



The Arbor App

User Guide for
Guardians



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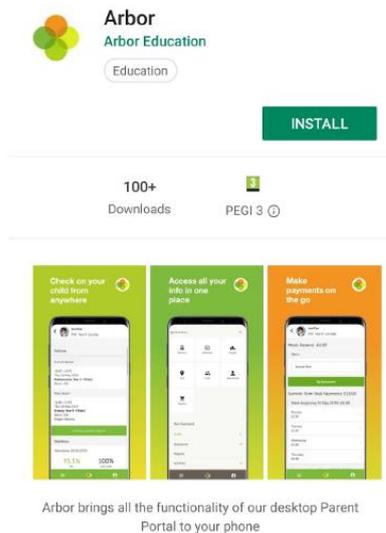
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Downloading the Arbor App

Android

Go to your Play store and search for 'Arbor'. Click the top option



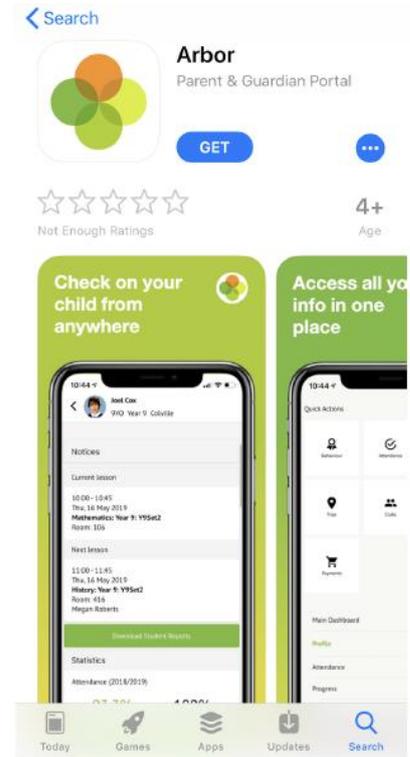
Click '**Install**' to download the Arbor App. Once it is installed, click '**Open**'.



IOS

Go to your app store and search 'Arbor'. Click the top option.

Click 'Get' to download the Arbor App.

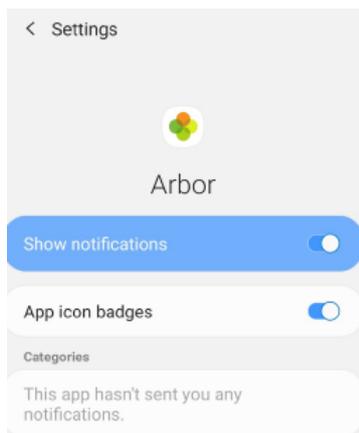


Enabling push notifications

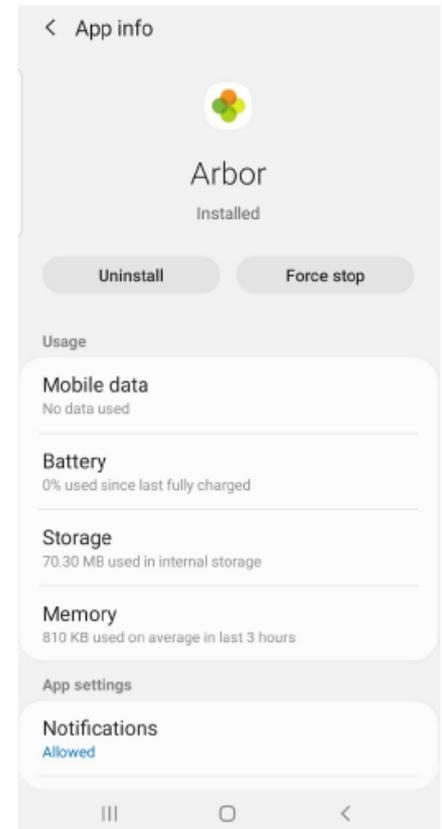


Android

You can turn Push Notifications on or off at any time by going to your **settings** on your phone. For example, on a Samsung Galaxy S8, go to *settings>Apps>Arbor>Notifications*.

