



Introduction to Arbor Parents and Carers.

Getting started - Log into the Parent Portal and the Arbor App

The Parent Portal and Arbor App allows parents and carers to receive communications and update their child's records (for example, a change of address, new medical condition or changes to parents' contact details).

If you have any problems using Arbor, please contact the school office

What is the Parent Portal?

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

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.

You can see more about the Arbor App here: <https://youtu.be/kFCuC1NyH5U>

How do I get started with the Arbor App?

Downloading the Arbor App

Go to the App Store (iPhones) or Play Store (Android) and search for Arbor. Click **Install** or **Get** to install the app and then click **Open** to log-in.

Enabling push notifications

Android:

You can turn Push Notifications on or off at any time by going to your **Settings** on your phone. For example, on a Samsung Galaxy S8, go to **Settings > Apps > Arbor > Notifications**. Tap the slider to turn Push Notifications on and manage your settings.

IOS:

When you download the Arbor App, you will receive a prompt to receive notifications from Arbor. Make sure you select **Allow** to enable your school to send you push notifications. This will ensure you receive a notification when you have a new In-app message.

If you select **Don't Allow**, you can turn Push Notifications back on at any time by going to your **Settings** on your phone. For example, on an iPhone SE, go to **Settings > Arbor > Notifications**. Tap the slider to turn push notifications on and manage your settings. We recommend setting your banner style to Permanent, so it doesn't disappear.

Logging in

Logging in for the first time

You will receive a welcome email with your login details and a link that will take you to the browser version of the Parent Portal where you will be able to set up a password.

You won't be able to do this through the app, as the links in our reset password emails only work with a browser. You can reset your password using a computer, or using a mobile browser on your phone or tablet.

The welcome email will look like this:

Hi Pamela,

Welcome to Arbor! Arbor is using Arbor and has set up an account for you.

To finish creating your account, you just need to set a password. You can do this by going to login.arbor.ac, clicking on 'Forgotten Password?' and following the instructions on screen.

Your username is: gwyn.mabo@arbor-education.com

If you have trouble setting up your password or have general questions about the Parent Portal, visit [this Help Centre article](#). For any other queries, please contact Arbor.

All the best,
Arbor

Click the link, then click **Forgot your password?**. Add in your email address then click **Reset password**. You'll then receive another email. Click the link in this email to set your password. The second email will look like this:

We've just received a request to change your password on your Arbor account.

If you requested this password change, please click the link below to set your password:

<https://gwyn1.uk.arbor.sc/auth/change-password/id/2008/hash/MTBkNzlwOWMtMDg1MS00N2VjLWI3MzAtNGVmZTUwOGM3Yjc5LjE2MjA4MDkzMDE=>

Use your email address when you log in next time:

Username: gwyn.mabo@arbor-education.com

If you didn't ask to change your password, you can ignore this email. No changes will be made to your account.

All the best,
Team Arbor

Create your password. You will then be logged in when you click **Create password**. Click to accept the terms and conditions.

As a security precaution, you will then be asked to confirm one of your children's dates of birth. Once you click verify, you will now be logged in!

You can then close your browser and switch to using the app.

Logging-in to the Parent Portal

Now your password has been set up, you can log into the Parent Portal by going to login.arbor.sc and inputting your email address and password. Enter your password, then click **Log in**.

If you can't log in, use the **I'm a guardian** link on the right-hand side to view [troubleshooting tips](#).

Logging into the Arbor App

Now your password has been set up, you can log into the Arbor App. Add in your email address. Select the school to log into. Enter your password, then click **Log in**.

If you have more than one child at the school, please select the child you wish to view. Don't worry, you can select another child once you are logged in.

Using Arbor

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. **NB: Not all of these functions are currently in use, so you may not see all of these options.**

You can return to this page at any time by clicking on the school's logo or choosing Dashboard from any menu.

The screenshot shows the Arbor Parent Portal interface. At the top, it identifies the user as 'Sammy Adams' and the school as 'The Seagrave School of Magic'. The main dashboard is divided into several sections:

- Attendance (2018/2019):** 84.0% (with a bar chart showing 84% attendance and 16% absence).
- Behaviour Points - this term:** 0.
- House Points - this term:** 0.
- Spring Term - On Track Progress:** ***.
- Positive Behavioural Incidents - this term:** 31.
- Negative Behavioural Incidents - this term:** 6.
- Spring Term - Grade Average:** 3.
- Guardian Consultations:** A section for viewing consultations.
- Overdue Assignments:** A section for viewing overdue assignments.
- Assignments that are due:** A section for viewing assignments due.

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.

On the Arbor App

Click the profile icon at the bottom right of your screen and click **Switch student**. If this is the first time you are viewing information for this child, you will have to confirm their birth date.

Available data on your child

You will be able to click on different parts of the home page to view more data on your child. Please be aware that we are not currently using all aspects of the Arbor system and so you will not see all of the possible options.

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 as in the example below in the left-hand side of the page you are now on:

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.

Megan Hill ♀

Form: **30NE** Year: **Year 10**
 House: **Acklam** Tutor: **Rose Hill**

Notices

- Megan Hill does not have a religion recorded - click to correct
- You have not consented to Photograph Student for Megan Hill - click to consent
- You have not consented to Specific photo consent for Megan Hill - click to consent

Student Details

Name	Megan Hill
Gender	Female
Date of birth	30 May 2004
Ethnicity	Pakistani
Religion	Not recorded - click to add
Language	English (Native speaker)
Service child	No

Instructions

This page lets you add and edit information and guardian details for Megan Hill.

