

20/06/2019

## Pupil Information System

Dear Parents,

In preparation for your child joining us at Western in September this year, we would like to invite you to log onto our pupil management system, Arbor. This is a cloud-based, fully GDPR compliant and completely secure online system which holds our pupil information, and which parents and guardians can have direct access to. The aim is to ensure our records are as accurate and up to date as possible, as well as providing you with reassurance about the information that we hold.

Arbor allows parents to log onto their child's profile at home, either on a PC or via the Arbor mobile app, and complete the required pupil information prior to and during time at our school. You will shortly be receiving an email with a default username and password, which you can later change. It is worth noting that depending on your email settings, this may arrive into your 'junk' folder. If using a PC, Arbor works best with the Chrome browser.

We are asking all parents to logon and fill in their child's details, focusing particularly on the following important sections:

- Student details – name, date of birth, gender, address, religion and ethnicity.
- Parent/guardian details – name, address, contact number and email address.
- Medical information – conditions & medication, allergies, dietary requirements and medical professional name & address.
- Parental consents – Please refer to the Information for Parents pack for details.

Please note that this information, as well as any changes, are automatically sent to the office for approval, therefore we will be aware of them and can pass on any relevant information to those who need to know such as teachers, etc.



You will be able to see the names of any people linked to your child and can add new guardians, but will not be able to view an existing parent's profile, due to the strict GDPR regulations.

If your child is currently in our nursery, we will already have them on the system, therefore we would appreciate it if you could logon to check his/her details are correct, as well as adding anything new that you feel is relevant.

**In the future, it will be possible to add meals, clubs, trips, communication and parent consultations. However, since the system is still very new to us, we are not using these functions at the moment. We will look to incorporate this and will keep you informed nearer the time.**

Attached to this letter is a parental guide to Arbor explaining how to logon and what to expect. If you have any further questions or queries, please do not hesitate to contact the office. We look forward to seeing you in September!

Many Thanks,

The Office Team

Western Primary School



## The Arbor Parent Portal quick introduction

If you can't find the answer to your question using this Help Centre, please contact your school. They will contact us if necessary. Please do not contact Arbor support directly.

### Logging In For the First Time

To login into the Parent Portal for the first time and view your child's dashboard, you will need the email that came from your school to welcome you to Arbor. We also recommend that you log in for the first time on a desktop computer, using Chrome as your web browser.

This email will confirm your username (your email on school record) and a link for you to click on that will take you directly to your schools' Parent Portal site.

Hi George,

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

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

Guardian's username

Your username is: [redacted]

Password creation link

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

https://[redacted]

If you have any queries, please contact Sunnyville Secondary on [redacted] or [redacted]

All the best,  
Sunnyville Secondary

School Phone Number and Email

On your first login only, you will need to enter your child's date of birth to access the dashboard.

### Your Child's Dashboard

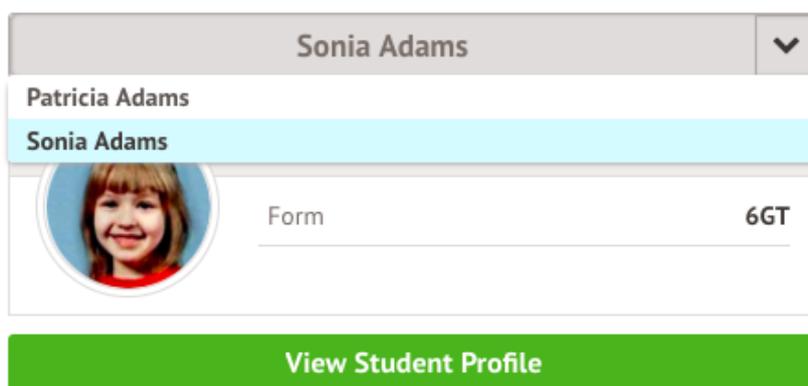
The dashboard is the first screen that you will see. This gives a quick glance of the student's daily timetable, behaviour points, meals, notices, current attendance and progress.

You can return to this page at any time by clicking on the school's logo or choosing Dashboard from any menu.



## Being a guardian for multiple children

If you are the Primary Guardian for more than one child in the school, you can access and view each child through the same portal by clicking on the name at the drop-down menu with the children's names in the top-left corner of the home page, then change sibling.