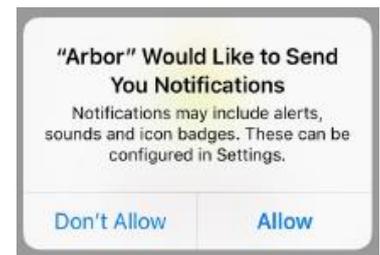


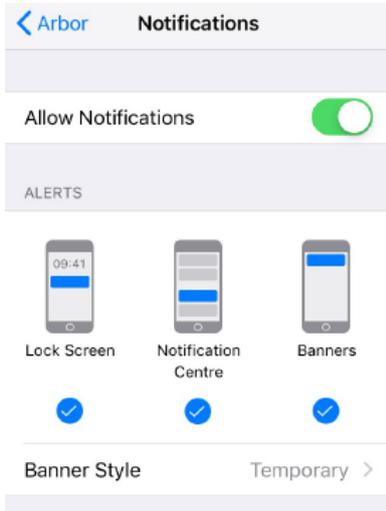
Tap the slider to turn Push Notifications on and manage your settings.



IOS

When you download the Arbor App, you will receive a prompt to receive notifications from Arbor. Make sure you select 'Allow' to enable your school to send you push notifications. This will ensure you receive a notification when you have a new In-app message.





If you select **'Don't Allow'**, you can turn Push Notifications back on at any time by going to your settings on your phone. For example, on an iPhone SE, go to *settings>Arbor>Notifications*. Then tap the slider to turn Push Notifications on and manage your settings.

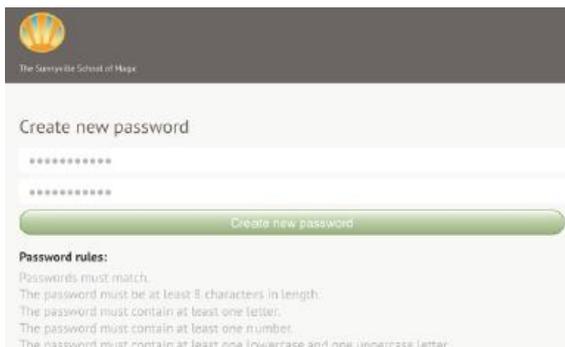
Accessing the Arbor App

Logging in

Before you log into the Arbor App

Please wait until your school enables the Parent Portal. You will not be able to log into the Arbor App until they have.

When they enable Parent Portal, they should send you a welcome email. It is using the username in this email that you can log into the Arbor App. As you have never used Parent Portal on a desktop computer before, you will have to set a new password using this email. Click the link in the email.



In your browser, you will be able to create a new password.

Welcome to Arbor! The Sunnyville School of Magic is using Arbor and has set up an account for you.

To finish creating your account, you just need to set a password.

Your username is:

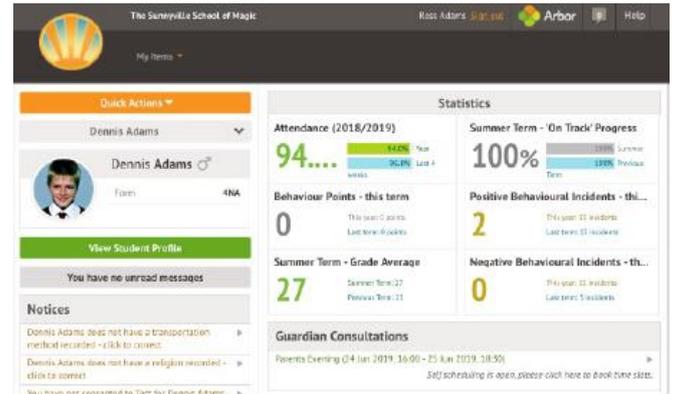
Click the link below to create a password and set up your arbor account:

[https://\[redacted\].ath/change-password/id/252/hash/OTE3NjgxNjciNmRlOC00MDQzLTIiNzItN2Y5NGI4OTI4NiliE1NTgwMTM4MzU=](https://[redacted].ath/change-password/id/252/hash/OTE3NjgxNjciNmRlOC00MDQzLTIiNzItN2Y5NGI4OTI4NiliE1NTgwMTM4MzU=)

If you have any queries, please contact The Sunnyville School of Magic.



