

23/05/2019

Pupil Information System

Dear Parents,

As part of our dedication to become even more efficient, we have recently switched our internal school management system to a company called Arbor. This will enable us to hold student information more precisely and access it much faster.

To help achieve this, Arbor will allow parents to log onto their child's profile at home and make changes or additions to any information that may be missing or out of date. We will soon be sending out an email which welcomes parents to Arbor and provides a default login username & password which can then be changed at a later date. It is worth noting that depending on your email settings, this may arrive into your 'junk' folder. **It is much easier to logon using a computer rather than your mobile phone.** Arbor are currently working on an app for parents to use; we will let you know when this becomes available.

We are asking all parents to logon, check your child's information and make any necessary amendments, focusing particularly on the following important sections:

- Student details – name, date of birth, gender, address, religion and ethnicity.
Please note we no longer require information on pupil nationality and country of birth.
- Parental consents – any which say 'pending' please can they be changed to either 'consented' or 'declined'. Please refer to attached documents for details.
- Medical information – including any conditions, allergies, dietary requirements and doctor name & address.
- Parent/guardian details – including names, addresses, contact numbers and email addresses.

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

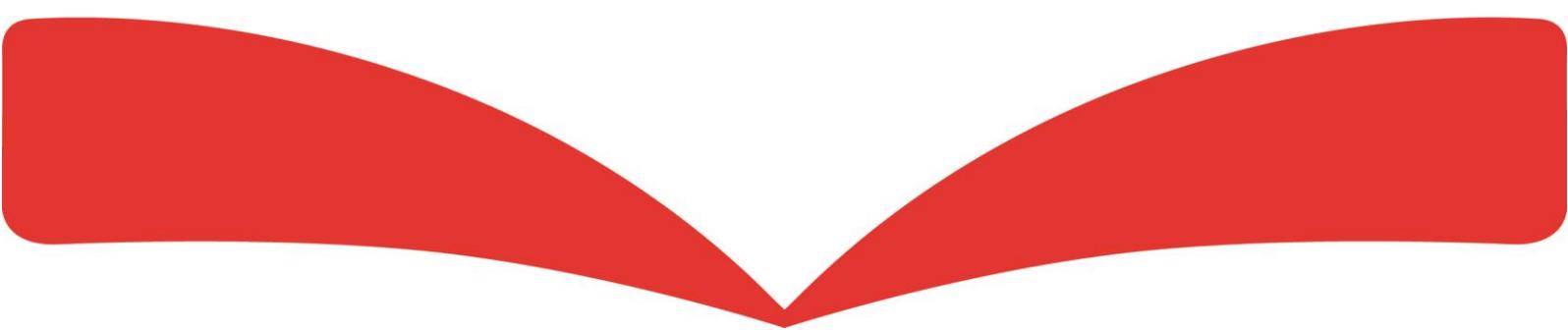
In the future, it will be possible to add meals, clubs, trips, communication and parent consultations. However, since the system is still very new to us, we are not using these functions at the moment. We will look to incorporate this and will keep you informed nearer the time.

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.

Many Thanks,

The Office Team

Western Primary School



Using Parent Portal - A Parent's Guide

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 their 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. Please do not use your mobile phone.**

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' Arbor 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://\[redacted\]](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, **starting with the eldest.**

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.

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.

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, notices, and current attendance.

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

The screenshot shows a user interface for Sunnyville Primary School. At the top, it displays the school name, the user 'Faye Mason', and options to 'sign out', 'Arbor', and 'Help'. Below the header, there is a 'My Items' dropdown menu. The main content area is divided into several sections:

- Quick Actions:** A dropdown menu.
- Student Profile:** Displays the name 'Charlie Mason', a gender icon, and the form '5GI'. A 'View Student Profile' button is present.
- Guardians of Charlie Mason:** Lists 'Christian Mason' and 'Faye Mason'.
- Notices:** A list of notices with red warning icons, such as 'Charlie Mason does not have a transportation method recorded - click to correct'.
- Statistics:** Shows 'Attendance (2017/2018)' at 90.7% (with a bar chart comparing 90.7% for the year and 100% for the last 4 weeks) and 'Behaviour Points - this term' at 0.
- Guardian Consultations:** States 'No guardian consultations for Charlie Mason'.
- Accounts:** Lists 'Charlie Mason: Meals' (£18.00), 'Charlie Mason: Milk' (£0.00), and 'Charlie Mason: Breakfast Club' (£0.00).
- Activities:** Lists 'Charlie Mason: Clubs' and 'Charlie Mason: Trips'.

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.

This screenshot is similar to the first one but highlights the 'Guardians of Charlie Mason' section. A dropdown menu is open, showing the names 'Christian Mason' and 'Faye Mason'. The 'Faye Mason' option is currently selected. The rest of the dashboard content, including the statistics and accounts, remains the same as in the previous image.

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

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	5GI	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 ▼

Clicking the different options allows you to see further information on your child. For example:

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 [Calendar Icon] < >

10 - 15 September 2018

Day 5 days Month

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

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

Gavin's page	Recent Attendance for Gavin Mason
Main Dashboard	Statistics for Academic Year 2017/2018
Profile	Possible sessions 398
Calendar	Present 357 sessions (89.70%)
Attendance	Late 8 sessions (2.01%)
Summary	Authorised absent 31 sessions (7.79%)
By Date	Unauthorised absent 10 sessions (2.51%)
Progress	Recent Attendance (13 Aug 2018 - 20 Aug 2018)
▶ Activities	Present 0 sessions (0.00%)
Behaviour	Late 0 sessions (0.00%)
▶ Curriculum Tracking	Authorised absent 0 sessions (0.00%)
Report Cards	Unauthorised absent 0 sessions (0.00%)
▶ Accounts	

Attendance by Date – This is a breakdown of the student's attendance, day by day with the mark. For example:

- (M) – Medical/Dental Appointment
- (I) – Illness
- (L) – Late

