



Arbor is our Management Information System where we hold pupil data. Arbor provides parents/carers with access to a parent portal and app which parents/carers can use to send and receive messages as well as manage all their child's information.

What's the difference between the Parent Portal and the Arbor App?

- **Parent Portal:** Accessible from a laptop or computer, or other device with a browser
- **Arbor App:** A mobile version of the Parent Portal for use on smartphones and tablets.

How do I access the Parent Portal & App?

Once your child is registered and attending the school, you will receive an email with a link to set up your account. Sometimes this email goes into the 'spam' folder of your email provider, please check here. This link will take you to the browser version of the Parent Portal where you will be able to set up a password, this must be done here before you can access the App version.

You must enter your email address to log in. Please note that this must match the email address that the school hold on Arbor for you.

The first time you log in, you will be asked to read and confirm Arbor's terms and conditions. As a security measure you will be prompted to confirm your child's date of birth.

(If you have more than 1 child at the school, please confirm the date of birth of your eldest child. Once you are logged in, you will be able to switch between children)

More information can be found here: [Getting started - Log into the Parent Portal and the Arbor App – Arbor Help Centre \(arbor-education.com\)](#)

Logging in to the Parent Portal

After setting up your password, you can log into the Parent Portal from any browser by going to <https://login.arbor.sc/> and inputting your email address and password.

Logging into the Arbor App

You can download the Arbor App from your app store by searching 'Arbor' and following the download instructions.

Once downloaded, you can sign in with your email address and the password you set up. Please note, you will not be able to sign into the app until you have completed the password setup in the browser version of the Parent Portal, as detailed above.

Having Problems?

If you are having trouble logging in, please check the help document here: [Troubleshooting login issues - why can't I log in to my school's Parent Portal or Arbor App? – Arbor Help Centre \(arbor-education.com\)](#)

If you are still experiencing difficulties, please contact the school office admin team who will be happy to assist you, they can be emailed at enquiries@hallgreenprimary.co.uk