

# Using Parent Portal - A Parent's Guide

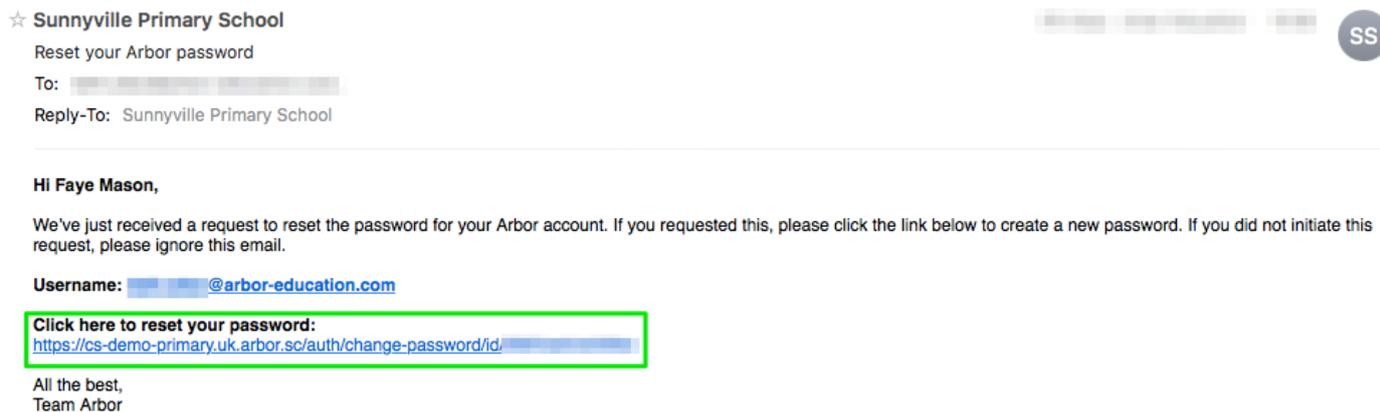
## Disclaimer

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:



Sunnyville Primary School

## Log in

This field is required

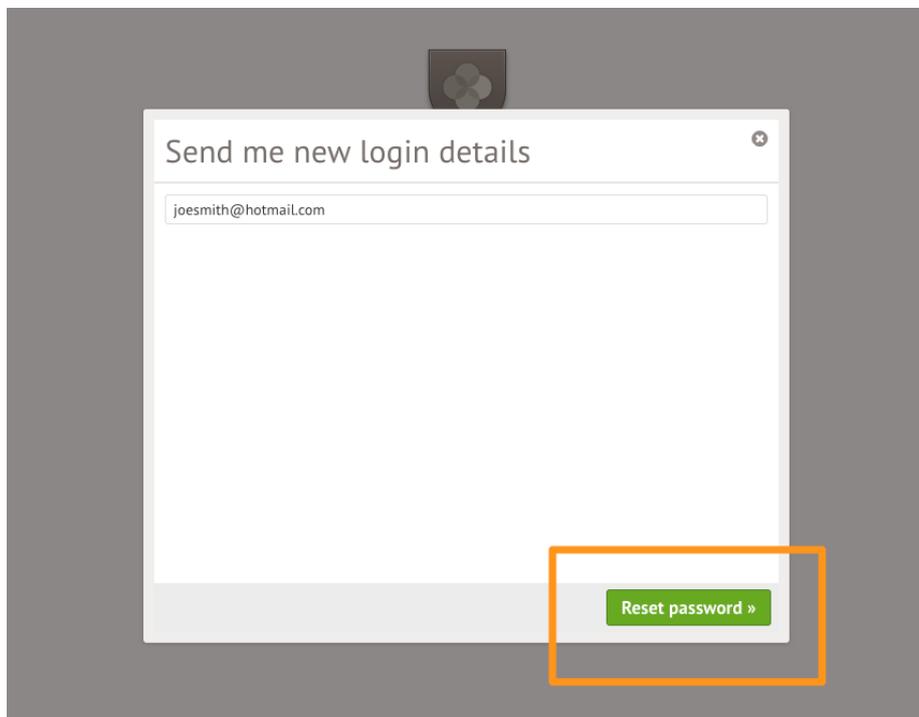
[Forgotten your password?](#)

[First time logging in?](#)

Log in

Powered by  Arbor

This will take you to a second screen where you can enter your email to generate a new password.

A screenshot of a web application interface for password reset. At the top, there is a small shield logo. Below it, the title "Send me new login details" is displayed. A text input field contains the email address "joesmith@hotmail.com". At the bottom right of the form, there is a green button labeled "Reset password »" which is highlighted with an orange rectangular box.

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.

