



Arbor User Guide

We use a Management Information System called **Arbor** that also enables us to message parents and book and pay for clubs and trips etc. Arbor runs through a parent App. We ask that you download the App onto your mobile device ASAP. Parents have found from experience it is better to register via a computer before using the App

On the next page you will find instruction links that will give you information about how to download the app and use Arbor. You can check some of your child's details and book clubs etc. Also, you can message school via the App or by email. Due to the costs of texts, they will rarely be used, we will use the Arbor App for most communications.

Once you have downloaded the Arbor Parent App please check your child/ren's record and update any areas that are incorrect. The changes you make will not be seen instantly by yourselves as they have to be accepted by school admin. However, it will make it easier for you to alert us of any changes in address, phone number, medical conditions etc in the future.

For Clubs you will only be able to book if you have funds in your child's club account unless you pay by childcare voucher (please inform Mrs McDonough if this is the case). We will still be able to add on last minute additions to most clubs and clubs are closed 2 hours (1 hour for Breakfast Club) before the session starts. For those that pay by childcare voucher, if you do not see this option available (we have to do it manually for every club) then please let Mrs McDonough know.

Please Note: For After School Club, you will still be charged for 1 hour if you have booked your child a place and not remembered to cancel the session despite them not attending.

For those who do not have access to a mobile device, Arbor is accessed through <https://login.arbor.sc/>

If you have any queries or any problems, please contact Mrs McDonough office@hayton.cumbria.sch.uk

PLEASE NOTE:

- 1. For After School Club the first hour of the session will be charged if your child does not attend and the session has not been cancelled.**
- 2. At present you cannot cancel club sessions that are not required but if you message the office before the session closing time (13:30) your child will be removed from the register and no charge made.**

Instructions on how to use Arbor can be found using the links below:

Quick Introduction to Arbor

<https://support.arbor-education.com/hc/en-us/articles/212097029-A-quick-introduction-to-Arbor-for-guardians-and-parents>

Parent Guide

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

Club Bookings

<https://support.arbor-education.com/hc/en-us/articles/360008179494-Signing-my-child-up-for-a-Club-on-the-Parent-Portal-or-Parent-App>

Payments, Clubs and Trips

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

Profiles, Messages and Meetings

<https://support.arbor-education.com/hc/en-us/sections/4409013168273-Parent-Portal-and-Arbor-App-Profiles-messages-and-meetings>

Parents Evening Bookings

<https://support.arbor-education.com/hc/en-us/articles/203792102-Booking-Guardian-Consultations-Parent-s-Evenings-on-the-Parent-Portal-or-Parent-App>

Absence Reporting – Only on the day absences

<https://support.arbor-education.com/hc/en-us/articles/19947254592029-Logging-absences-on-the-Parent-Portal-and-Arbor-App>



We're using Arbor's free Parent Portal and Arbor App



We've chosen Arbor to help us manage our school.

Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school. The Arbor App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way. Log into Arbor to see and update your child's information, get live updates and make payments or bookings on the go!

The Parent Portal works on Google Chrome (computer or laptop) and you can download the Arbor App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

How to get started

1. Wait for your welcome email from us telling you Arbor is ready - you won't be able to log in before
2. Click the link in your welcome email to set up your password
3. Go to the App or Google Play Store on your phone and search 'Arbor'
4. Click 'Install' on Android or 'Get' on iPhone then open the App
5. Enter your email, select the school, then enter your password
6. Accept the Terms & Conditions and enter your child's birthday

The Sunnyville School of Magic
W10 5BN, London, GBR

Enter your password

Log In

Forgotten password?

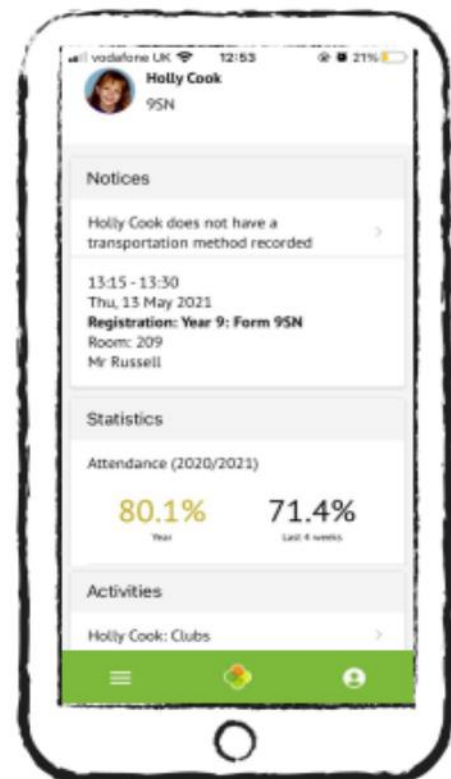
Need help using Arbor?

