

Understanding the difference: Portal vs App

It's important to know the difference between the two ways you can access Arbor:

- **Arbor Parent Portal:** This is the **website version** you access using a web browser (like Chrome, Firefox, Safari, Edge) on a computer, laptop, or even your phone's browser.
- **Arbor Parent App:** This is the **mobile application** you download to your smartphone or tablet from your device's app store (Google Play Store for Android, Apple App Store for iOS).

Crucial Note for First-Time Users: You **must** set up your password and accept the terms of use through the **Parent Portal (website) first**. You cannot do this through the app.

1. Downloading the Parent App

For Android devices:

- Go to your device's Play Store.
- Search for 'Arbor' and tap the top result: "Arbor Parent & Guardian Portal"



For iOS (Apple) Devices:

- Go to your device's App Store.
- Search for 'Arbor' and tap the top result



2. Logging into the Parent Portal or App

Once you have the app or are on the Parent Portal website, follow these steps to log in.

Important: Your school needs to have enabled the Parent Portal for you to log in. If you haven't received a welcome email or login details, please contact your school directly.

A. First-Time Login (Setting Your Password)

If this is your first time logging in, you'll need to set your password. Your school will send you a **welcome email** with a link to do this.

1. **Find the Welcome Email:** Look for an email from Arbor in your inbox.

Hi Pamela,

Welcome to Arbor! Arbor is using Arbor and has set up an account for you.

To finish creating your account, you just need to set a password. You can do this by going to login.arbor.sc, clicking on 'Forgotten Password?' and following the instructions on screen.

Your username is: gwyn.mabo@arbor-education.com

If you have trouble setting up your password or have general questions about the Parent Portal, visit [this Help Centre article](#). For any other queries, please contact Arbor.

All the best,
Arbor

- **Tip:** If you can't find it, check your junk or spam folder!
2. **Click the Login Link:** Inside the email, click on the unique login link provided. This link will take you to a secure page to set up your account.
3. **Set Your Password:**
 - Enter your chosen password into the **Password** field.
 - Enter it again into the **Confirm Password** field.
 - Make sure your password meets the criteria (e.g., length, characters) shown on the screen.
 - Click the **Set Password** button.

4. **Log In:** You'll then be redirected to the login page. Enter your **email address** (the one your school has for you) and your newly **set password**, then click **Log In**.

B. Logging in with an Existing Account

If you've already set up your password, you can log in directly:

1. **Open the App or Go to the Portal:**
 - On your mobile device, open the **Arbor Parent App**.
 - On a computer, navigate to the **Arbor Parent Portal website**.
2. **Enter Your Details:**
 - In the **Email address** field, enter the email address your school has on record for you.
 - In the **Password** field, enter your password.
3. **Click Log In:** Tap or click the **Log In** button.

C. Forgot Your Password?

If you've forgotten your password, don't worry! You can easily reset it:

1. **Click "Forgot Password":** On the login screen, click the **Forgot password?** link.
2. **Enter Your Email:** Type in the email address your school has for you.

Forgot your password?

No problem! Just enter the email address associated with your account below, and we'll email you with a link to reset your password.



Enter your email address

Reset password

3. **Click Reset Password:** Click the **Reset Password** button.
4. **Check Your Email:** You will receive an email from Arbor with a link to reset your password. Click this link and follow the on-screen instructions.

Logging in on the Parent App

Save your password and fill it in automatically using your phone's built-in Face ID, fingerprint scan or pin entry.

Top Tip: You will need to download the latest version from the app store to use biometric login:

- The version number for iOS for biometric login is 24.1
- The version number for Android is 35 (24)

Logging in for the first time

When you open the app for the first time, you'll be prompted to add in your email address and password.

The **Remember my password** box will be ticked by default but you can untick it if needed. This allows Arbor to remember your password the next time you log in.



Welcome to Arbor

Let's find your school

Enter your email address

gb@arbor-mail.com

Enter your password



Remember my password

Log in

[Forgotten password?](#)



Having issues logging in?

[Please press here](#) to see our troubleshooting article.

Version number: 0.9.353

Make sure both your email address and password are correct, or you'll receive this message.

Incorrect email address or password

CLOSE

When your email address and password are correct, we'll check your biometric details - either by Face ID, fingerprint scan or pin entry.

- Once the check is successful, biometric login will be enabled for the next time you log in, and you won't need to input your Arbor password.
- You need to ensure one of these options is enabled to be able to save your password, or you'll need to untick the box.



Remember my password

Log in

You need to have a pin, fingerprint or facial recognition enabled on this device to save your password

Next you'll need to select your school. If you have accounts on more than one school, there'll be a tick next to any schools your password works for.

- Click on a school with a tick to be logged right in.
- Click on a school without a tick to input your alternative password for that school.



Select School

Waterford Primary School



W10 5BN, London, GBR

Select School

Pinewood Secondary

W10 5BN, London, GBR

Select School

Once you input your alternative password, it'll save this password for next time.