The screenshot shows a user interface for Sunnyville Primary School. At the top, there is a navigation bar with the school name, a user profile for Faye Mason with a 'Sign out' link, the Arbor logo, and a 'Help' button. Below the navigation bar is a 'My Items' dropdown menu. The main content area is divided into several sections:

- Quick Actions:** A header for the left sidebar.
- Student Profile:** A card for Charlie Mason, showing a profile picture, name, gender (♂), and form (5GI). A 'View Student Profile' button is below.
- Guardians of Charlie Mason:** A list of guardians: Christian Mason and Faye Mason.
- Notices:** A list of notices with red text and right-pointing arrows: 'Charlie Mason does not have a transportation method recorded - click to correct', 'Charlie Mason does not have a religion recorded - click to correct', 'Charlie Mason does not have any details on hearing tests - click to correct', and 'Charlie Mason does not have any details on vision tests - click to correct'.
- Statistics:** A section with two cards: 'Attendance (2017/2018)' showing 90.7% (with a bar chart comparing year and last 4 weeks) and 'Behaviour Points - this term' showing 0 points.
- Guardian Consultations:** A section stating 'No guardian consultations for Charlie Mason'.
- Accounts:** A table of accounts with balances: Charlie Mason: Meals (£18.00), Charlie Mason: Milk (£0.00), and Charlie Mason: Breakfast Club (£0.00).
- Activities:** A list of activities: Charlie Mason: Clubs and Charlie Mason: Trips.

## 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.

Sunnyville Primary School

Faye Mason [Sign out](#) [Help](#)

My Items ▾

**Quick Actions ▾**

Charlie Mason ▾

**Charlie Mason** ♂

Form 5GI

[View Student Profile](#)

**Guardians of Charlie Mason**

- Christian Mason
- Faye Mason ▶

**Statistics**

**Attendance (2017/2018)**

**90.7%** 90.7% Year

100% Last 4 weeks

**Behaviour Points - this term**

**0** This year: 0 points

Last term: 0 points

**Guardian Consultations**

No guardian consultations for Charlie Mason

**Accounts**

- Charlie Mason: Meals Balance: £18.00 ▶
- Charlie Mason: Milk Balance: £0.00 ▶
- Charlie Mason: Breakfast Club Balance: £0.00 ▶

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.

**Statistics**

**Attendance (2017/2018)**

**90.7%** 90.7% Year

100% Last 4 weeks

**Behaviour Points - this term**

**7** This year: 7 points

Last term: 0 points

**Summer Term - Grade Average**

**35** Summer Term: 34.7

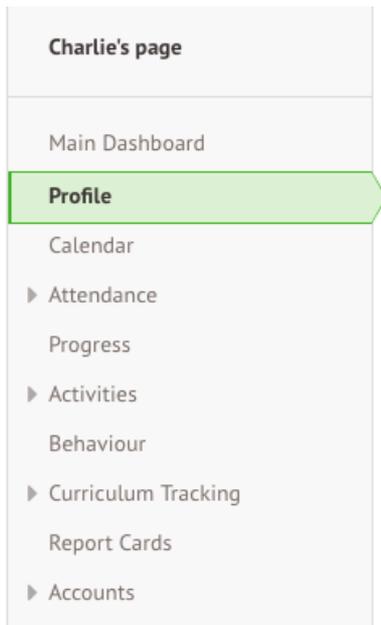
Previous Term: 33.1

**Summer Term - 'On Track' Progress**

**66.7%** 66.7% Summer Term

66.7% Previous Term

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.

**Charlie's page**

- Main Dashboard
- Profile**
- Calendar
- ▶ Attendance
- Progress
- ▶ Activities
- Behaviour
- ▶ Curriculum Tracking
- Report Cards
- ▶ Accounts

**Charlie Mason** ♂

Form	<b>5GI</b>	Year	<b>Year 5</b>
House	<b>Colville</b>	Tutor	<b>Ryan Smith</b>

**Notices**

- Charlie Mason does not have a transportation method recorded - [click to correct](#)
- Charlie Mason does not have a religion recorded - [click to correct](#)
- Charlie Mason does not have any details on hearing tests - [click to correct](#)
- Charlie Mason does not have any details on vision tests - [click to correct](#)

**Student Details**

Name	<b>Charlie Mason</b>
Gender	<b>Male</b>
Date of birth	<b>28 Apr 2008</b>
Country of birth	<b>United Kingdom</b>
Nationality	<b>United Kingdom (Citizen)</b>
Ethnicity	<b>White - British</b>
Religion	<b>Not recorded - <a href="#">click to add</a></b>

**Instructions**

This page lets you add and edit information and guardian details for Charlie Mason.

To add new information or new guardians, simply click 'Add' at the top right of each section or use the Quick Actions below.

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.

**Quick Actions** ▼

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.