You will then be taken to the Parent Portal in your browser. Just **close your browser and click the Arbor App to use this instead.**



Logging in for the first time to the Arbor App

Open your Arbor App. Enter the email address that your school has on record (this is the one in your welcome email).

Select your child's school. If you have a child at more than one Arbor school, you will be asked to select the appropriate school. Enter your password, then click **'Log in'**.

The first time you log in to the Arbor App, you will be asked to read and confirm Arbor's terms and conditions. Please read Arbor's terms and conditions and select 'Accept' if you agree. Once you click accept, Click 'OK'.



Welcome to Arbor

Let's find your school

What's your email?

.com

A screenshot of a "Verify Account" form. The title "Verify Account" is at the top. Below it, a message reads: "As this is your first time using the system we need you to verify your account. To verify you account, please enter the date of birth of one of your children at the school". There is a text input field labeled "Date of birth" containing the text "2019-04-19". To the left of the input field is a small calendar icon. At the bottom of the form is a large green button with the word "Verify" in white text.

As a security precaution, you will then be asked to confirm one of your children's dates of birth.

Once you click verify, click 'Ok'. You will now be logged in!

Using the Arbor App for updating student details

Once you have logged in to the Arbor App or Parent Portal you can see and update the information the school holds for your child/ren.

Missing information will be highlighted as a notice, which you can click on to amend.

You can also add or amend information by going to the child's profile and clicking anywhere you see an arrow icon on the right-hand side.

Once you have confirmed any changes, the school will be notified and will need to accept the change. Any pending changes will show on your Parent Portal.



Arbor

Stephanie Davies

Student Details	
Name	Evie Davies >
Gender	Female >
Date of birth	12 Apr 2004

Student Record Change Request

Please note!

Changes made from the parent portal will be reviewed by school staff before being applied to the student profile.

Change

Update Religion

Requested

Mother (natural or adoptive)

17 May 2019, 10:27, by Stephanie Davies

Troubleshooting

If you are having difficulty accessing the App, first check the email you received from the school with your initial login details enclosed to make sure you're using the right details.

If your details are correct and you are still not able to access the Arbor App, here are some steps to take:

- Your school must already have the Parent Portal enabled to allow the Arbor App. Contact them to check.
- You will need to enter your oldest child who is enrolled in the school's birthday to access the app for the first time.
- Only relatives who are Primary Guardians of a child can access the Arbor App. Ask your school to check what type of guardian you are.
- Recheck your login details and ensure your username is the email address you use for Arbor.



Arbor

- Ask the school's administrative staff to check the email address linked to the account. Confirm your email address to them, and once you're sure it's correct on your Arbor profile, ask them to reset your password. They'll find this under your user details on the Arbor profile.
- Make sure the login email was sent to you less than 96 hours ago. If you receive the email more than 96 hours ago, the password creation link will have expired. Contact your school and ask them to send another email.
- If you do need to reset your password, you must ensure that you have included at least 8 characters, one uppercase letter and one lower case letter, and a number in the password.
- Ask the school's administrator staff to check that the email address has not been used twice - eg, another guardian or the child's profile.
- Make sure you are accessing the App on a phone, the App will not function on a tablet.

If none of these steps results in you being able to log into the App, please contact your school. Please do not contact Arbor directly. They will contact us if necessary.

When passing issues on to your school, please let them know the type and model of phone you are using, e.g. an iPhone SE. Please also include screenshots or a screen recording of the issues you are experiencing.