



Parent Portal FAQs in Arbor

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Frequently asked questions

I haven't received a login or reset password email

Check that the email address the parent is logging in with is the same as that on their guardian profile page and that it is set as default email if they have more than one.

Contact Details		+ Add
Personal email (default)	leahtissell@example.com	▶
Work email	leah.tissell@example.co.uk	▶

If the email address is correct and they are still not receiving the reset email password email this can be sent again from the guardian's profile page under **User Details** and clicking on the **Username**.

User Details	
Username	leahtissell@example.com ▶

« Back **User Details**

Person	Leah Tissell
Email username	leahtissell@example.com
Non-email username	ltissell1350
Account status	Enabled - user can log in

Most recent logins

23 Mar 2021, 16:23
09 Mar 2021, 10:20
04 Mar 2021, 09:57
01 Dec 2020, 10:48
01 Dec 2020, 09:04

[Reset password](#)
[Change password »](#)
[Change username »](#)

[User overview »](#)
[Disable account](#)
[Log in to Parent Portal as guardian](#)

The **Reset password** button will send a password link to the guardian and will only last 96 hours. Users can reset their own password from the login page.

Log in

Enter your email address

Enter your password

[First time logging in?](#) [Forgot your password?](#)

Log in

Trouble logging in? Click [here](#) for help

Forgot your password?

Don't worry! Just tell us the email address you use to log into Arbor and we'll send you an email with a link to reset your password.

Unsure which email address to use?
Contact your school administrator and they will help you out.

Enter email address

Request password reset

The **Change password** and **Change username** are for admin staff to set and inform the guardian of the change.

If the email address is used on more than one school site the guardian may not be able to get a reset password for the most current site and would need to contact the old school to remove or change the email address from that account.

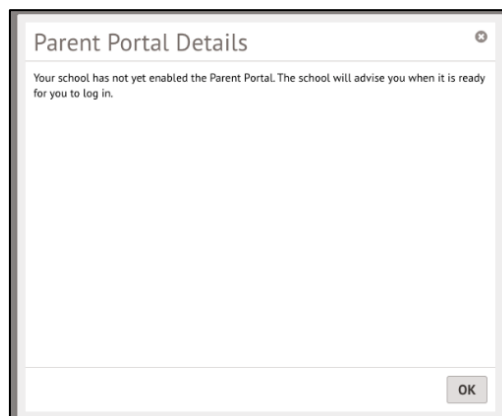
My reset password link has not worked

If it has been over 96 hours since the email was sent, the link will not work and the guardian will need to have the reset link sent again.

The school can manually send a reset password email from their side or set a new password that guardians can change when they log in.

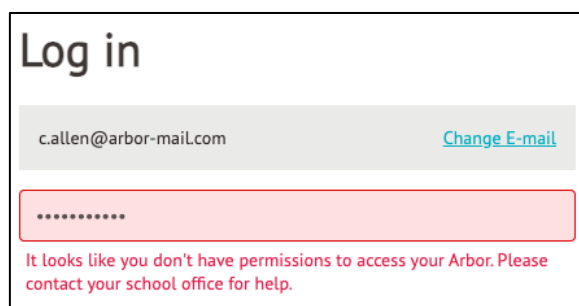
The Parent Portal is not enabled

The school has not yet enabled the Parent Portal for guardians to log in. The school must already have the Parent Portal enabled to allow guardians to use the Arbor App.

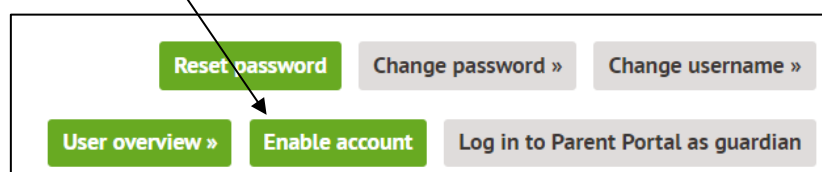


I don't have permissions to access Arbor

If guardians get a message that their account is suspended, they won't be able to log in.

