



# Arbor

## The Arbor Parent Portal – Attendance and Reporting Absences.

### Logging into The Parent Portal

You can log into the Parent Portal by going to [login.arbor.sc](http://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 cannot log in, use the **I'm a guardian** link on the right-hand side to view [troubleshooting tips](#).

**Log in**

[Change E-mail](#)

Arbor (W10 5BN) [Change School](#)

**Log in**

Remember me [Forgot your password?](#)

#### Need some help?

For help with Arbor Parent Portal or Arbor Management Information System (MIS) for schools, [take a look at our Help Centre](#).

Trouble logging in? No worries! Click below for help:

- [I'm a guardian](#)
- [I'm a school's MIS user](#)
- [I'm a Group MIS user](#)

#### Looking for Arbor Insight?

To create a free account for Arbor Insight, our ASP analysis tool, click below.

More details are available [here](#)

### Your Homepage Dashboard.

The dashboard is the first screen that you will see. This gives a quick glance of the student's **Profile** - 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.

More options will be available to view during 2023.

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

**Megan's page**

- Main Dashboard
- Profile**
- Calendar
- Attendance
- Progress
- Activities
- Behaviour
- Curriculum Tracking
- Examinations
- Report Cards
- Accounts
- Guardian Consultations

**Megan Hill** ♀

Form	<b>10NE</b>	Year	<b>Year 10</b>
House	<b>Acklam</b>	Tutor	<b>Rosie Hall</b>

**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 - <a href="#">click to add</a>
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** ▼

**Calendar** - this shows the student's calendar for the academic year, including timetable and events.

Megan's page		17 - 22 June 2019					
		17 Monday	18 Tuesday	19 Wednesday	20 Thursday	21 Friday	22 Saturday
08:00			08:00-09:00 Test				
09:00	08:45-09:00 09:00-09:45 English: Year 10: Y10Set2	08:45-09:00 09:00-09:45 Mathematics: Year 10:	08:45-09:00 09:00-09:45 Leisure, Travel and	08:45-09:00 09:00-09:45 Leisure, Travel and	08:45-09:00 09:00-09:45 English: Year 10: Y10Set2		
10:00	10:00-10:45 Computer Science: Year	10:00-10:45 Citizenship: Year 10:	10:00-10:45 Mathematics: Year 10:	10:00-10:45 Computer Science: Year	10:00-10:45 Physical Education /		
11:00	11:00-11:45 Performing Arts: Year 10:	11:00-11:45 Applied Art and Design:	11:00-11:45 Applied Art and Design:	11:00-11:45 Performing Arts: Year 10:	11:00-11:45 Portuguese: Year 10:		
12:00	12:00-12:30	12:00-12:30	12:00-12:30	12:00-12:30	12:00-12:30		
13:00	13:00-13:10 13:15-14:00 English: Year 10: Y10Set2	13:00-13:10 13:15-14:00 Portuguese: Year 10:	13:00-13:10 13:15-14:00 Physical Education /	13:00-13:10 13:15-14:00 Science: Year 10:	13:00-13:10 13:15-14:00 Japanese: Year 10:		
14:00	14:15-15:00 Design and Technology -	14:15-15:00 Citizenship: Year 10:	14:15-15:00 Design and Technology -	14:15-15:00 Japanese: Year 10:	14:15-15:00 Science: Year 10:		
15:00							

## Being a guardian for multiple children

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 by clicking on the name at the drop-down menu with the children's names in the top-left of the home page, then change sibling.

Sonia Adams
▼

Patricia Adams

Sonia Adams

Form

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View Student Profile

## The Arbor App

If this is your first time logging in to the Parent Portal, please **do not use** your mobile phone. You need to log in for the first time using a computer browser. Using Chrome as your web browser.

Help can be found [here](#)

Google player link: Go to your Play store and search for 'Arbor'. Click the top option.

Apple Link: Go to your app store and type Arbor (Parent & Guardian Portal)

- You will need to enter your oldest child who is enrolled in the school's birthday to access the App for the first time.
- Only relatives who are **Primary Guardians** of a child can access the Arbor App. Ask your school you check what type of guardian you are.
- Make sure you are accessing the App on a phone; the App will not function on a tablet.
- You must be using at least Android 5.0 or iOS 10.0 in order for the App to function properly.