Information that can be added 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

Seeing and updating my child's information on the Parent Portal or Arbor App

The **Student Profile** on the Parent Portal gives you an overview of the student's personal details. To get to the student profile select the green **View Student Profile** button.

Quick Actions

Rebecca Allen

Form: **1MJ**

View Student Profile

Notices and Consents

This section contains a list of missing information (including consents) on the student's profile.

On the Parent Portal

You can also see these on your Homepage, under the **View Student Profile** button.

To update this information, click on a notice. A slide over will appear where you can add the required information.

Once you've filled in all the information, the notices will disappear - you can edit the information by clicking into the data further down your child's profile.

For consents, you need to either **Give** or **Decline** consent.

You'll need to contact the school office if you need to change whether you've consented or not. This is not possible to change through the Parent Portal, but you can see your consents at the bottom of the page.

On the Arbor App

To update this information, click on a notice.

Add the information, then click **Confirm**.

Once you've filled in all the information, the notices will disappear - you can edit the information by clicking into the data further down your child's profile.



Set Consent

Consent
Photograph Student

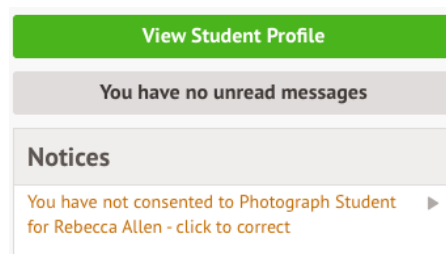
Note
Photos for internal purposes only

Decline Consent

Give Consent

For consents, you need to either **Give** or **Decline** consent.

If you choose to decline the consent, you will be asked to confirm your choice.



View Student Profile

You have no unread messages

Notices

You have not consented to Photograph Student for Rebecca Allen - click to correct



Review Consent

Student: Rebecca Allen

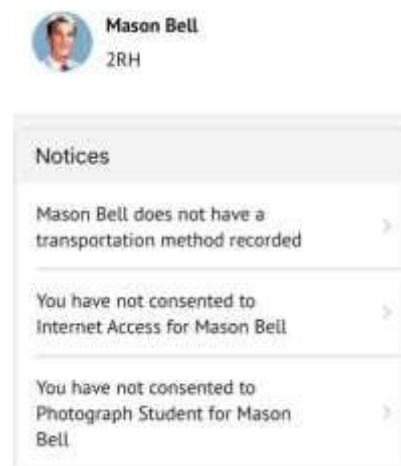
Consent type: Photograph Student

Note

Decline Consent

Cancel

Give Consent



Mason Bell
2RH

Notices

Mason Bell does not have a transportation method recorded

You have not consented to Internet Access for Mason Bell

You have not consented to Photograph Student for Mason Bell

You'll need to contact your school if you need to change whether you've consented or not. This is not possible to change through the Arbor App, but you can see your consents at the bottom of the page. Click for more information.

When you have provided all the information required, the page will display that there are no more notices.

Contact Details

Student contact details

As a primary guardian, you can see and amend the child's contact details. You can only see postal addresses that you also live at with the child.

New contact details can be added by clicking **+Add**.

Student Contact Details		+ Add
Personal email	rebecca.allen@arbor-mail.com	▶
Mobile number	07700 900745	▶
Home number	020 8467 3814	▶
Home address	Lives with Pamela Allen. Hidden - hover over the question mark for details.	12 May 2021 - ongoing
Home address	29 Melrose Gardens London W6 7RN Rebecca Allen lives here This is a correspondence address	Ongoing ▶

You can edit or delete any contact details where there is an arrow symbol. Just click the field, click the **Edit** button, then edit or delete.

Edit Student Telephone Number

Please note - this is the telephone number for Rebecca Allen, not a guardian/emergency contact.

Number type*

Number*

Extension

Notes

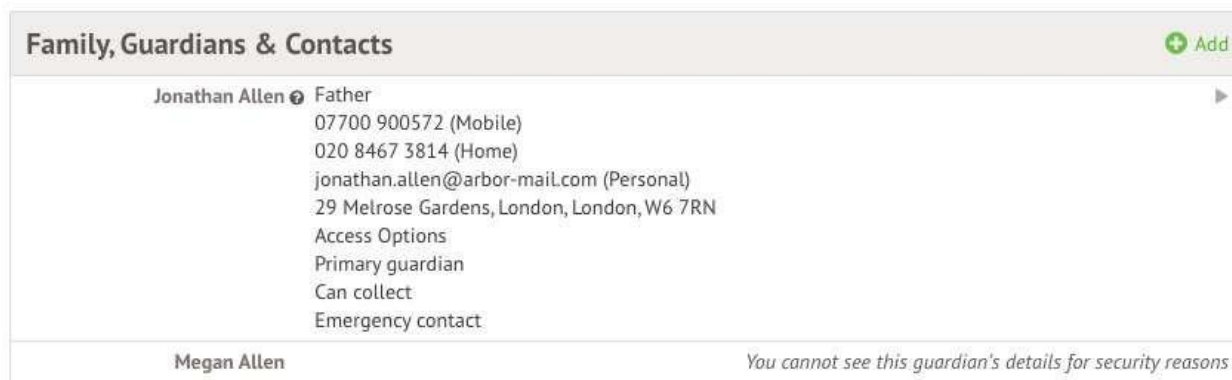
[Delete](#) [Cancel](#) [Save Changes](#)

Yours and other guardian's contact details

The **Family, Guardians & Contacts** section displays all guardians linked to the student's profile. You can only see and update your own details.