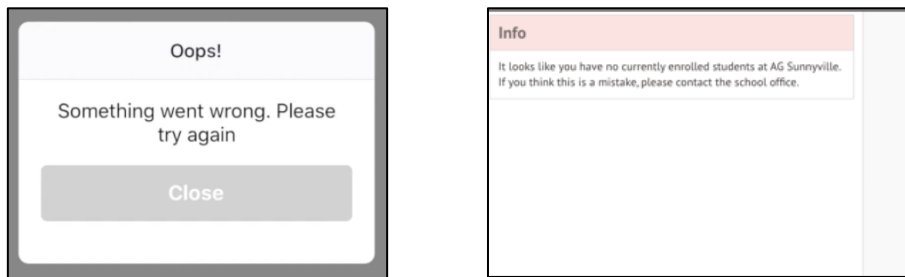


The school will need to **Enable account** through the **User Details** panel of the guardian profile.



I see a blank screen or error message when I log in

Guardians will see a blank screen or error message on their Arbor App if their profile has not been linked to any students.



Only people who are **Primary Guardians** of a child can access the Arbor App or Parent Portal for their children.

Go to **Linked Students** within the guardian profile and if the child is not appearing click the **Add** button.

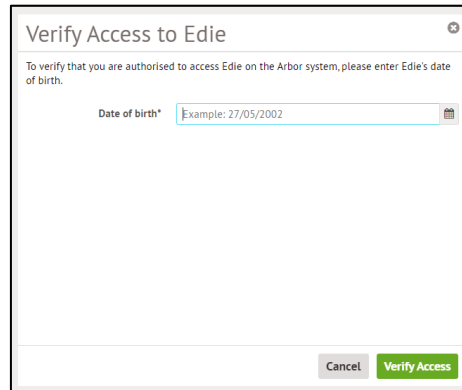


Enter the details of the student ensuring the **Primary guardian** box is ticked.

I can't see my child or switch between my children

Make sure the guardian has agreed to the **Terms & Conditions** the first time they have accessed the App or Parent Portal.

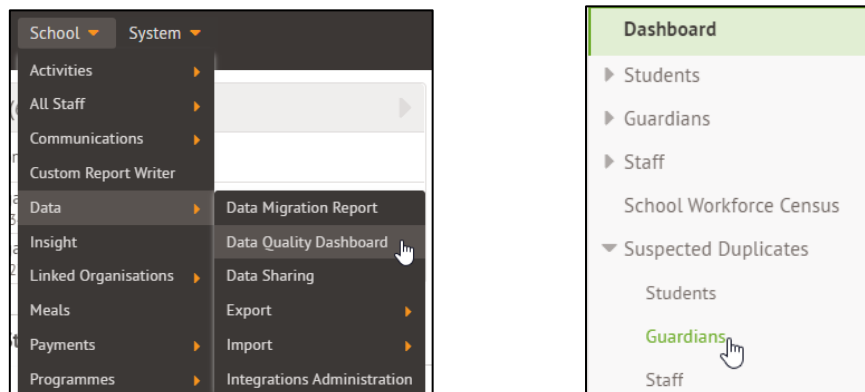
The guardian should have also input their child's date of birth.



I'm being logged into the wrong account

If a guardian is being logged into the wrong account, this means their email address is being used on another guardian, student or staff member's profile.

Admin will need to remove or change the email address on the account to enable them to log into the right account. They also may need to check there are no duplicate guardian profiles. This can be done by going to **School > Data > Data Quality Dashboard** and from the left hand menu selecting **Suspected Duplicates > Guardians**.



If none of these tips work, check:

- The guardian is using Google Chrome on a desktop or laptop computer
- They are using the Arbor App on a phone. They should not use the browser on their phone. To use the App they must be using at least Android 5.0 or iOS 10.0 in order for the App to function properly
- Try refreshing their browser by clearing the cache and cookies related to Arbor

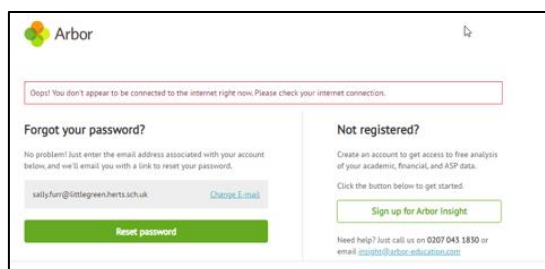
Staff member is being logged into a guardian account

If a staff member works at the school and has a child/ren attending the school they may encounter issues when logging in.