Contact the school office if you have questions about Arbor, the App or Parent Portal. Tell us the type and model of your phone, e.g. an iPhone SE, and include screenshots or screen recordings.

To safeguard student data in line with General Data Protection Regulations (GDPR), Arbor only works directly with schools.

Some tips to try:

1. Ensure your username is the email address you use for Arbor. Ask us to **check the email address** linked to your account.
2. **Reset your password** from the login page, or ask us to do this.
3. If the login email was sent to you more than 96 hours ago, the **password link will have expired**. Ask us to send it again.
4. Ask the school office to check that your email address has not been used twice - e.g. on another guardian or child's profile.
5. **Enter the birthday** of one of your children to log in.
6. Only relatives who are **Primary Guardians** of a child can access the Arbor App. Ask us to check you can access Arbor.



Arbor/Pupil Admissions Form

When admitting a new child to our school, there is information to read/provide and consents for you to make on our Arbor Parent Portal App. This provides us with important information and help to make your child's transition to us as smooth as possible. It is important that we hold up to date emergency contact details and medical information for your child(ren).

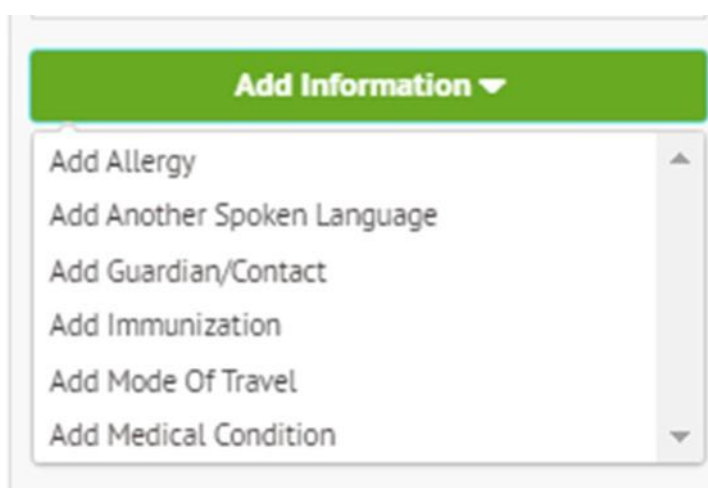
Please can we ask for your support in keeping the information we hold up to date.

You will need to log into Arbor to see and update your child's information.

(This would have been previously returned on a pupil admission/data collection form). Please ensure to update all information as follows:

1. Pupil Details
2. Home Contact details for adults at home responsible for the child—
3. Additional Emergency Contacts
4. Dietary Information
5. Medical Information (& SEN)
6. Ethnic/Cultural
7. Mode of Transport
8. Collection From School
9. Consents—
 - **Administer First Aid**
 - **Home School Agreement**
 - **ICT Acceptable Use**
 - **Pain Relief**
 - **Photo, Video, Audio Media - Hayton Controlled**
 - **Photo, Video, Audio Media - NOT Hayton Controlled**
 - **School Visit**
 - **Sex Education - Age Appropriate**
 - **Website Access**

All information can be viewed/accessed by clicking on View Student Profile on the Main Dashboard of your child's profile.



Arbor Parent Portal Consents Guide

Parents/Carers can login to Arbor to confirm consents and check the consents given.

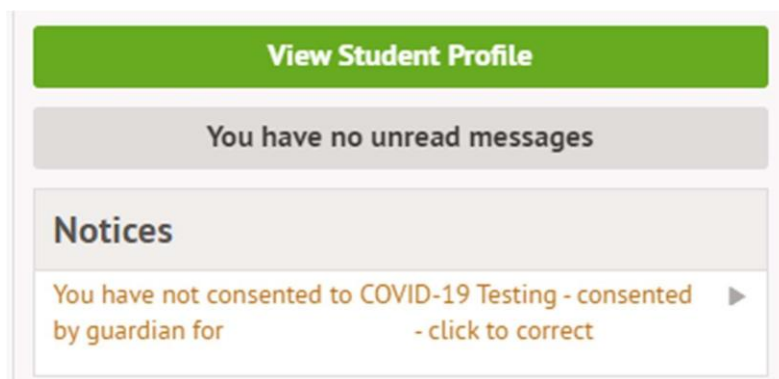
We recommend using the Arbor App if on a phone/tablet or the website if on a PC/Laptop.

Website:

Login via the website:

<https://hayton-cofe-primary-school.uk.arbor.sc/>

Once in, any outstanding consents will show in the Notices section.