You can add new contacts by following these instructions: [How to add new guardians and contacts for your child](#)

If you need to update another guardian's details, they will need to log in and update if they are a primary guardian, or you can contact your school to make any changes for you.



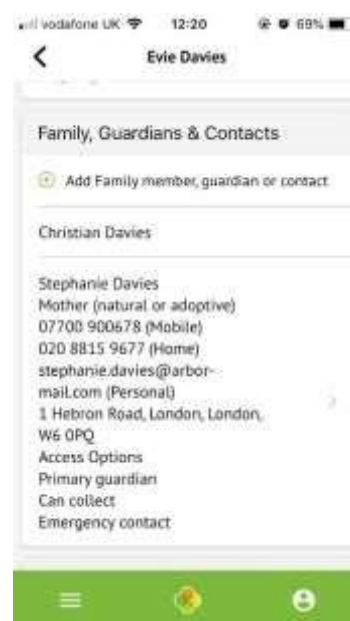
On the Arbor App

On the **Student Profile** page, scroll down to the **Family, Guardians & Contacts** section. It will show only the names of your child's other family members, and your information.

- To add a new contact click **Add Family member, guardian or contact**.
- To amend your information, click your name.

On your profile, click the **Quick Actions** button to add key information quickly.

You can also add or amend information anywhere where you see an arrow icon on the right-hand side. Click the information to amend it.



For example, when amending an email address, you will see this page. Please be aware that if you amend your default email address, you will have to log in using the new email address.

Other information you can view and amend

On the Parent Portal

The **Student Details** section contains the student's personal information. Any information with the ▶ symbol to the right of it can be amended.

Click on the student details you would like to amend, a slide over will then appear for you to update the information, once updated select **Save Changes**.



The **Meal Preferences & Dietary Requirements** section shows any dietary requirements the student has and displays the current meal preferences.

To add another dietary requirement, click **+Add** and update the slide over.



The **Medical** section will load all of the medical details linked to the child's profile. This includes the child's Doctor, Medical Conditions, Immunisations etc depending on what you have added.

To update any of the sections, click on one of them. Amend the details on the slide over and click on **Save Changes**.

Medical		Add
Doctor	Not recorded - click here to add	▶
New medical condition	Penicillin Allergy	Pending ▶
Allergies	None recorded - click here to add	▶
Immunisations	None recorded - click here to add	▶
New hearing test	05 May 2021	Pending ▶
Hearing tested	Not recorded - click here to add	▶
New vision test	New Vision Test	Pending ▶
Vision tested	Not recorded - click here to add	▶
Handedness	Not recorded - click here to add	▶

On the Arbor App



You can quickly add information by clicking the **Add Information** button and selecting the information you would

like to add.

Once you have added the information, click the green button at the bottom.



Symptoms
Rash

Treatment
Antihistamines

Add Allergy



Stephanie Davies

Student Details

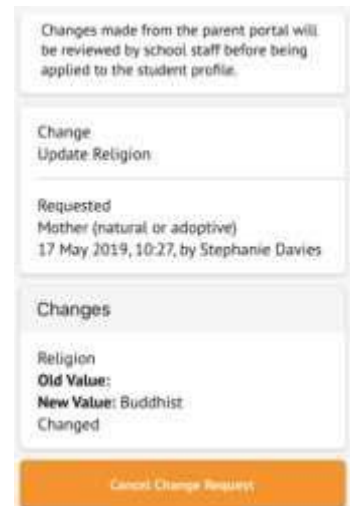
Name
Evie Davies

Gender
Female

Date of birth
12 Apr 2004

You can also add or amend information anywhere where you see an arrow icon on the right-hand side. Click the information to amend it.

If you click on an item that is waiting for confirmation by your school for the changes to take effect, you can see the information, or cancel the change request.



Changes made from the parent portal will be reviewed by school staff before being applied to the student profile.

Change
Update Religion

Requested
Mother (natural or adoptive)
17 May 2019, 10:27, by Stephanie Davies

Changes

Religion
Old Value:
New Value: Buddhist
Changed

Cancel Change Request

Payment accounts and topping up the meal account on the Parent Portal or Arbor App

You can manage accounts for any area of Arbor the school has set up to receive payments for. Here you can also make payments and top up accounts. For more information on making payments, see the sections below on registering for a club and registering for a trip.

Please note that once you have topped up, you will need to contact your school if you would like to move money to a different account or would like a refund.

On the Parent Portal

To manage a meal account, go to **Accounts** and click **Meals**. For other accounts, select the account name.

Statistics

Attendance (2018/2019) **91.5%**

Behaviour Points - this term **0**

Accounts

Account Name	Balance
Chloe Adams: Meals	Balance: £10.00
Chloe Adams: Snacks for students	Balance: £7.00
Chloe Adams: Breakfast Club	Balance: £0.00

Above the table on the **balance** page, the credit/debit amount of the student account will show. **Debt** amounts will show in **red**, **credit** amounts will show in **green**.

Meals Balance: £10.00

Meals Balance: -£10.00

Clicking on a Payment will load a slide over with details of the lunches taken that day.

View Week beginning 01 Jan 2019: £0.00

Day	Amount
Tuesday	£0.00
Wednesday	£0.00
Thursday	£0.00

To make a **Card Payment**, click on the **Top up account** button.