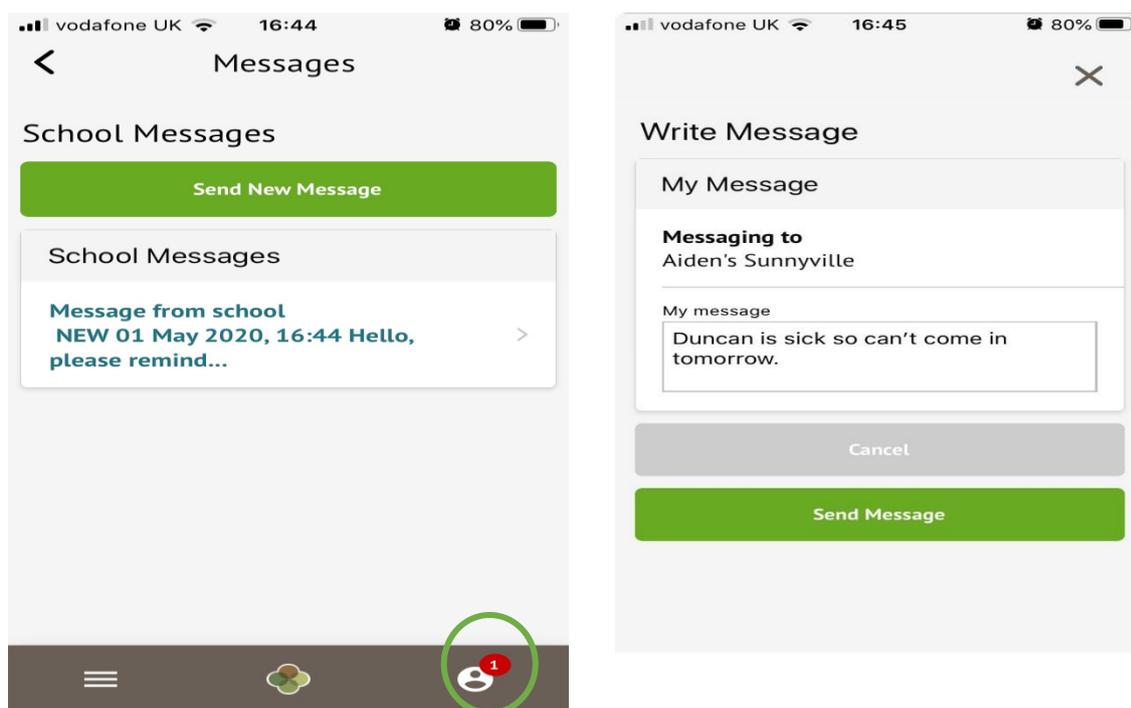
## Reporting student absences using the Arbor App.

This is the quickest and easiest way to report you child's absence to the school, removing the need to telephone or email the school.

### How to send a new message?

On the home screen, you will see a head and shoulder picture, as circled below.

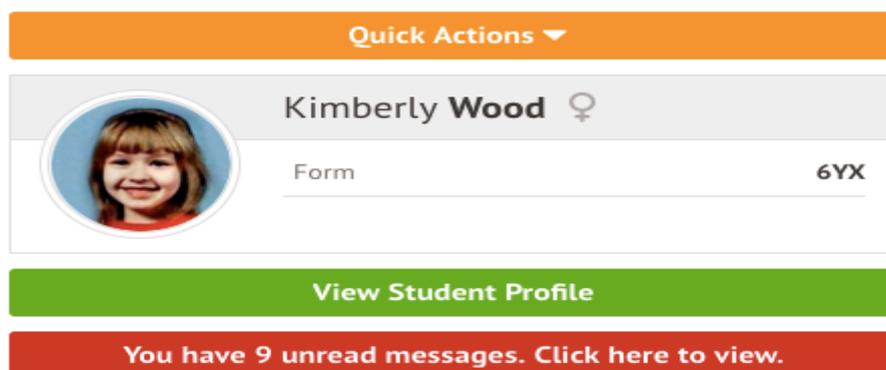
Simply click onto this and type in your message then click **Send message**.



### How to read in-app messages?

You can see if you have any unread messages in the top-right of your Arbor Homepage. Click this button to view all In-app messages received.

You can also get to the list of messages by going to the drop-down menu at the top of your screen and selecting **My Items > School Messages**.



You can see all messages received and all messages you have sent to school. 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 a new tab.

## Attendance on the Parent Portal

On your Homepage, you can view your child's attendance this year so far and for the last 4 weeks.

To view more information, click on the **Attendance** tile, or click the **View Student Profile** button and go to **Attendance** from the left-hand menu.



The **Attendance Summary** page will load a breakdown of the student's attendance for the current academic year.

The **Statistics** Section will show both the number of sessions and the percentage the student has for each mark.

- The **Recent Attendance** section will show both the number of sessions and the percentage of 'present marks' for the current week.
- **Possible Attendance:** This number shows the total amount of sessions (registers) the student should attend for the current academic year.
- **Present:** This section shows the total amount of registers the student attended and the percentage of 'present marks' for the current academic year.
- **Late:** This section shows the total amount of times the student was late for a register.
- **Authorised Absent:** This section shows the number of times the student has marked as absent.
- **Unauthorised Absent:** This section shows the number of times the student has marked as absent, however, these absences were not approved by the school.