On doing this for the first time, you will need to enter your other child's date of birth to access their dashboard.

## Available data on your child

If your child's school has granted access, you will be able to click on different parts of the home page to view more data on your child.

For example, clicking the attendance percentage will bring up the attendance page which breaks down the attendance figures into present, late, or absent.

Once you've clicked on Attendance or another item, you will see a menu appear like so in the left-hand side of the page you are now on:

The image shows a dashboard for 'Elizabeth's page'. On the left is a sidebar menu with the following items: 'Main Dashboard', 'Profile', 'Calendar', 'Attendance' (expanded), 'By Date', 'Progress', 'Activities', 'Behaviour', 'Curriculum Tracking', 'Report Cards', and 'Accounts'. The 'Attendance' section is expanded, showing 'Summary' (highlighted) and 'By Date'. The main content area is titled 'Recent Attendance for Elizabeth Adams' and contains two tables.

Statistics for Academic Year 2018/2019	
Possible sessions	331
Present	281 sessions (84.89%)
Late	27 sessions (9.61%)
Authorised absent	35 sessions (10.57%)
Unauthorised absent	15 sessions (4.53%)

Recent Attendance (14 May 2019 - 21 May 2019)	
Present	6 sessions (75.00%)
Late	0 sessions (0.00%)
Authorised absent	2 sessions (25.00%)
Unauthorised absent	0 sessions (0.00%)

**Profile** - this allows you to see basic information about your child, and highlights any unread notices or actions needing to be completed. You will be able to amend details such as your contact details, medical information, consents, and so on.

**Charlie's page**

- Main Dashboard
- Profile**
- Calendar
- Attendance
- Progress
- Activities
- Behaviour
- Curriculum Tracking
- Report Cards
- Accounts

**Charlie Mason** ♂

Form	SGI	Year	Year 5
House	Colville	Tutor	Ryan Smith

**Notices**

- Charlie Mason does not have a transportation method recorded - click to correct
- Charlie Mason does not have a religion recorded - click to correct
- Charlie Mason does not have any details on hearing tests - click to correct
- Charlie Mason does not have any details on vision tests - click to correct

**Student Details**

Name	Charlie Mason
Gender	Male
Date of birth	28 Apr 2008
Country of birth	United Kingdom
Nationality	United Kingdom (Citizen)
Ethnicity	White - British
Religion	Not recorded - click to add

**Instructions**

This page lets you add and edit information and guardian details for Charlie Mason.

To add new information or new guardians, simply click 'Add' at the top right of each section or use the Quick Actions below.

Information that can be edited is marked by an arrow at the right hand side of the line that the information is on. Simply click anywhere in the line and an editing pane will slide out.

**Quick Actions** ▼

**Calendar** - this shows the student's calendar for the academic year, including timetable and events.

**Gavin's page**

- Main Dashboard
- Profile
- Calendar**
- Attendance
- Progress
- Activities
- Behaviour
- Curriculum Tracking
- Report Cards
- Accounts

Today 10 - 15 September 2018

	10 Monday	11 Tuesday	12 Wednesday	13 Thursday	14 Friday	15 Saturday
08:00						
09:00	08:30-11:30 Year 2: Form 25I (2018/2019)					
10:00						
11:00						
12:00	12:10-12:40 12:50-13:00	12:10-12:40 12:50-13:00	12:10-12:40 12:50-13:00	12:10-12:40 12:50-13:00	12:10-12:40 12:50-13:00	
13:00	13:00-15:30 Year 2: Form 25I (2018/2019)					
14:00						
15:00						

**Attendance > Summary** – Statistics and recent attendance for the academic year as shown.

**Gavin's page**

- Main Dashboard
- Profile
- Calendar
- Attendance**
- Summary**
- By Date
- Progress
- Activities
- Behaviour
- Curriculum Tracking
- Report Cards
- Accounts

**Recent Attendance for Gavin Mason**

**Statistics for Academic Year 2017/2018**

Possible sessions	398
Present	357 sessions (89.70%)
Late	8 sessions (2.01%)
Authorised absent	31 sessions (7.79%)
Unauthorised absent	10 sessions (2.51%)

**Recent Attendance (13 Aug 2018 - 20 Aug 2018)**

Present	0 sessions (0.00%)
Late	0 sessions (0.00%)
Authorised absent	0 sessions (0.00%)
Unauthorised absent	0 sessions (0.00%)



*Attendance By Date* – This is a breakdown of the student’s attendance, day by day with the mark.

