

## **Arbor Guide For Parents**

We've put together the basics for Arbor, but you can find lots more info and videos at <https://support.arbor-education.com/hc/en-us/categories/360003289557-Parent-Portal-and-Arbor-App-as-a-parent>

We're also keen to hear feedback – if there's anything you else you would like to see on the app please let us know as we can put this forward to Arbor. We're here to help with any queries you may have – please call, email or now even get in touch via the app!

### **Logging In For the First Time**

You'll shortly receive a welcome email from us with your log-in 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**.

If you have a child at more than one Arbor school, you will be asked to select the appropriate school.

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

Create your password. You will then be logged in when you click **Create password**.

Click to accept the terms and conditions.

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.

### **Arbor App**

Head to your app store and search for 'Arbor'. The logo should look like:



Click to download.

You'll be prompted allow push notifications. We recommend you select 'allow' to avoid missing important messages.

Enter your email address (please do not use the auto-generated username, just your email address).

Select the school to log into. Enter your password, then click **Log in**.

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.

### **Paying for school dinners**

From the menu icon (bottom left), click **Payments**.

Click on the relevant account to see more information or top up.

Click the green button to top up the account by inputting your card details

Input the amount you would like to add and click **Pay**.

Input your card details (Visa or Mastercard)

Click **Pay**. You may have to authenticate your identity for the payment to go through – once complete you should be notified that your payment was successful.

### **Wraparound Care**

For bookings on Arbor, there must be a credit on your account in order to secure a space.

From the menu icon (bottom left), click **Payments**.

Click on the relevant account to see more information or top up.

Click the green button to top up the account by inputting your card details

Input the amount you would like to add and click **Pay**.

Input your card details (Visa or Mastercard)

Click **Pay**. You may have to authenticate your identity for the payment to go through – once complete you should be notified that your payment was successful.

To then book a space in breakfast or after school clubs:

From the menu icon (bottom left), click **Clubs**.

You should then see a list of available clubs for your child.

Click on the relevant club, and select **Register for this club** to sign up.

Choose membership option **2021/2022** and select **next**.

Click **choose memberships** and then pick up each day you require before selecting **Apply**.

Click **Next**.

Select the dropdown boxes to confirm your time slot and then click *next*

Then click **Register For Club**.

**Remember – if there is no money on your account, it will not let you book the space.  
Payment must be made before you book the slots.**