Parents using the Parent Portal/ Arbor App Support Pack

We're using Arbor

Who are Arbor?

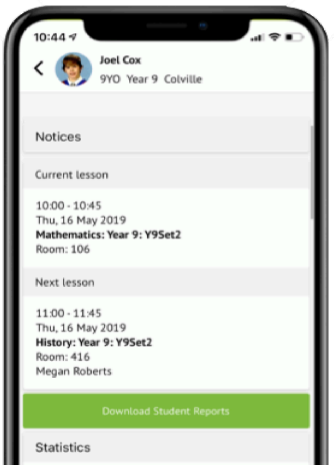
We've chosen Arbor as our MIS provider. An MIS is a system that helps schools collect, store, manage and use all the information they need. Arbor is a simple, smart and cloud-based MIS, meaning the data isn't physically stored in school, making Arbor super secure. It also means you can log into Arbor to see and update your child's information or make payments and bookings yourself!

Arbor was founded in 2011 by a small group of people on a mission to create a simple, smart MIS system that would help schools learn from their data to save teachers time and ultimately improve student outcomes.

How can parents use Arbor?

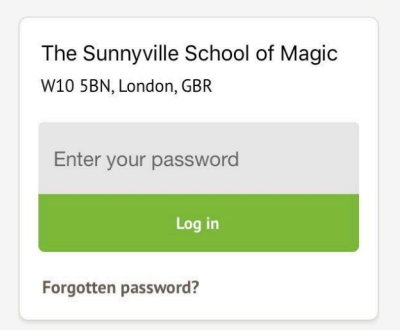
Here's how you can use Arbor:

- Log into Parent Portal for Google Chrome on computers or laptops
- Download the Arbor App from the App Store or Google Play Store then log in on your phone (For Android 5.0 or iOS 10.0 and upwards)
- We can then send you In-app messages. We can also send you emails, letters or SMS!



How to get started

1. Wait for the email from us telling you that Arbor is ready for you to use
2. Click the link in your welcome email to set up your password
3. Go to the App or Google Play Store on your phone and search for 'Arbor'
4. Click 'Install' on Android or 'Get' on iPhone then open the App
5. Enter your email, select the school, then enter your password
6. Accept the Terms & Conditions and enter the birthday of your child



To safeguard student data in line with General Data Protection Regulations (GDPR), Arbor only works directly with schools.

Some tips to try:

- Ensure your username is the email address you use for Arbor. Ask us to **check the email address** linked to your account.

- **Reset your password** from the login page, or ask us to do this.
- If the login email was sent to you more than 96 hours ago, the **password link will have expired**. Ask us to send it again.
- Ask the school office to check that your email address has not been used twice - e.g. on another guardian or child's profile.
- **Enter the birthday** of one of your children to log in for the first time.
- Only relatives who are **Primary Guardians** of a child can access the Arbor App. Ask us to check if you can access Arbor.
- If logging in for the first time use a laptop or computer and use Google Chrome as your browser.

PLEASE NOTE: It is very important that if you share caring responsibility for a pupil, but you are not together, that both parents/carers access the Arbor portal and app to ensure that you both continue to receive vital information about your little ones going forward. We are unable to add these details for you so if you do not access the app and portal you will miss out on important information.

Benefits to parents and carers of using Arbor:

Arbor Parent App will help you to:

- Check and update personal information on contacts for you and your child
- Get on-line access to view attendance data

We are now asking that all parents use Arbor to complete their consents as listed below, along with all medical details.

Administer First Aid
Internet Access
Off Site Permission
Photograph Student
Photo on School Facebook & Twitter page
Photo in leaflets or on project display boards
Photo in Local Press
Provision of Care

We will no longer be sending out hard copy Consent and Medical forms. As you are able to continually update these details online, it should ensure that the information we have on your child is the most current and up to date.

We hope that you find the Arbor Parent Portal/App useful and an effective means of seeing how well you child is doing on a daily basis. If you have any issues then please do not hesitate to email us at adminoffice@poulner-inf.hants.sch.uk

The Arbor help centre has fantastic guides on using the App and the Portal. The help centre can be found here. https://support.arbor-education.com/hc/en-us/categories/360003289557-Parent-Portal-and-Arbor-App-as-a-parent