Using Parent Portal - A Parent's Guide

Disclaimer

If you can't find the answer to your question using this Help Centre, please contact your school. They will contact us if necessary. Please do not contact Arbor support directly.

Logging In For the First Time

To login into the Parent Portal for the first time and view your child's dashboard, you will need the email that came from their school to welcome you to Arbor. We also recommend that you log in for the first time on a desktop computer, using Chrome as your web browser.

This email will confirm your username (your email on school record) and a link for you to click on that will take you directly to your schools' Arbor site. An example is highlighted in a green box in the following image:
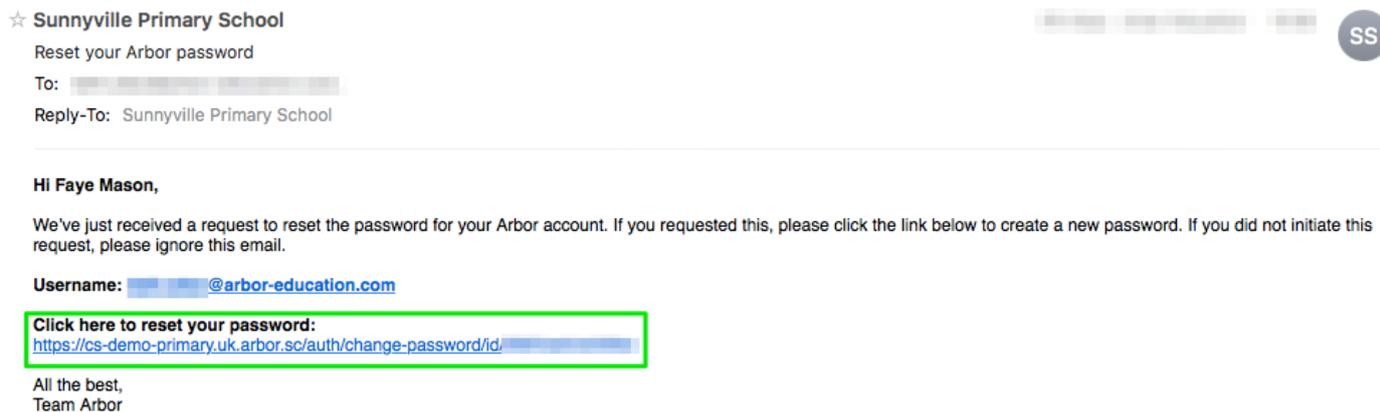
On your first login only, you will need to enter your child's date of birth to access the dashboard.

If you are unsure if your school uses Parent Portal, please check with them first.

Forgotten Password. Password reset

If you have accessed the Parent Portal previously, and have forgotten your password, then select the option 'Forgotten your password?' when heading to your school's Arbor URL access page [https://SCHOOLNAME.uk.arbor.sc/], like so:

This will take you to a second screen where you can enter your email to generate a new password.
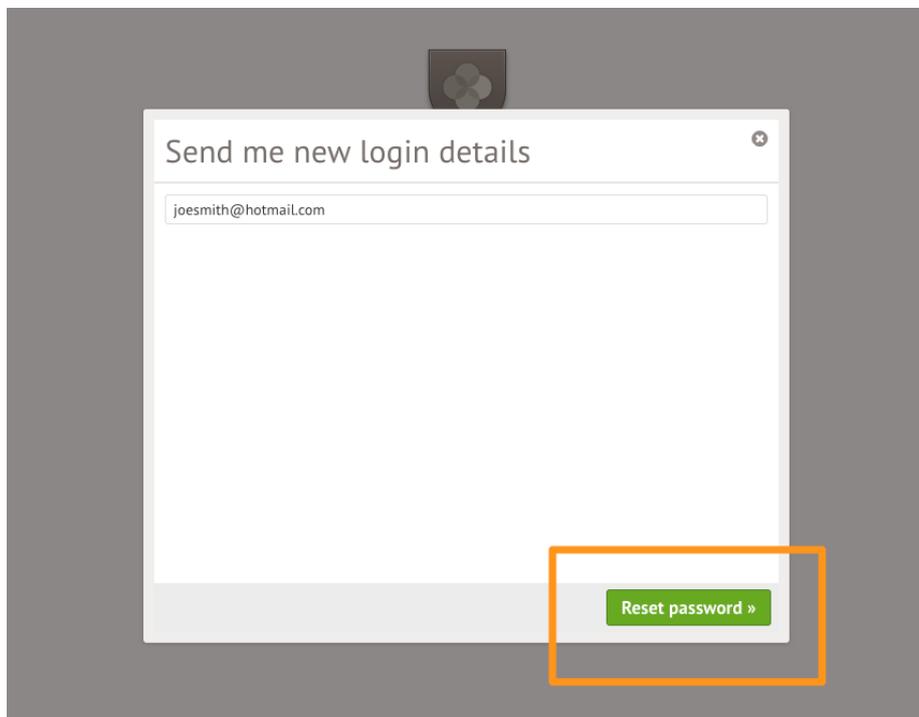
If you are still unable to login after following these steps please contact your school directly. Due to Data Protection laws, we are unable to assist with individual access issues.

Your Child's 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.

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.

On doing this for the first time, you will need to enter your other child's date of birth to access their dashboard.

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.

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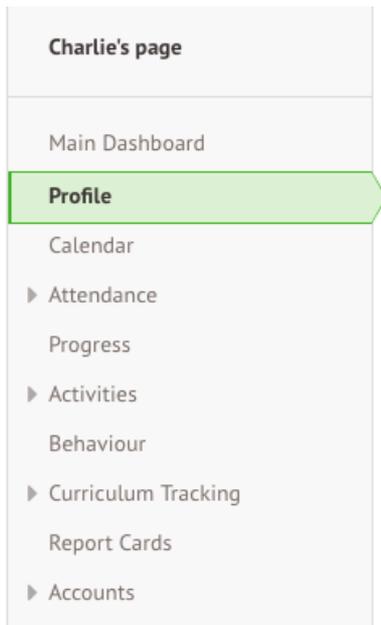
Profile - this allows you to see basic information about your child, and highlights any unread notices or actions needing to be completed. You will be able to amend details such as your contact details, medical information, consents, and so on.

Clicking the different options allows you to see further information on your child. For example:

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

Attendance by Summary – Statistics and recent attendance for the academic year as shown.

Attendance by Date – This is a breakdown of the student's attendance, day by day with the mark.

Behaviour – In this section you can view the positive and negative behaviour points given as well as any comments that may have been written about the instances.

Chloe Adams ♀			
Form	9GU	Year	Year 8
House	Colville	Tutor	Keith Lewis

Behaviour for: 2018/2019 ⌄

Behaviour Points

Total Points

Lifetime	3 points
2018/2019	3 points
Spring Term	0 points

Points Breakdown

11 Dec 2018, 00:00	**Points:** +5 **Category:** Showing kindness **Awarded by:** Abbie Patel **Comment:** Lovely kindness sharing scissors with partner in art
06 Dec 2018, 16:29	**Points:** -2 **Category:** Not showing self-control **Awarded by:** Arbor Admin

Report Cards – All the report cards that the school publishes for the student will be available here.

I'm still stuck!

1 out of 1 found this helpful