Select School

Waterford Primary School

W10 5BN, London, GBR

Your password is different for this school. Please enter the correct password.

Enter your password

Log in

Forgotten password?

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.

Who would you like to view?

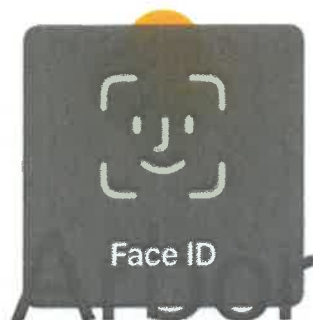
Dennis Adams

Kimberly Adams

Returning to log in again

When you open your Parent App and you chose to save your password, we'll run a biometric check.

Please note that if you haven't logged into the Parent App for 1 month, you'll need to enter your password the next time you log in.



We'll then automatically log you in with your email and password - just click on the school with the tick.



Select School

Waterford Primary School

W10 5BN, London, GBR



Select School

Pinewood Secondary

W10 5BN, London, GBR

Select School

If the biometric login fails, a message will be displayed (this will vary based on device OS) and you'll need to retry or enter your passcode to be able to select your school.



If you fail all authentication, you'll have the option to input your Arbor password.



Welcome to Arbor

Let's find your school

Enter your email address

gb@arbor-mail.com

Enter your password

☒ Remember my password

Log in

[Forgotten password?](#)

i **Having issues logging in?**

[Please press here](#) to see our troubleshooting article.

Version number: 0.9.353

Logging out

From Parent Portal

To log out, just click the **Sign out** link at the top-right of your page.

You will also be automatically logged out after a period of two hours of inactivity. If you click back into your Arbor tab just before the time is up, you can choose whether to remain logged in.



Session Expired



Ooops, you've not been using Arbor for a while.

We're going to log you out for security reasons in **45 seconds**.

[Don't log me out](#)

From the Parent App

You will automatically be logged out of the Parent App after 30 minutes of inactivity. You can also log out by using the logout feature or by closing down the Parent App completely (see instructions below).

Tap the profile icon in the bottom right of your screen and select Logout.



↔ Switch student



Messages



Gordon Baker



Help



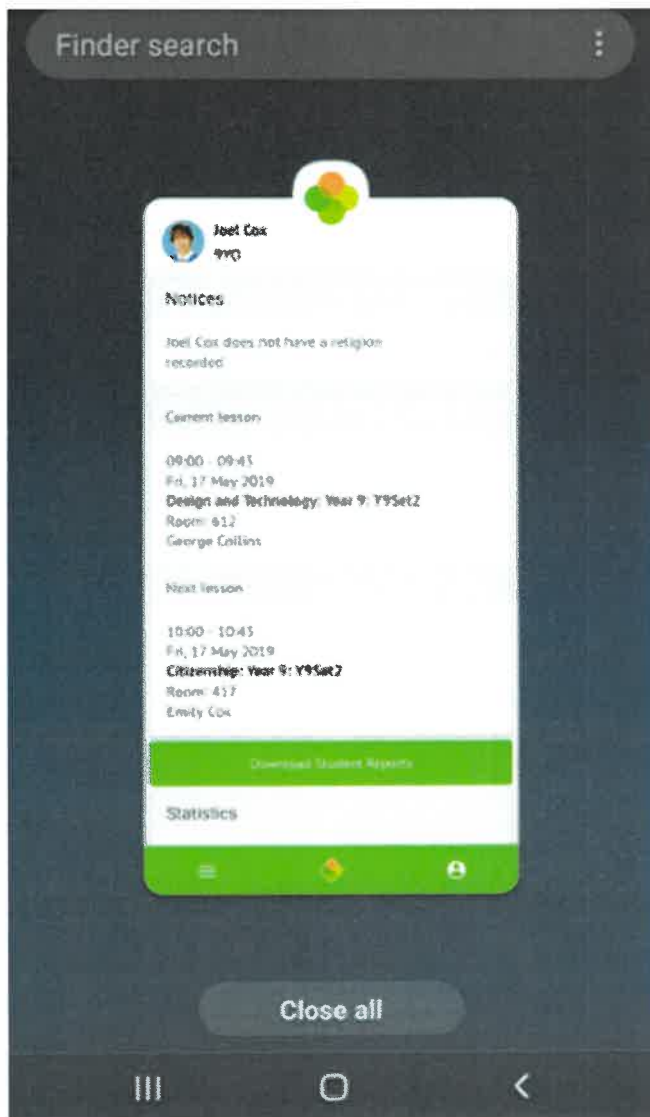
Logout

v0.9.359



Closing the Parent App

On Android, for example on a Samsung Galaxy S8, you can close the Parent App by clicking the vertical bars icon at the bottom left of your screen. Swipe the Parent App up to close it and you will be logged out.