Meals Balance: -£0.40

Term Summer Term

Top up account

Summer Term Total Payments: £146.20

View All Sections

Week beginning	Total
Week beginning 19 Aug 2019	£4.40
Monday	£2.20
Tuesday	£0.00
Wednesday	£2.20
Week beginning 12 Aug 2019	£11.00
Monday	£2.20
Tuesday	£2.20

A slide over will load, where you can select the bill payer and payment amount. Please note the minimum payment amount is £2.

You can choose to pay now or to [add your payment to your basket to pay later](#).

Top Up Account by Card

Customer account: Molly Allen (Meals)

Bill payer*: Carly McKelvey

Payment amount*: £ 10

Narrative @

Buttons: Cancel, Add to basket, Pay now

In the pop-up, add in your card details then click **Pay**.

Make Payment

Card number:

Expiration date:

Name on card:

Security code (CVV/CVC):

You may have to then authenticate your identity for the payment to go through. If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports.

Once your identity has been confirmed, the payment will be completed and your card will be charged. You'll see confirmation that the transaction has been successful.



The meals balance will be updated to reflect the top-up right away.

Meals Balance: £9.60

Term ▼

What can you see on each page?

Payments

This will load a table with all the payments that have been made for the account. You can select a specific Term using the **Term** drop-down menu at the top-right of the page.

Term ▼

- Autumn Term
- Spring Term

A table will appear showing details of the payments.

View ▼

Week beginning 01 Jan 2019: £0.00	
Tuesday	£0.00
Wednesday	£0.00
Thursday	£0.00

Invoices

The **Invoices** section on the parent portal will load a table with all invoices for the current term.

Term ▼

- Autumn Term 2017
- Spring Term 2018
- Summer Term 2018

You can select a specific Term using the **Term** drop-down menu at the top-right of the page.

You will be able to see details of the invoices and the status of each invoice - whether they have been Cancelled or Paid.

Top-ups

The **Top-ups** page on the parent portal will load the current terms top-ups made for that particular student.



You can select a specific Term using the **Term** drop-down menu at the top-right of the page.

The page will show the type of top-up made, this can vary from Cash, Cheque to Card.

Meals Balance: -£13.76

Term Spring Term 2019 ▼

Top up account

Topups		
02 Jan 2019	£12.00	Card Transaction
20 Dec 2018	£500.00 Bulk cancel	Cash
14 Dec 2018	£15.60 Lunch money	Card Transaction
14 Dec 2018	£20.00 Lunch money	Card Transaction
10 Dec 2018	£20.00 Mum has paid in school with Sharon	Cash
10 Dec 2018	£1.00	Card Transaction
06 Dec 2018	£10.00 Lunch money	Card Transaction

Credit notes

The **Credit Notes** page on the parent portal will load a table with all the credit notes for the current term.

You can select a specific Term using the **Term** drop-down menu at the top-right of the page. A table will appear showing details of the credit notes.

Meals Balance: £8.00

Term Autumn Term 2020/2021 ▼

Credit Notes	
17 Nov 2020	Amount: £8.00 Items: Narrative: Discount - voucher

On the Arbor App


On the main Arbor page, you can see your children's accounts. The accounts you can view and top up here will depend on what accounts your school has chosen to show and enable card payments for. You can also select the menu icon then click **Payments**.



Accounts
Sonia Adams : Meals Balance: £4.00
Sonia Adams : Morning Breakfast Club Balance: £10.00

Click an account to see more information, or top up.

Click the green button to top up the account by inputting your card details.



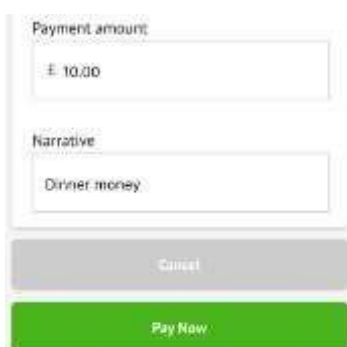
Meals Balance: £4.00

Term

Summer Term

Top Up Account

Input the amount to top up, then click to pay.



Payment amount

£ 10.00

Narrative

Dinner money

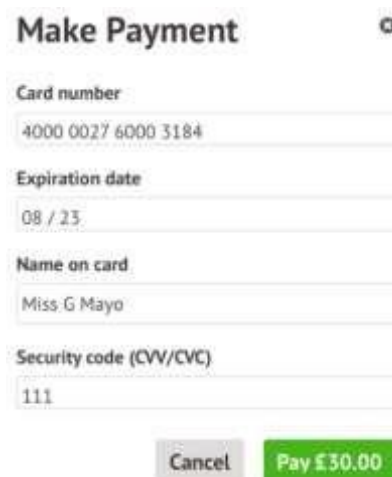
Cancel

Pay Now

Next, you'll be able to input your card details. **Please note that you must use a Visa or Mastercard.**

You may have to then authenticate your identity for the payment to go through. If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports.

Once your identity has been confirmed, the payment will be completed and your card will be charged. You'll see confirmation that the transaction has been successful.



