

WEST HOVE
INFANT SCHOOL
A family of friends



Dear Parents/Carers,

Hove Junior School will be using Arbor Parent Portal & App

Arbor Parent Portal is a free-to-download app. It is easy, safe and convenient to use. The Arbor App lets parents track your child's attendance, update your contact details and give parental consents e.g. photo permissions/walk home alone permissions/trip etc.

For best practice, we encourage you to turn on Push Button notifications on your app, to avoid missing important messages. i.e. snow day, club cancellations, school trips etc. However, all communications are emailed to ensure everyone receives relevant information.

What is the Parent Portal?

The Parent Portal is our version of Arbor accessible to guardians on a laptop or computer.

IMPORTANT; Once you have received the welcome email from school containing your log in details, follow the link to complete setting up your password

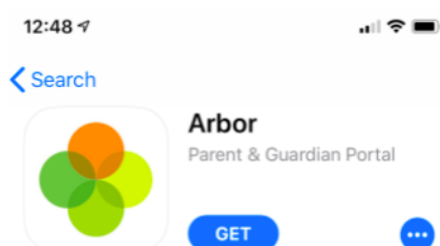
***Please note, this link will expire after 96 hours, in which case you will need to contact the school office to send a new link.**

After this stage, then you can download the app.

What is the Arbor App?

The Arbor App is the mobile version of our Parent Portal, for use on mobile devices such as smartphones and tablets. If your school has switched on the Parent Portal, you can download the App and begin using it straight away.

Go to your usual App or Play Store and search for 'Arbor' and select Arbor Parent App.



How can parents sign up for the Parent Portal or Parent App if they have a child at more than one school using Arbor?

More than one child at the same school?

When a parent logs into the Parent Portal or the Parent App they can see details about their children that attend one school using Arbor. If they have two children attending the same school, they can switch between students in the app or on the website.

But how does the Parent Portal work for parents with children at more than one school who use Arbor?

If a parent has children at more than one school their experience of logging into the Parent Portal and Parent App will be a little different. If they use the same email address on their profile at both schools they will be asked which school they want to log into when they visit login.arbor.sc or go to log into the Parent App.



It looks like you have an Arbor account at more than one school.
Which school would you like to log in to?

Log in

laura.bailey@arbor-mail.com

[Change E-mail](#)

Select a school

Enter your password

Log in

Remember me

[Forgot your password?](#)

Please note: The parent won't be able to switch between students on the Parent Portal or Parent App if the students attend two different schools. This is because each guardian at each school has a separate profile/account.

This means that if a parent has two students at different schools, they will have two separate accounts, and Arbor won't link these accounts, other than at the login stage on the Parent App or on the login.arbor.sc page. To view the information of each child at their respective schools, the guardian will need to log out of one account and into another.

We will send out the invitation email **on the 1st July** with details of how to set up your account and start using Arbor. (As this will be the first communication from Arbor, there is a possibility that the email will go straight into your junk or spam folder so please check here before contacting the school).

If you would like further information, you can visit:

<https://support.arbor-education.com/hc/en-us/articles/212097029-A-quick-introduction-to-Arbor-for-guardians-and-parents#available-data-on-your-child-0-3>

Kind regards,

Maddie Southern
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