Gavin's page		10 - 15 September 2018					
<a href="#">Today</a> <a href="#">📅</a> <a href="#">&lt;</a> <a href="#">&gt;</a>		10 Monday	11 Tuesday	12 Wednesday	13 Thursday	14 Friday	15 Saturday
Main Dashboard Profile <b>Calendar</b> ▶ Attendance ▶ Progress ▶ Activities ▶ Behaviour ▶ Curriculum Tracking ▶ Report Cards ▶ Accounts	08:00	08:30-11:30 Year 2: Form 25I (2018/2019)					
	09:00						
	10:00						
	11:00						
	12:00	12:10-12:40 12:30-13:00	12:10-12:40 12:30-13:00	12:10-12:40 12:30-13:00	12:10-12:40 12:30-13:00	12:10-12:40 12:30-13:00	
	13:00	13:00-15:30 Year 2: Form 25I (2018/2019)					
	14:00						
	15:00						

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

Gavin's page		Recent Attendance for Gavin Mason	
Main Dashboard Profile Calendar <b>▼ Attendance</b> <b>Summary</b> By Date Progress ▶ Activities ▶ Behaviour ▶ Curriculum Tracking ▶ Report Cards ▶ Accounts		<b>Statistics for Academic Year 2017/2018</b>	
		Possible sessions	398
		Present	357 sessions (89.70%)
		Late	8 sessions (2.01%)
		Authorised absent	31 sessions (7.79%)
		Unauthorised absent	10 sessions (2.51%)
		<b>Recent Attendance (13 Aug 2018 - 20 Aug 2018)</b>	
		Present	0 sessions (0.00%)
		Late	0 sessions (0.00%)
		Authorised absent	0 sessions (0.00%)
		Unauthorised absent	0 sessions (0.00%)

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

**Quick Actions ▾**

 **Chloe Adams** ♀  
 Form 9GU

**View Student Profile**

**Guardians of Chloe Adams**

Harley Adams	▶
Charlotte Adams	

- Notices**
- Chloe Adams does not have a transportation method recorded - [click to correct](#) ▶
  - Chloe Adams does not have a religion recorded - [click to correct](#) ▶
  - Chloe Adams's lunch requirement has not been set. Please contact the school to arrange this.
  - Chloe Adams does not have any details on hearing tests - [click to correct](#) ▶
  - Chloe Adams does not have any details on vision tests - [click to correct](#) ▶

**Statistics**



**Behaviour Points - this term**

**0**

This year: 3 points  
Last term: 3 points

**Guardian Consultations**

Parents Evening (03 Jan 2019, 17:00 - 03 Jan 2019, 19:00)	▶
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**Overdue Assignments**

carly test4 (Due 24 Oct 2018)	Extended
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**Accounts**

<b>Chloe Adams: Meals</b>	Balance: -£13.76 ▶
Chloe Adams: Snacks for students	Balance: £3.40 ▶
Chloe Adams: Morning Breakfast Club	Balance: £0.00 ▶
Chloe Adams: Candy Shop	Balance: £0.00 ▶

**Activities**

Chloe Adams: Clubs	▶
Chloe Adams: Trips	▶

**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.

The screenshot displays the Arbor report card system interface for Sunnyville Primary School. The header includes the school name, user 'Faye Mason', and the Arbor logo. The main content is divided into a left sidebar and a main statistics area.

**Left Sidebar:**

- Quick Actions:** Charlie Mason (dropdown)
- Student Profile:** Charlie Mason (male), Form 5GI, with a 'View Student Profile' button.
- Guardians of Charlie Mason:** Christian Mason, Faye Mason.
- Notices:**
  - Charlie Mason does not have a transportation method recorded - click to correct
  - Charlie Mason does not have a religion recorded - click to correct
  - Charlie Mason does not have any details on hearing tests - click to correct
  - Charlie Mason does not have any details on vision tests - click to correct

**Main Statistics Area:**

- Attendance (2017/2018):** 90.7% (Year), 100% (Last 4 weeks)
- Behaviour Points - this term:** 7 (This year: 7 points, Last term: 0 points)
- Summer Term - Grade Average:** 35 (Summer Term: 34.7, Previous Term: 33.1)
- Summer Term - 'On Track' Progress:** 66.7% (Summer Term: 66.7%, Previous Term: 66.7%)
- Guardian Consultations:** No guardian consultations for Charlie Mason.
- Accounts:**
  - Charlie Mason: Meals (Balance: £18.00)
  - Charlie Mason: Milk (Balance: £0.00)
  - Charlie Mason: Breakfast Club (Balance: £0.00)
  - Gavin Mason: Meals (Balance: £10.00)
  - Gavin Mason: Milk** (Balance: -£0.70)
  - Gavin Mason: Breakfast Club (Balance: £0.00)

**I'm still stuck!**

1 out of 1 found this helpful