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## The Arbor App Usage Guide

For Guardians

Tuesday, 03 September 2019

Dear Parents/Carers,

Arbor have launched an app, making the parent portal accessible on your phone (please note it is not currently accessible on a tablet). **The school will also be using the app to send messages to parents, this will help to improve communication between the school and parents/carers as the messages will appear as pop up notifications on your phone.** We encourage all parents/carers to download the app and set themselves up on it. Information on how to do so is included below, and for further details you can view the full usage guide online here:
https://support.arbor-education.com/hc/en-us/articles/360024345573-The-Arbor-App-Usage-Guide-For-Guardians

### What is the Arbor App?

The Arbor App brings all the functionality of the desktop Parent Portal to your phone. The Arbor app is for parents who have enabled the Parent Portal. If you have never logged in to the Parent Portal, please contact the school office as soon as possible.

### Downloading the Arbor App & enabling push notifications

Download the app via your phone's app store. Android users, ensure you have turned on push notifications by going to Settings > Apps > Arbor > Notifications. iOS users will be prompted to receive push notifications when you download the app, ensure you select 'allow'. **You must enable push notifications to receive a notification when you have a new in-app message.** If you do not enable this you will not be alerted to a new message and may miss important information.
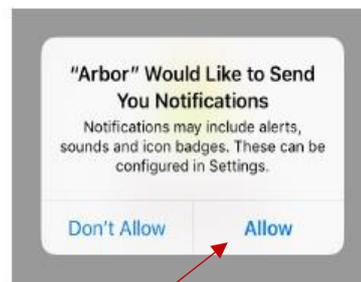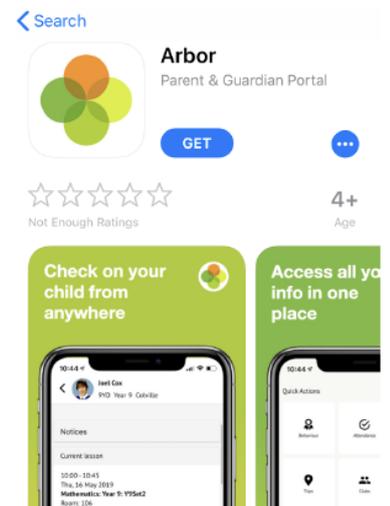
### Logging in to the app for the first time

**If you have never signed in to the Arbor Parent Portal, you will need to access it via a desktop computer for the first time to authorise the log in, you will then be able to access your account via your phone app.** You must enter the email address your parent portal account is linked to. You will need to select your child's school and then enter your password. The first time you log in to the Arbor App, you will be asked to read and confirm Arbor's terms and conditions. **As a security precaution, you will then be asked to confirm your child's date of birth (if you have more than one child at the school, please confirm the date of birth of your eldest child).** If you have more than one child, please select the child you wish to view – once you are logged in you can switch between children.
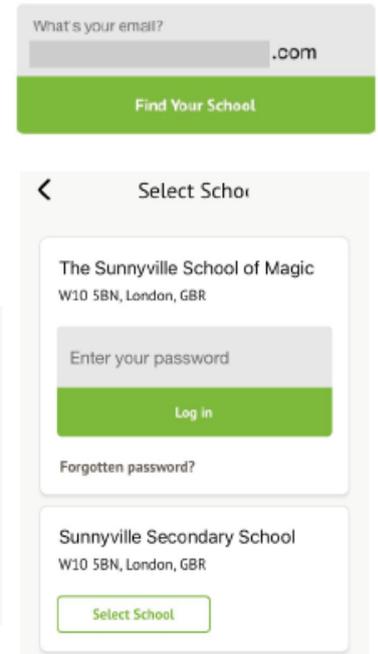
### In-App Messages