### Recent Attendance for Riley Bailey

Statistics for Academic Year 2020/2021	
Possible sessions	292
Present	276 sessions (94.52%)
Late	4 sessions (1.45%)
Authorised absent	10 sessions (3.42%)
Unauthorised absent	6 sessions (2.05%)

Recent Attendance (04 May 2021 - 11 May 2021)	
Present	10 sessions (100.00%)
Late	0 sessions (0.00%)
Authorised absent	0 sessions (0.00%)
Unauthorised absent	0 sessions (0.00%)

In **Attendance by Date**, the student's daily attendance for AM and PM is listed in the grid.

**The portal will close every morning to be updated and will then show attendance for the day.**

By default, the most recent week and year are shown but you can change this using the drop-down menus.

Attendance for Year 2020/2021

### Statutory Attendance By Week

View All Sections

09 May 2021 - 15 May 2021	
11 May 2021 AM	Present AM
11 May 2021 PM	Present PM
10 May 2021 AM	Present AM
10 May 2021 PM	Present PM

02 May 2021 - 08 May 2021	
07 May 2021 AM	Present AM

## Attendance on the Arbor App

You can see basic statistics of your child's overall attendance for the year, and their attendance for the last four weeks by clicking their name at the top of the page and scrolling down to the **Statistics** section.

**Evie Davies**

### Statistics

Attendance (2018/2019)

<b>87.2%</b> Year	<b>52.9%</b> Last 4 weeks
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To view more detailed information, click the menu icon at the bottom left of your screen. From the menu, select **Attendance**, then one of the following options.

- Main Dashboard
- Profile
- Attendance
- Summary
- By Date**

Click **Summary** to see statistics for Presents, Lates and Absences for the year to date, and for the last week.

### Recent Attendance for Evie Davies

Statistics for Academic Year  
2018/2019

**Possible sessions**  
359

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**Present**  
313 sessions (87.19%)

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**Late**  
8 sessions (2.56%)

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**Authorised absent**  
46 sessions (12.81%)

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**Unauthorised absent**  
0 sessions (0.00%)

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Recent Attendance (13 May 2019 -  
20 May 2019)

**Present**  
0 sessions (0.00%)

Select **By Date** to see all the attendance marks given for the academic year, on a week-by-week basis.

<  **Evie Davies**  
10NE

Attendance for

Year 2018/2019

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### Statutory Attendance By Week

05 May 2019 - 11 May 2019 

**10 May 2019 AM**  
|  
Illness

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**10 May 2019 PM**  
|  
Illness

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**09 May 2019 AM**  
Present AM

## Troubleshooting

### Why can I not I log in to my school's Parent Portal?

There may be a number of reasons you cannot log in to Parent Portal.

Before looking at troubleshooting steps, please have a look at the email you received from the school with your initial login details enclosed to make sure you're using the right username.

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/MTBkNzlwOWMtMDg1MS00N2VjLWl3MzAtNGVmZTUwOGM3Yjc5LjE2MjA4MDkzMDE=>

Use your email address when you log in next time:

**Username:** [gwyn.mabo@arbor-education.com](mailto: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

### First time logging in?

If this is your first time logging in to the Parent Portal, please **do not** use your mobile phone. **You need to log in for the first time using a computer browser.**

- You will need to enter your oldest child who is enrolled in the school's birthday to enter the Parent Portal for the first time.
- Recheck your login details and ensure that your username is the email address that the school sends communication to you normally.
- Make sure the login email was sent to you less than 96 hours ago. If you received the email more than 96 hours ago, the password creation link will have expired. Contact your school and ask them to send another email.
- If you do need to reset your password, you must ensure that you have included at least 8 characters, one uppercase letter and one lower case letter, and a number in your password.

## I have forgotten my password



**Log in**

Enter your email address !  
This field is required

Enter your password !  
This field is required

[Forgotten your password?](#)  
First time logging in?

**Log in**

If you have accessed the Parent Portal previously and have forgotten your password, select the option **Forgotten your password?** Option when heading to your school's Arbor login page. This will take you to a second screen where you can enter your email to generate a new password.

Make sure your password includes at least 8 characters, one uppercase letter and one lower case letter, and a number.

## Returning to Arbor?

Make sure the site address is as follows: <https://wren-school.uk.arbor.sc>

Do not use the link you were sent to create a password, as you cannot use this link again. Instead, go to <https://wren-school.uk.arbor.sc>

It may be that you need to refresh your browser in order to get onto Arbor.

To do this, you need to clear the cache and possibly delete cookies related to Arbor click [here](#) for instructions on clearing your cache.

If this does not work, you can then clear the cookies for Arbor - click [here](#) to see instructions on how to do this for the most widely used browsers.

**If none of these steps results in you being able to log in to Parent Portal, please contact the school.**