

A quick introduction to Arbor for guardians and parents

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Customer Ops Team

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This article provides an introduction to the Arbor Parent Portal for guardians and parents, detailing how to log in, navigate the homepage dashboard, and access various features such as attendance statistics, assignments, and communication tools. It also explains how to switch between multiple children's profiles and view detailed information about each child's academic progress and school activities.

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

Logging In

If you are unsure if your school uses Parent Portal, please check with them first.

Never logged in before? Visit this article to see how to get logged in: [Getting started - Log into Parent Portal and the Parent App](#)

Having trouble logging in? Work through these troubleshooting tips with your school: [Why can't parents log in?](#)

Your Homepage 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 see your [in-app messages](#) by clicking this button under your child's photo.



Sammy Adams ♀

Form 9GU

View Student Profile

You have no unread messages

You can return to this page at any time by clicking on the school's logo or choosing Dashboard from any menu. On the homepage you'll also see sections for:

- **Statistics** - This shows information about the student's attendance, behaviour and progress statistics for the current term.
- [Guardian consultations](#) - The **Guardian Consultations** section allows guardians to book time for Parents Evening meetings by selecting one of the available slots as per the School's setup.
- [Assignments](#) - This section shows any homework or coursework assignments that are due, overdue or marked.
- [Accounts](#) - The **Accounts** section loads the student's current Meals and other top-up account balances.
- [Trips](#) - Sign your child up for trips.
- **Clubs** - Sign up to [standard clubs](#) or [Breakfast and After School clubs](#).
- [School Shop](#) - Make purchases for items.

Waterford Primary School

Georgia Allen [Sign out](#)
[Help Centre](#)
0
Arbor

My Items ▾

Quick Actions ▾

Adam Allen
Form 6LJ

View Student Profile

You have no unread messages

Notices

You have not consented to Social media image publication for Adam Allen - click to correct ▶

Payments

Total outstanding
-£710.71

Click to review accounts and add a payment

Current lesson ▶

09:00 - 12:00
Tue, 19 Sep 2023
Year 6: Form 6LJ
Mr Johnson

Next lesson ▶

12:00 - 12:10
Tue, 19 Sep 2023
Year 6: Form 6LJ >
Mr Johnson

Statistics

Attendance (2023/2024)
73.3%

73.3%
73.3%
Year
Last 4 weeks

Golden Time - this term
0

This year: 0 points
Last term: 202 points

Summer - Grade Average
3

Summer: 3
Previous Term: 2

Summer - 'On Track' Progress
66.7%

66.7%
66.7%
Summer
Previous Term

Positive Behavioural Incidents - this term
3

This year: 3 incidents
Last term: 6 incidents

Negative Behavioural Incidents - this term
2

This year: 2 incidents
Last term: 0 incidents

Guardian Consultations

No guardian consultations for Adam Allen

Accounts

Adam Allen : Meals

Balance: -£502.71 ▶

Adam Allen : Donations

Balance: £0.00 ▶

Adam Allen : Uniforms

Balance: £0.00 ▶

Activities

Adam Allen: Clubs

▶

Adam Allen: Trips

▶

School Shop

Being a guardian for multiple children - switching students

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.

On the Parent Portal

On the left-hand side of your homepage, click the arrow next to the current child's name. Select the other child.