Attendance for Year 2018/2019 ▼

### Statutory Attendance By Week

View All Sections ▼

19 May 2019 - 25 May 2019		▲
21 May 2019 AM	-	No Mark
21 May 2019 PM	-	No Mark
20 May 2019 AM	✓	Present AM
20 May 2019 PM	✓	Present PM

12 May 2019 - 18 May 2019		▲
17 May 2019 AM	✓	Present AM
17 May 2019 PM	✓	Present PM



## Why can't I log in to my school's Parent Portal or Arbor App?

### The Arbor App

To make sure we keep student data as secure as possible in line with the General Data Protection Regulations (GDPR) as well as safeguarding, we only work directly with schools.

Please contact your child's school if you have any questions about Arbor, the Arbor App or Parent Portal. The school will be able to help you with the majority of questions you might have, and if not they will contact our support team for assistance.

- Recheck your login details and ensure your username is the email address you use for 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 your Arbor profile.
- 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 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 your password.
- Ask the school's administrative staff to check that the email address has not been used twice – e.g. another guardian or child's profile.
- Your school must already have the Parent Portal enabled to allow you to use 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 you check what type of guardian you are.
- Make sure you are accessing the App on a phone, the App will not function on a tablet.
- You must be using at least Android 5.0 or iOS 10.0 in order for the App to function properly.

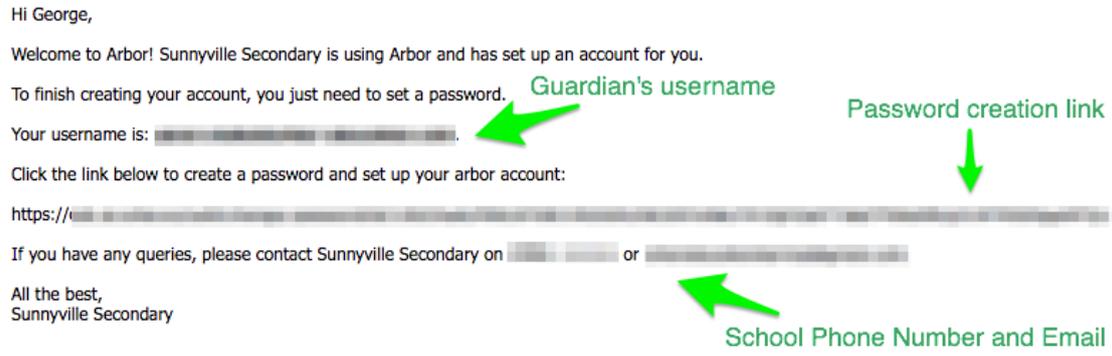
When passing issues on to your school, please let them know the type and model of phone you are using, e.g. an iPhone SE. Please also include screenshots or a screen recording of the issues you are experiencing. On an iPhone SE, you can enable this on your control panel by going to *Settings > Control Centre > Customise Controls*.



## Parent Portal

There may be a number of reasons you cannot log in to Parent Portal.

Before looking at troubleshooting steps, please have a look at the email you received from the school with your initial login details enclosed to make sure you're using the right username.



### First time logging in?

If this is your first time logging in to the Parent Portal, please do not use your mobile phone. You need to log in for the first time using a computer browser.

You will need to enter your oldest child who is enrolled in the school's birthday to enter the Parent Portal for the first time.

Recheck your login details and ensure that your username is the email address you use for 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 your Arbor profile.

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 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 your password.

Ask the school's administrative staff to check that the email address has not been used twice – e.g. another guardian or the child's profile.



## I've forgotten my password

If you have accessed the Parent Portal previously and have forgotten your password, select the option **Forgotten your password?** option when heading to your school's Arbor login page. This will take you to a second screen where you can enter your email to generate a new password.

Make sure your password includes at least 8 characters, one uppercase letter and one lower case letter, and a number.



### Log in

Enter your email address 

This field is required

Enter your password 

This field is required

[Forgotten your password?](#)  
First time logging in?

Log in