Make Payment

Card number

4000 0027 6000 3184

Expiration date

08 / 23

Name on card

Miss G Mayo

Security code (CVV/CVC)

111

Cancel

Pay £30.00

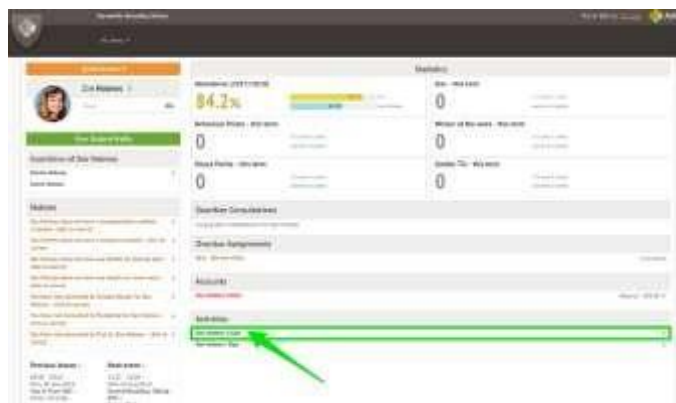
Signing my child up for a Club on the Parent Portal or Arbor App

Registering a child for a club using the Parent Portal or Arbor App is a simple process. Please note that once you have signed up, you will need to contact the school office if you would like to cancel participation or would like a refund.

On the Parent Portal

From the main Parent Portal page, scroll down to the Activities section and click on the field with your child's name and Clubs in.

The **All Clubs** page will list any clubs your child is currently a member of and any clubs that are currently open for them to join. At the bottom of the page, you'll also see any past clubs from previous years that your child was registered for in case you need to finish paying for them.



Click on the club to open up that club's information page.



Free Clubs:

The club information page will display membership and timetable information. Any existing membership into the club for the pupil will be displayed. To sign your child up for the club simply click on **Register For This Club** in the top right-hand corner of the page.

From the slide over menu that will appear, choose the membership period that you would like to sign the child up for - this may be a set date range, a term or the whole academic year. Finally, choose which sessions to sign your child up for and confirm registration. If we have requested that parents must confirm their consent for the child to attend the club, a box will pop up for consent to be confirmed. Simply click yes or no as appropriate.

You will then be returned to the club's information page, where the new membership(s) will now be displayed.

Paid-for Clubs

The process for registering for clubs that charge a membership fee is very similar to the process for free clubs. The club information page will display membership and timetable information. Any existing membership into the club for the pupil will be displayed.

To sign your child up for the club simply click on **Register For This Club** in the top right-hand corner of the page.

From the slide over menu that will appear, choose the membership period that you would like to sign the child up for - this may be a set date range, a term or the whole academic year.

Next, choose which sessions to sign your child up for.

Finally, confirm your choices and click to pay. You can also select to add the payment to your basket to pay later.

If you click **Cancel** here, the child will be **signed up provisionally**, but you will need to pay to have them registered for the club.

You may have to then authenticate your identity for the payment to go through. If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports.

Once we've been able to confirm your identity, the payment will be completed and your card will be charged. You'll see confirmation that the transaction has been successful. If we have requested that parents must confirm their consent for the child to attend the club, a box will pop up for consent to be confirmed. Simply click yes or no as appropriate.

You will then be returned to the club's information page, where the new membership(s) will now be displayed.

On the Arbor App

To sign up for a club, click the menu icon at the bottom left of your screen. **Select Clubs**.

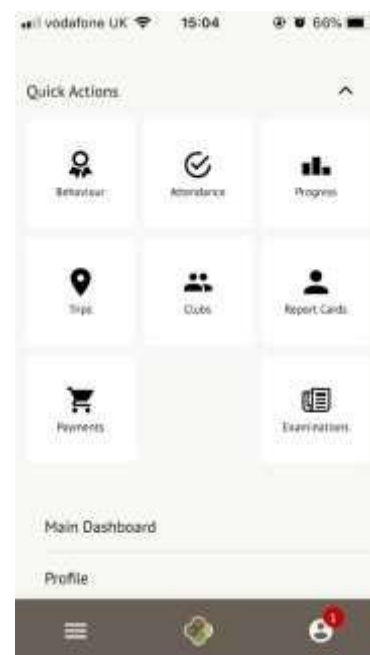
You can then see a list of any clubs your child is currently a member of and any clubs that are currently open for them to join. At the bottom of the page, you'll also see any past clubs from previous years that your child was registered for in case you need to finish paying for them.

Click on the club to open up that club's information page.

Click a club to access the **Club Overview**. Click **Register For This Club** to sign up.

Next, select the period you would like to sign up for. This is dependent on what your school has set up, and may include a termly, weekly or daily package. Then click **Next**.

Select the period you would like to sign up for, then click **Next**. On the next page, if no payment is required, you can simply sign up. If no payment is required but you are allowed to give a contribution, you can select this option. If it is a club you have to pay for, you can input your card details to pay for the club.



Signing my child up for a Trip on the Parent Portal or Arbor App

Please note: this is a new feature in Arbor which is being introduced in September 2022

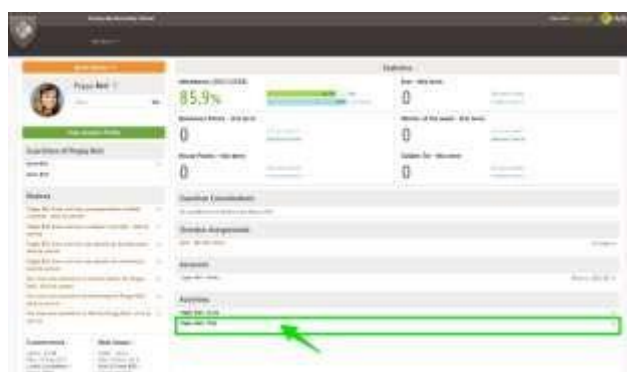
Registering a child for a trip using the Parent Portal or Arbor App is a simple process.