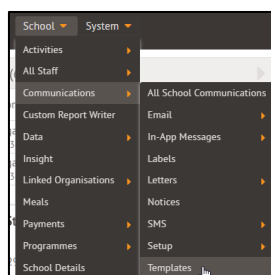
If they have the same email address as their username on their staff and guardian accounts, when they try to log into their staff account the system will not know which account to log into, and may log them into the other account.

To resolve this to allow them to log into both their staff and guardian accounts, they will need to make sure they have a different email address on each account which the admin staff will need to change within their profiles.

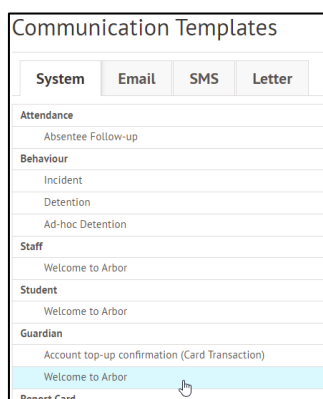
I get an error message saying I don't appear to be connected to the internet



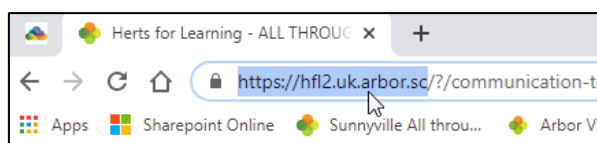
The link within the guardian **Welcome to Arbor** email has not been set to the school specific link. Go to **School > Communications > Templates**.



From the **System** tab select **Guardian > Welcome to Arbor**

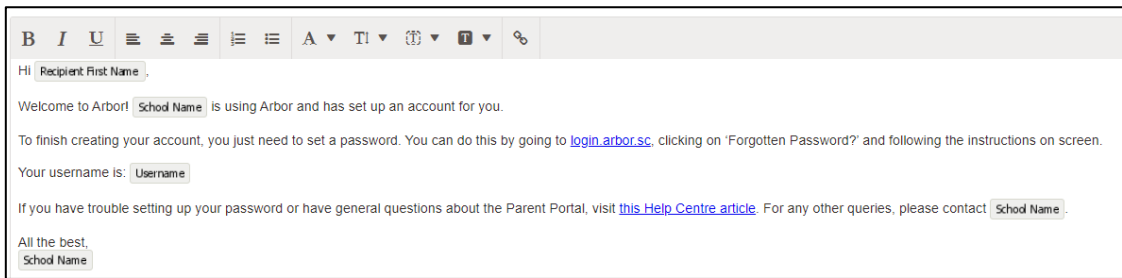


Copy the school specific URL in the browser



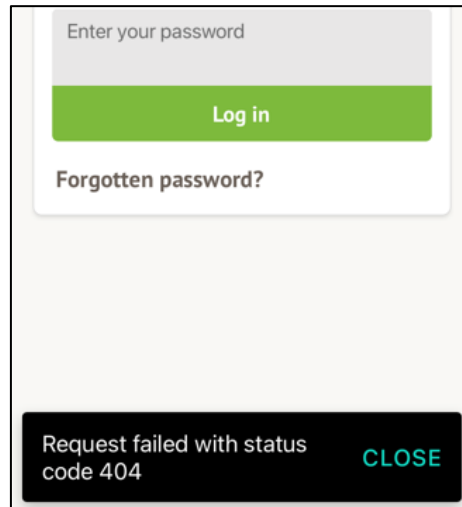
Then paste this over the **login.arbor.sc** link in the email

Frequently asked questions



Click the **Save Email Template Changes** to retain the school specific site link

I am getting Request failed with status code 404 when I log in to the Arbor App



Solution: A 404 error indicates a file – or page – could not be found. This often indicates a problem with a destination link. Check the link/URL that was sent is correct and that the parent is opening/copying the link/URL into Google Chrome.



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