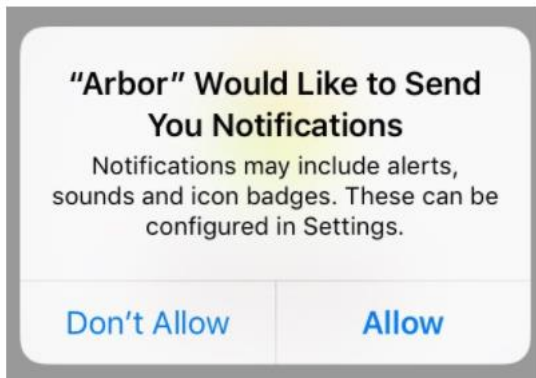
You can turn Push Notifications on or off at any time by going to your **Settings** on your phone. For example, on a Samsung Galaxy S8, go to **Settings > Apps > Arbor > Notifications**.



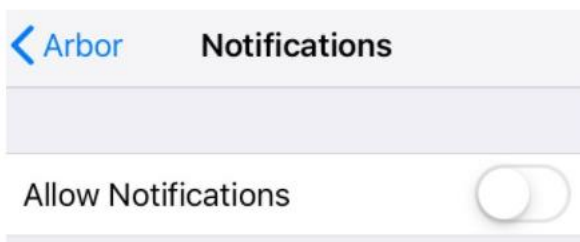
Tap the slider to turn Push Notifications on and manage your settings.



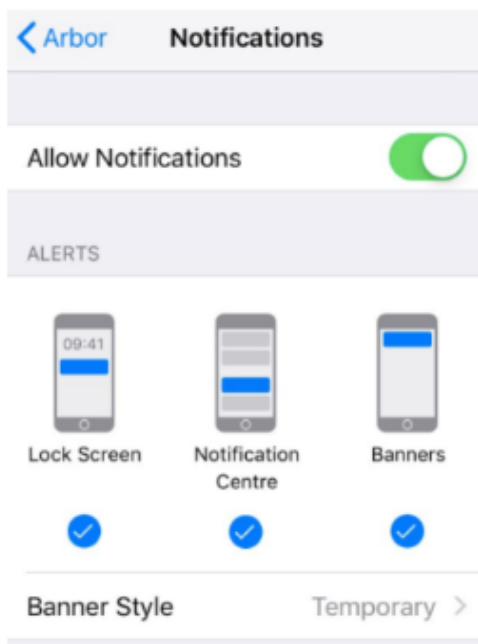
When you download the Parent App, you will receive a prompt to receive notifications from Arbor. Make sure you select **Allow** to enable your school to send you push notifications. This will ensure you receive a notification when you have a new In-app message.



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 your banner style to Permanent, so it doesn't disappear.



Logging in

Before you log in for the first time, please wait until your school has enabled the Parent Portal. You will not be able to log in until they have.

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 App

Save your password and fill it in automatically using your phone's built-in Face ID, fingerprint scan or pin entry.

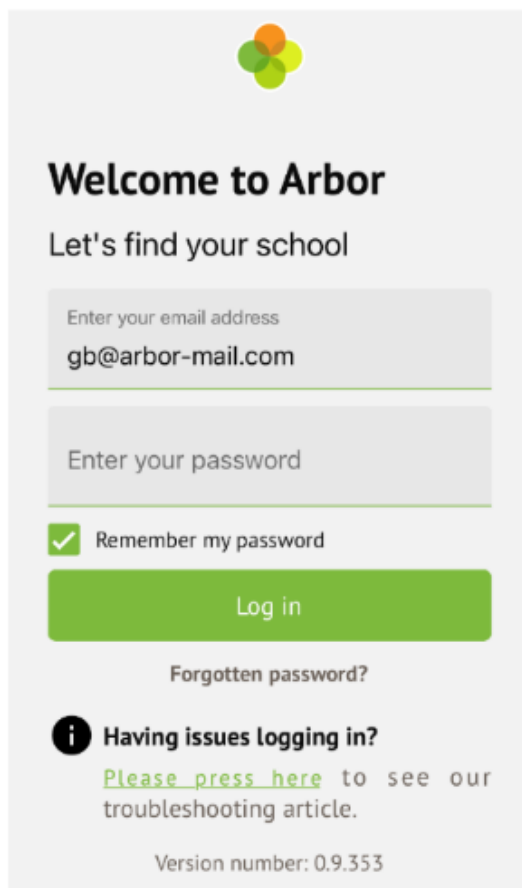
Top Tip: You will need to download the latest version from the app store to use biometric login:

- 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.



The screenshot shows the Arbor app's first-time login screen. At the top is the Arbor logo, a stylized tree with three overlapping circles in orange, green, and yellow. Below the logo, the text reads "Welcome to Arbor" in a large, bold font, followed by "Let's find your school" in a smaller font. There are two input fields: the first is for the email address, with the placeholder text "Enter your email address" and the example "gb@arbor-mail.com"; the second is for the password, with the placeholder text "Enter your password". Below the password field is a checkbox labeled "Remember my password" which is checked with a green checkmark. A large green button labeled "Log in" is positioned below the checkbox. Underneath the button is a link for "Forgotten password?". At the bottom, there is an information icon (a lowercase 'i' in a circle) followed by the text "Having issues logging in?" and a link "Please press here" to see our troubleshooting article. The version number "0.9.353" is displayed at the very bottom.

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

Incorrect email address or password

CLOSE

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

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

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?

the correct password.

Enter your password

Log in

Forgotten password?

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

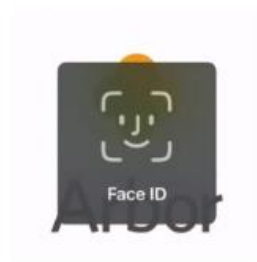
Kimberly Adams

+ Returning to log in again

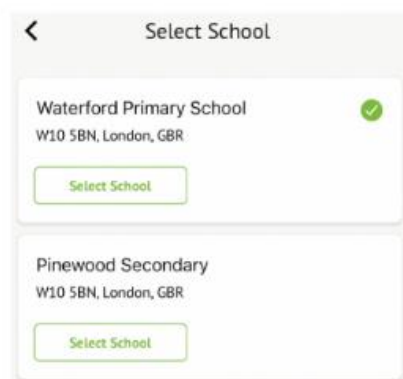
- Returning to log in again

When you open your Parent App and you chose to save your password, we'll run a biometric check.

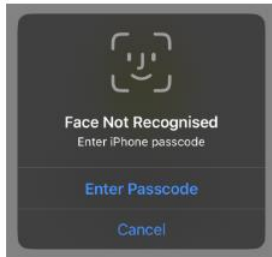
Please note that if you haven't logged into the Parent App for 1 month, you'll need to enter your password the next time you log in.



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



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.

A screenshot of the Arbor login interface. At the top center is the Arbor logo, which consists of three overlapping circles in orange, green, and yellow. Below the logo, the text 'Welcome to Arbor' is displayed in a large, bold, black font. Underneath that, it says 'Let's find your school' in a smaller black font. There are two input fields: the first is labeled 'Enter your email address' and contains the text 'gb@arbor-mail.com'; the second is labeled 'Enter your password'. Below the password field is a checkbox with a green checkmark and the text 'Remember my password'. At the bottom of the form is a green button with the text 'Log in' in white.