Please note that once you have signed up, you will need to contact your school if you would like to cancel participation or would like a refund.

On the Parent Portal

From the main Parent Portal page, click on the **Trips** field within the **Activities** section.

The Trips main page features three sections - **Upcoming Trips** are any trips the child is currently registered for, **Past Trips** are trips which have taken place and **Trips Open** are any trips that the child can currently be registered for.



School Trips

Molly's Upcoming Trips	
London Zoo	14 Oct 2020, 14:12 - 15 Oct 2020, 14:12
London Zoo	14 Oct 2020, 14:12 - 15 Oct 2020, 14:12

Trips Open to Molly	
London Zoo	14 Oct 2020, 14:12 - 15 Oct 2020, 14:12
London Zoo	14 Oct 2020, 14:12 - 15 Oct 2020, 14:12
London Zoo	14 Oct 2020, 14:12 - 15 Oct 2020, 14:12

Molly's Past Trips	
London Zoo	14 Oct 2020, 14:12 - 15 Oct 2020, 14:12
London Zoo	14 Oct 2020, 14:12 - 15 Oct 2020, 14:12

To start registering a child for a trip, click on the desired trip in the **Trips Open** section.

On the **Trip Overview** page, you can see details relating to the trip such as date, time and price. Click on **Sign Up** to begin the registration process.



Free trips

Register Molly for Trip

Trip Price: Trip price: Free

Previous Payments for This Trip: Already paid: £0.00

Add Consent: Consent*

Cancel Add consent

A slide over menu will appear where you can add consent (if your school requires this) for the trip by ticking the checkbox and ticking **Add Consent**.

Once consents have been confirmed, you will be taken back to the **Trip Overview** page. You will now see that the **Status** field will have been updated to confirmed (assuming consent was not refused).

When returning to the **All Trips** page, the trip will now be displayed in **Upcoming Trips**, rather than the **Open Trips** section.

Paid Trips

With trips that require a payment, the process is slightly different. When registering the student for a paid trip, click the trip to be taken to the trip overview page. Click the **Sign Up** button.

A slide over will appear where you can add the amount you will pay if you can pay by instalments. The payment amount will automatically default to the minimum payment.

You can only select more than the maximum payment or less than the minimum if your school has chosen to allow voluntary or variable contributions.

You can then pay now or [add the payment to your basket](#) to pay later. You can only sign up without paying if the trip allows for voluntary or variable contribution and does not accept instalments.

Once you click **Pay**, Add in your card details, then click **Pay**.

You may have to then authenticate your identity for the payment to go through. If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports.

Make Payment ✕

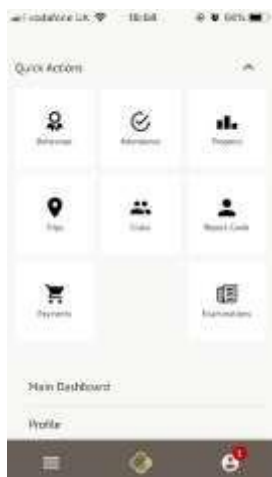
Card number	<input type="text" value="1234 1234 1234 1234"/>
Expiration date	<input type="text" value="MM / YY"/>
Name on card	<input type="text"/>
Security code (CVV/CVC)	<input type="text" value="CVC"/>

Once your identity is confirmed, the payment will be completed and your card will be charged. You'll see confirmation that the transaction has been successful.

If you've paid the full price of the trip or if variable contributions are enabled for the trip, the status of the trip will then change to confirmed, and the trip will appear on the **All Trips** page in the **Upcoming Trips**, rather than the **Open Trips** section.

If you have more left to pay, the amount you have left to pay is displayed at the top of the page and you can make another payment if your school allows this.

On the Arbor App



To sign up for a trip, click the menu icon at the bottom left of your screen. Select **Trips**.

You will then be able to see all of your child's upcoming trips, and trips they are eligible for.



Select the trip to reach the **Trip Overview**. Click the green button to sign up for the trip and pay if required.

On the next page, if no payment is required, you can simply sign up.

If no payment is required but you are allowed to give a contribution, you can select this option. If it is a trip you have to pay for, you can input your card details to pay.

Using the Basket to make payments on Parent Portal

Please note: this is a new feature in Arbor which is being introduced in September 2022

Using the Basket feature, you can add payments to your basket to allow you to pay for clubs, trips, meal or other account top-ups for multiple children all in one household in one payment!

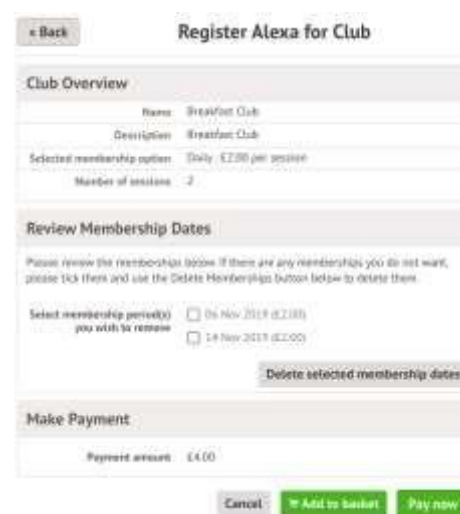
Please note that this feature is not currently available on the Arbor App. To use the basket feature, you'll need to be logged into the Parent Portal on a computer. You can continue to make payments individually on the Arbor App.

