



Arbor parent help guide

Creating your Arbor Parent Portal/App Account and logging in for the first time

After an account has been set up for you, please follow these steps to finish setting it up:

- Go to <https://login.arbor.sc>
- Enter your email address.
- Click **Forgot your Password and set a new** a password
- Click to accept the terms and conditions
- To verify your account, you will need to enter the date of birth of one of your children (dd/mm/yyyy)

If you have any queries regarding setting up your account, please visit the Arbor Help

<https://support.arbor-education.com/hc/en-us/sections/201716749-Using-Parent-Portal-and-the-Arbor-App-as-a-parent>

or contact the school office. You may find that emails initially go into your junk mail so please do check your junk mail for any emails from the school.

Making Payments

You can make payments for clubs/trips, school meals and other school products and activities by simply logging into the Parent Portal. Your child's school meal balance and any trip balances will show in the Parent Portal.

How to use the activity booking and payments areas.

<https://support.arbor-education.com/hc/en-us/sections/12209476383517-Parent-Portal-and-App-Payments-School-Shop-Meals-Clubs-and-Trips>

Additional functions

- You can also use it to view your child's attendance levels
- You can update any personal details (e.g. address, contact details, medical details) which then need to be approved by the office.

- You can view consent levels for school related photography/videos. If you want to change consent, please email the office
- Parents evening slots are also bookable via Arbor.

We recommend regularly checking your Arbor account to keep it up to date with personal information, medical information and consent for media/photos.

Tree Tops

Scopay is used to manage bookings and payments for Tree Tops, the school's wraparound care provision (www.scopay.com)