Click on the notice to review the consent. A slide window will appear, please read the description of the consent:

Consent type	COVID-19 Testing - consented by guardian
Description	Terms of consent I have had the opportunity to consider the information provided by the school/college about the testing, ask questions and have had these answered satisfactorily, based on the information presented in the letter dated 09/07/2021 and and the Privacy Notice on the MRC Website: https://www.mrc-academy.org/Portals/0/Library/documents/CORONAVIRUS/Privacy%20Notice%20-%20model%20school%20and%20college%20testing.pdf?ver=kKA68PgkDDKXQx8pYOJHQ%3d%3d . In the case of under 16s, I have discussed the testing with my child and my child is happy to participate. If on the day of testing they do not wish to take part, then they will not be made to

Then scroll down the page to the bottom of the consent:

positive but my child has tested negative, they will continue to attend school / college but will be tested every day at school / college for 7 days.

Note

Decline Consent **Give Consent**

If you have any comments about the consent, please add in a note. Then either click on the Give Consent to confirm you consent, or if you are declining consent, click on the Decline Consent.

Arbor App:

If you are completing this on the Arbor App it will work in a very similar way.

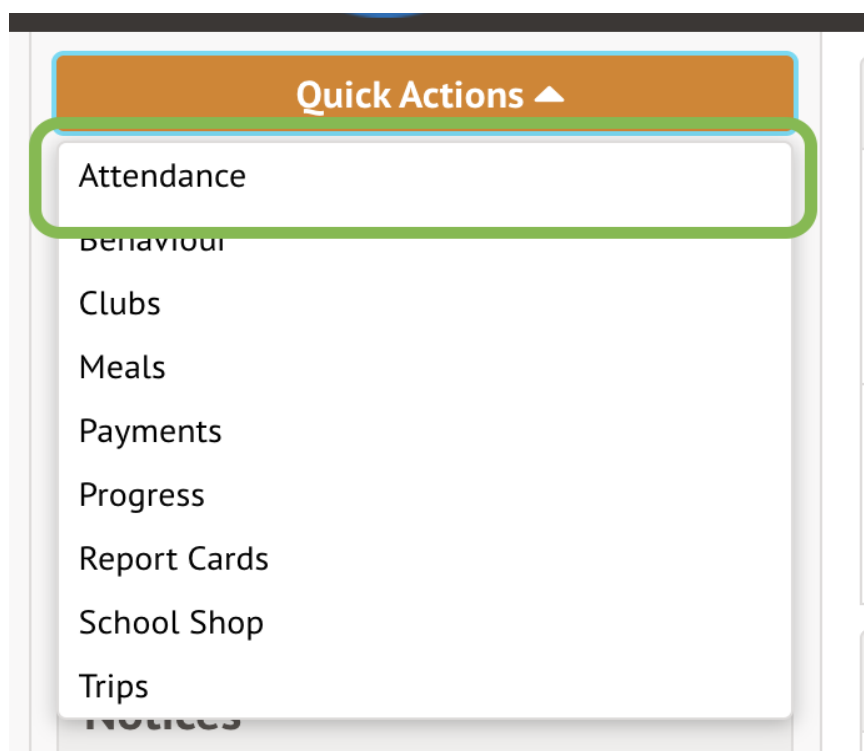
Once logged into the app you will see a notice saying you have not consented. Please click on this and then follow the instructions through as per the above screenshots for the web version.

If you wish to change any consents at any time, please contact the school office

Absence Reporting – Only on the day absences

Please report all illness/medical absences via the Arbor App – this cannot be used for requesting permission for other absences.

Absence on Arbor - Go to the home page of the Arbor app, click on the orange Quick Actions tab, click attendance, and on the right-hand side you will see a green box, click 'Log Absence'. Thank you



Viewing and downloading invoices from Arbor

Parents can download invoices from the Arbor app by following these steps:

1. Go to Student Profile
2. Select Payments
3. Select the account
4. Go to the Invoices page
5. Click the green writing at the top of the page to adjust the filters if needed (check date period etc)
6. Click on the invoice

Collection From School

Please log into the Arbor Parent Portal to add a Guardian/Contact and opt that they are able to collect by ticking the Options: Can collect box.

All children must remain on the school premises until they are collected. Any child remaining after 3:40 pm will be put in ASC and you may be charged.

Please contact the office directly by phone, Arbor App, Arbor Text or send an email if there is a change to the usual arrangement, even if it is just for one day.

Add Information ▼

- Add Allergy
- Add Another Spoken Language
- Add Guardian/Contact**
- Add Immunization
- Add Mode Of Travel
- Add Medical Condition

« Back

Add Guardian / Contact

Information

Please fill out as many fields as you can so that we can make contact in an emergency. Please note that guardians and contacts added from this page will by default not be considered primary or legal guardians. If you want the guardian you are adding to be set as primary or legal guardian, please contact the school.

Title | ▼

First name*

Last name*

Gender* ▼

Relationship to student* ▼

Mobile number*

Home number

Email address

Options Can collect

Emergency contact ⓘ Not an emergency contact ✕ ▼

Cancel **Add Guardian/Contact**