The school will begin to send in-app messages via Arbor to your phones, this will help us reduce the number of text messages we send. When you are sent an in-app message, you will receive a push notification (ensure you have enabled this feature on your phone). In the Arbor App you will see a notification at the bottom right of your screen on the profile icon. Tap this notification, then click messages to see your messages. You will be taken to the messages page where you can see all messages received. All new messages will be marked as 'new' and will be written in bold. Read messages will be written in normal text. Click the message to view it.
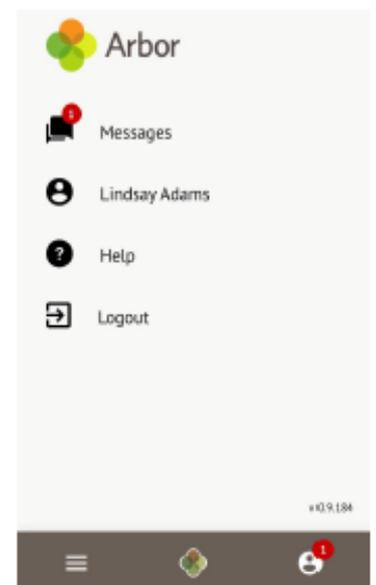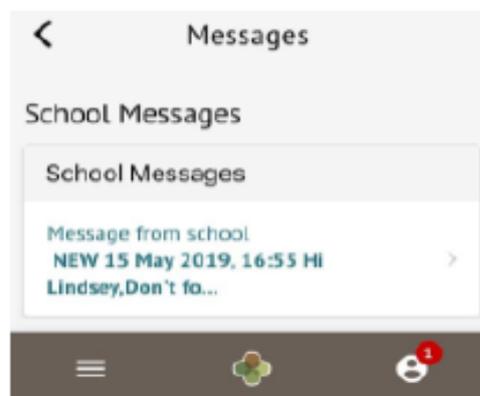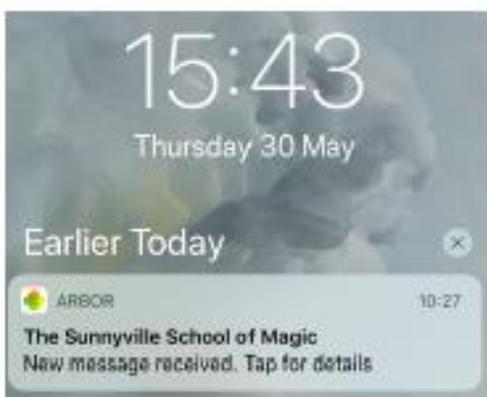
**What else can you do on the Arbor App?**

The app will enable you to view all of the parent portal features you previously had access including:

- Adding and amending your child's information
- Adding and amending your contact information
- Responding to consent requests
- Booking parents' evening appointments
- Sign up and pay for your child's clubs and trips
- View all account balances and make payments for clubs, meals and trips
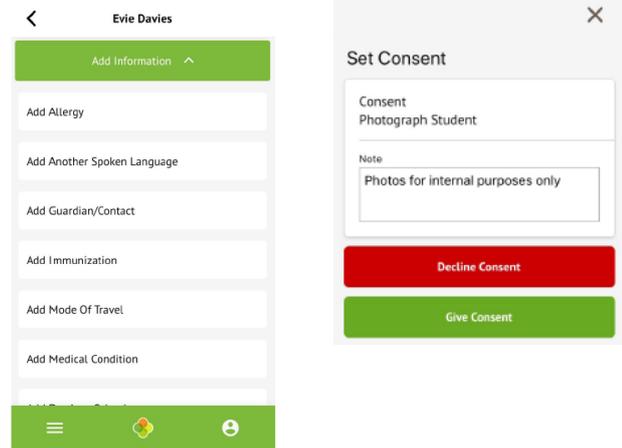
# Troubleshooting

If you are having difficulty accessing the app, first check the email you received from the school with your initial parent portal login details enclosed to make sure you're using the right username. If your details are correct and you are still not able to access the Arbor App, here are some steps to take:

- If you have more than one child, make sure you are entering the date of birth of your eldest child to access the app for the first time.
- Only relatives who are primary guardians of a child can access the app. Ask your school to check what type of guardian you are listed as.
- Recheck your login details and ensure your username is the email address you use for Arbor.
- Ask the school's admin 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.
- If you have been resent a log in email, make sure the login email was sent to you less than 96 hours ago. If you received the email more than 96 hours ago, the password creation link will have expired. Contact the 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 your password.
- Ask the school's admin staff to check that the email address has not been used twice – e.g., 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 in to the App, please contact the school. Please do not contact Arbor directly.**
- When passing issues on to the school, please let them know the type and model of phone you are using.

If you have any difficulty using the app or require additional support, please do not hesitate to speak to a member of the admin team. We appreciate your support and welcome any feedback you may have regarding the app.

Kind regards,

Torriano Admin Team