Adding a payment to the basket



Once you've logged in, just add a payment for a Club, Trip or top-up account such as Meals.

Alongside the button to **Pay now**, you'll also see the option to **Add to basket**.

You'll get a notification to let you know the payment has been added. Click the link to proceed to checkout or click X to continue and pay later. The notification will disappear on its own after about 30 seconds.



Remember, payments aren't made and clubs and trips aren't booked until you pay for the items in your basket!

 You have successfully added a top-up to basket. [Proceed to checkout!](#) 

Seeing and paying for your basket

You can go to **My Items > My Payments** from the top menu to access your basket. In your basket, you can see all the payments you have yet to pay and empty your basket if needed.


My Basket: £44.00

Payments and Top-Ups in Basket		
Club payment	Account: Alexa Hall (Clubs) Club: Breakfast Club Payment amount: £4.00	Click for details or to make a change ➔
Account top-up	Account: Alexa Hall (Meals) Payment amount: £20.00	Click for details or to make a change ➔
Account top-up	Account: Hollie Hall (Meals) Payment amount: £20.00	Click for details or to make a change ➔

[Empty basket](#) [Cancel](#) [Pay for all items in basket](#)

If you click a payment you can edit the amount if it's a top-up or a payment that accepts variable contributions and **Save changes**. You can also remove the payment from your basket.

If you try to edit the payment amount below the minimum threshold you won't be able to continue.

Payment Amount	
Payment amount*	£ 0.00 
	The minimum value for this field is £2.

If it's no longer possible to pay for something, you'll see a banner on this page and red text explaining the issue. This could be because the school has already logged a payment or has removed the payment options. If the maximum number of participants has been reached or if the signup window has closed, you will need to contact the school office for more details in this instance.

You'll need to click the button to remove all the payments that you can't pay for before you'll be able to pay for everything in your basket.

My Basket: £233.00

It is not possible to pay for some items in your basket
It is not possible to pay for some items in your basket. Check the reason for each item below. Please remove items from the basket for which you cannot pay- you can use "Remove all items from the basket that I cannot pay for" button to remove all of them at once, or edit details if there is an option to do so.

[Remove all items from the basket that I cannot pay for](#)

Payments and Top-Ups in Basket		
Account top-up	Your school does not accept payments for School Uniform anymore. Please contact your school for details. Account: Joshua Adams (School Uniform) Payment amount: £15.00	Click for details or to make a change
Club payment	Account: Joshua Adams (Clubs) Club: Homework club Payment amount: £18.00	Click for details or to make a change
Club payment	Account: Hollie Adams (Clubs) Club: Homework club Payment amount: £200.00	Click for details or to make a change

[Empty basket](#)

To pay, click the green **Pay for all items in basket** button and add your card details - Arbor accepts Visa or Mastercard only. You may also be asked to provide authentication.

My Basket: £6.00

Payments and Top-Ups in Basket

Club payment	Account: Hollie Adams (Clubs) Club: Homework club Payment amount: £6.00	Click for details or to make a change
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[Empty basket](#)

Make Payment

Card number: 1234 1234 1234 1234

Expiration date: MM / YY

Name on card: _____

Security code (CVV/CVC): CVC

[Cancel](#) [Pay £6.00](#)

[Cancel](#) [Pay for all items in basket](#)

[Booking Parents' Evening \(Guardian Consultations\) on the Parent Portal or Arbor App](#)

On the Parent Portal

You'll see on your homepage whether there is an upcoming Parents' Evening (Guardian Consultation).

If a Consultation event has been created but the self-scheduling has **not** yet been enabled by the School yet, the dates of the parents evening will be shown with a note of when self-scheduling is available.

Guardian Consultations

Parents Evening
(24 Aug 2015, 16:00 - 25 Aug 2015, 19:00) ▶

Self scheduling open from 18 Aug 2015, 14:20 to 21 Aug 2015, 18:00. Please book your meeting slots for Parents Evening within this time.

You can view more details about the meeting and book a slot

Guardian Consultations

Spring meeting (25 Feb 2021, 16:00 - 26 Feb 2021, 18:00) ▶

If it isn't possible to book a meeting yet but you believe you should be able to, **get in touch with the school office**. You can also add a note here.

Spring meeting

Details

Consultation dates: 25 Feb 2021, 16:00 - 26 Feb 2021, 18:00
Self scheduling period: 16 Feb 2021, 08:00 - 24 Feb 2021, 18:00

Instructions

This page displays guardian consultation meetings concerning you and your children. Click the row of each meeting to book a slot or view further information. If you have missed the self-service scheduling period, you will need to contact the school to book an appointment.

Meetings

Meeting for Adele Bailey

◀ Back

Meeting

Consultation	Spring meeting
Meeting	Form 92H meeting (Adele Bailey)
Meeting with staff	Keeley Baker and Anna Lloyd
Concerning student	Adele Bailey
Guardian(s) attending	Jack Bailey and Lindsay Bailey
Time slot	

Self scheduling closed on 24 Feb 2021, 18:00. For further information, please contact the school office.

Notes

No notes added.

Add note

You'll be able to see when booking is available.

Guardian Consultations

Spring meeting (25 Feb 2021, 16:00 - 26 Feb 2021, 18:00) *Self scheduling is open, please click here to book time slots.* ▶

Click to access the booking page and select the meeting to book.

You can download a list of the meetings you have booked as a PDF by clicking on the green **Download my meetings** button.