On IOS, for example on an iPhone SE, you can close the Parent App by clicking the home button twice. Swipe the Parent App up to close it and you will be logged out.

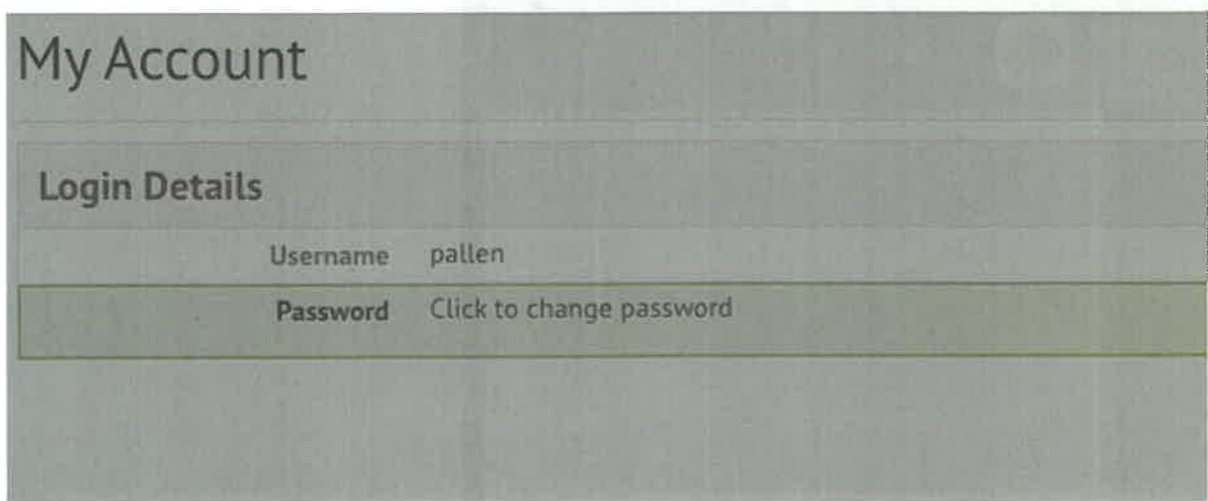


Resetting my password

Having difficulty resetting your password? There are a number of reasons why you may be struggling to log in to the Parent App or Parent Portal. Use the tips in this article before raising an issue with your school: [Troubleshooting login issues - why can't I log in?](#)

From within the Arbor Parent Portal

Go to ***My Items > My Account***. Add in your new password details.



The screenshot shows a 'My Account' section with a 'Login Details' subsection. It contains a table with two rows: 'Username' with the value 'pallen' and 'Password' with the text 'Click to change password'.

My Account	
Login Details	
Username	pallen
Password	Click to change password

From within the Parent App

If you are logged into the Parent App, you can change your password by clicking the profile icon, then clicking your name.



⇌ Switch student



Messages



Gordon Baker



Help



Logout

v0.9.359



You will then be able to see your account details including your non-email username. Click to change your password.



My Account

Login Details

Username
radams149

Password
Click to change password

On the next screen, type in your current password and your new password, then **Change Password**.



Change password

Current password

New password

Confirm password

Change Password

I've forgotten my password

Reset your password for the Parent Portal

Click the **Forgot your password?** link on the login page to be sent a reset password email.

Log in

Enter your email address

Enter your password

Log in

☐ Remember me

[Forgot your password?](#)

Reset your password for the Parent App

If you have accessed Arbor previously and have forgotten your password, select the **Forgotten password?** option when signing in to the Parent App.



Select School

The Sunnyville School of Magic

W10 5BN, London, GBR

Enter your password

Log in

Forgotten password?

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



Forgotten Password

Your Email Address

Reset Password

FAQ

Can I log in using a username?

Although we recommend users use their email addresses to log in, your school may have given you a username.

- You can use your non-email username when logging into the Parent Portal using the school-specific login page.
- You cannot log in using your non-email username (you need to use your email address) when logging into the generic login page, and the Parent App.

Why is it showing me the wrong school?

Please follow these instructions: [Wrong or old school when I try to log in](#)

Why can't I log in?

Having difficulty logging in? There's a number of reasons why you may be struggling to log in to the Parent App or Parent Portal. Use the tips in this article before raising an issue with your school: [Troubleshooting login issues - why can't I log in?](#)

Do I need to put my password in every time?

No, you don't have to put your password in every time. Please see here for further details: [Do I have to put my password in every time to log in?](#)

Was this article helpful?

70 out of 258 found this helpful

Articles in this section

- [Logging In to the Parent Portal & Parent App](#)
- [Troubleshooting Login Issues for Arbor Parent Portal and App](#)
- [A quick introduction to Arbor for guardians and parents](#)
- [Wrong or old school when I try to log into the Parent Portal or Parent App](#)
- [Switch students - Missing children or siblings on the Parent Portal or Parent App](#)
- [Do I have to put my password in every time to log into Parent Portal or the Parent App?](#)