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

Sonia Adams ▾

Patricia Adams

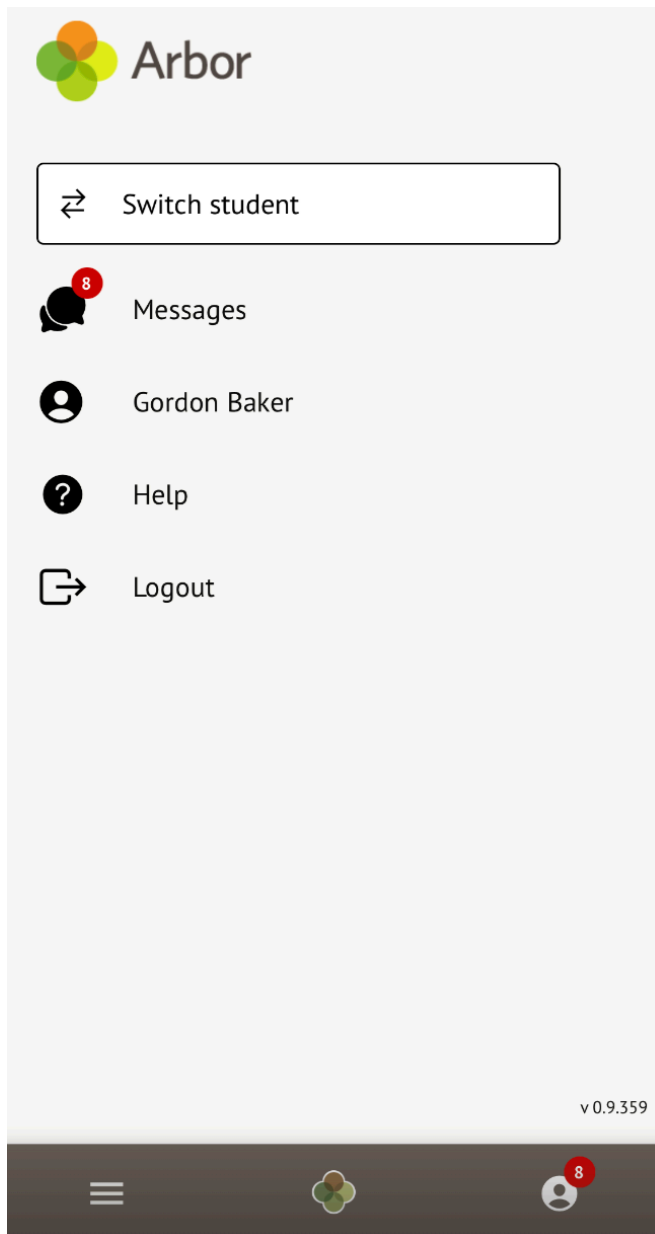
Sonia Adams

Form
6GT

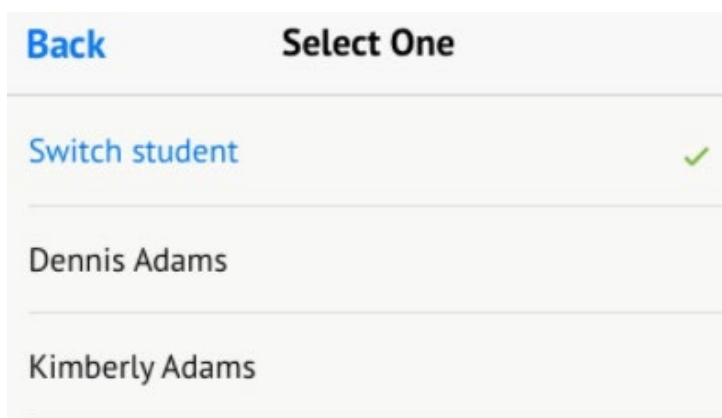
View Student Profile

On the Parent App

Click the profile icon at the bottom right of your screen and click **Switch student**.



Choose which child you would like to view.



If this is the first time you are viewing information for this child, you will have to confirm their birth date.

Verify Access to Kimberly

To verify that you are authorised to access Kimberly on the Arbor system, please enter Kimberly's date of birth.



Date of birth

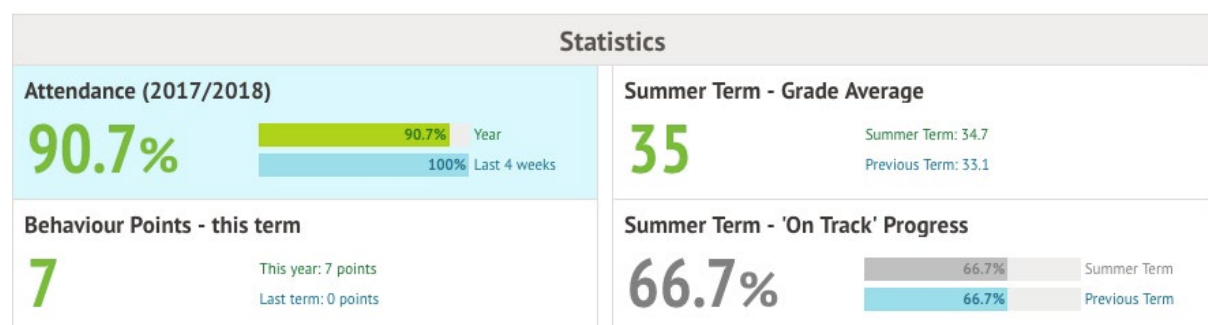
2011-06-06

Verify Access

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:

Megan's page

Main Dashboard
Profile
Calendar
▼ Attendance

Summary

By Date
Progress
▶ Activities
Behaviour
▶ Curriculum Tracking
▶ Examinations
Report Cards
▶ Accounts
▶ Guardian Consultations

Recent Attendance for Megan Hill

Statistics for Academic Year 2018/2019	
Possible sessions	404
Present	398 sessions (98.51%)
Late	12 sessions (3.02%)
Authorised absent	6 sessions (1.49%)
Unauthorised absent	0 sessions (0.00%)

Recent Attendance (12 Jun 2019 - 19 Jun 2019)	
Present	9 sessions (100.00%)
Late	0 sessions (0.00%)
Authorised absent	0 sessions (0.00%)
Unauthorised absent	0 sessions (0.00%)

Student Profile

Access your child's profile by clicking the **View Student Profile** button on your homepage.

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.

From here you can access more areas of their profile for:

- [Calendar and Timetable](#)
- [Attendance](#) - The **summary** page shows statistics and recent attendance for the academic year as shown. The **Attendance By Date** page is a breakdown of the student's attendance, day by day with the mark.
- [Behaviour](#) - View the positive and negative behaviour points given as well as any comments that may have been written about the instances.
- [Report cards](#) - All the report cards that your school has published for your child will be available here.
- [Progress](#) - You can view your child's current grades here.

- [Examinations](#) - In this section, you can view and download the student's Exams timetable for the current year.
- [Payments](#) - Manage your outstanding payments.



Dean Adams

Form	6BY
Year	Year 6
House	Colville
Tutor	Mr Green

Notices

Dean Adams does not have a transportation method recorded - click to correct ▶

Dean Adams does not have any details on hearing tests - click to correct ▶

Dean Adams does not have any details on vision tests - click to correct ▶

You have not consented to Photograph Student for Dean Adams - click to correct ▶

Student Details

Name	Dean Adams	▶
Sex	Female	▶
Date of birth	15 May 2012	
Ethnicity	Black - African	▶
Religion	Not recorded - click to add	Pending change ▶
Language	English (Native speaker)	▶
Service child	☐ No	

Student Contact Details

➕ Add

Instructions

This page lets you add and edit information and guardian details for Dean Adams.

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.

Add Information ▼