Spring meeting

Details

Consultation dates: 25 Feb 2021, 16:00 - 26 Feb 2021, 18:00
Self scheduling period: 15 Feb 2021, 08:00 - 24 Feb 2021, 18:00

Instructions

This page displays guardian consultation meetings concerning you and your children. Click the row of each meeting to book a slot or view further information. If you have missed the self-service scheduling period, you will need to contact the school to book an appointment.

Download my meetings

Meetings

Meeting for Adele Bailey

Students: Adele Bailey
Form/Class: Form 92H
Staff: Keeley Baker and Anna Lloyd
Time Slot: **Not booked**
Self scheduling is open from 15 Feb 2021, 08:00 - 24 Feb 2021, 18:00, please click to book time slot

Click on the **Time slot** drop-down button and choose the time you would like to attend the consultation, and which Primary Guardian/s will be attending.

If you can't select a time slot, it means the staff member has not been given a period of availability

[« Back](#) **Schedule Meeting**

Consultation	Spring meeting
Meeting	Form 9JH meeting (Adele Bailey)
Meeting with staff	Keeley Baker and Anna Lloyd
Concerning student	Adele Bailey
Guardian(s) attending	<input checked="" type="checkbox"/> Jack Bailey <input checked="" type="checkbox"/> Lindsay Bailey
Time slot*	25 Feb 2021, 16:00 <input type="button" value="↻"/> <input type="button" value="▼"/>

The page will then reload and show that your booking has been successful.

Meetings

Meeting for Adele Bailey	Students: Adele Bailey Forms/Class: Form 9JH Staff: Keeley Baker and Anna Lloyd Time Slot: 25 Feb 2021, 16:00 - 16:10	<input type="button" value="▶"/>
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You can edit your booking by returning to the page and clicking on your booking.

- Select a different time slot and click **Reschedule meeting** to change your slot.
- Click **Amend guardians** to remove one of the child's Primary Guardians or add them back into the meeting.

[« Back](#) **Reschedule Meeting**

Consultation	Spring meeting
Meeting	Form 9JH meeting (Adele Bailey)
Meeting with staff	Keeley Baker and Anna Lloyd
Concerning student	Adele Bailey
Guardian(s) attending	Jack Bailey and Lindsay Bailey
Time slot	25 Feb 2021, 16:00 - 16:10
Change time slot*	Change time slot <input type="button" value="▼"/>

If you've unticked yourself as the attending guardian, you'll have the option to book a separate meeting slot if your school allows this.

[← Back](#) **Meeting**

Consultation	Spring meeting
Meeting	Form 9IH meeting (Adele Bailey)
Meeting with staff	Keeley Baker and Anna Lloyd
Concerning student	Adele Bailey

You're currently not a participant of this meeting, if you believe you should be, then please contact the school office. Alternatively, you can book a separate meeting with the staff member by clicking the 'Book separate meeting' button below.

[Book separate meeting](#)

If you want to remove an incorrect booking or add yourself back into the original booking, **get in touch with the school office** and ask us to amend this for you.

Meetings

Meeting for Adele Bailey	Students: Adele Bailey Form/Class: Form 9IH Staff: Keeley Baker and Anna Lloyd Location: Undisclosed Time Slot: Undisclosed
Meeting for Adele Bailey	Students: Adele Bailey Form/Class: Form 9IH Staff: Keeley Baker and Anna Lloyd Time Slot: 25 Feb 2021, 16:00 - 16:20

On the Arbor App

On the main page, if the booking window has opened, you can select Guardian Consultations.

You can also use the menu. Click the menu icon at the bottom left of your screen, then select **Parents Evening**.

Neil Brown

This year: 9 incidents Last term: 3 incidents

Guardian Consultations

Parents Evening
 (24 Jun 2019, 16:00 – 26 Jun 2019, 19:00)
 Self scheduling is open, please click here to book time slots.

[←](#) **Neil Brown**
 7ZR Year 7 Westbourne

Parents Evening

Details

Consultation dates
 24 Jun 2019, 16:00 - 25 Jun 2019, 18:30

Self scheduling period
 14 Mar 2019, 15:32 - 17 Jun 2019, 15:33

[Download My Meetings](#)

Meetings

Meeting for Neil Brown

This will take you to the **Parents Evening** page. You can see the dates you can book meeting slots within, and also see when you can book these slots until.

You can download a list of all your booked meetings by clicking the **Download my Meetings** button.

To book a meeting, click the available meeting at the bottom of the screen. You will be taken to the booking screen. Click to add a note, and select a time slot. Then click the **Book Time Slot** button.

Guardian(s) attending
William Brown

Time slot
24 Jun 2019, 16:00

Book Time Slot

Notes

William Brown: Please can we discuss
Neil's behaviour
20 May 2019, 10:15

Add Note

You will be asked to confirm your choice and you'll be sent an email.

Are you sure?

Are you sure you want to book
this time slot? A confirmation
will be sent by email.

Close

Yes

The **Parents Evening** page will then show you have booked the meeting.

Meeting for Neil Brown
Students: Neil Brown
Form/Class: Form 7ZR
Staff: Amber Davis
Location: Site 1: Hall
Time Slot: 24 Jun 2019, 16:00 - 16:10

You can amend the meeting time if needed by clicking on the meeting again.

Time slot
24 Jun 2019, 16:00 - 16:10

Change time slot
Change time slot

Reschedule Meeting

Notes

William Brown: Please can we discuss
Neil's behaviour
20 May 2019, 10:15

Add Note