

Log into the Parent Portal and the Parent App

If you are having difficulty using the Arbor Parent Portal or Parent App, please contact the school on office@riverview.staffs.sch.uk.

What is the Parent Portal?

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

What is the Parent App?

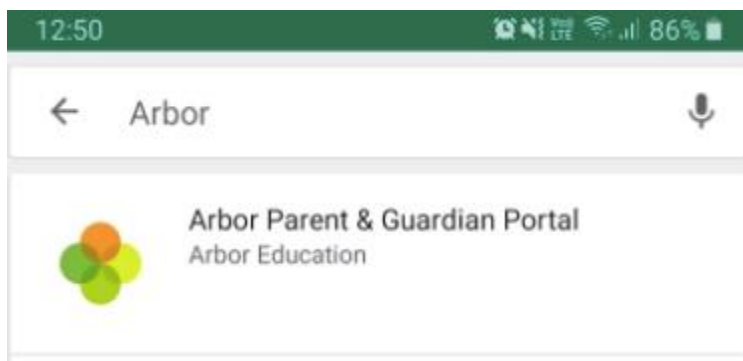
The Parent App is the mobile version of our Parent Portal, for use on mobile devices such as smartphones and tablets.

How do I get started with the Parent App?

Downloading the Parent App

Android

Go to your Play store and search for 'Arbor'. Click the top option.



Click **Install** to download the Parent App. Once it has installed, click **Open**.



Arbor
Arbor Education

Education

INSTALL

100+
Downloads

PEGI 3

Arbor brings all the functionality of our desktop Parent Portal to your phone

READ MORE

Rate this app

Tell others what you think



IOS

Go to your App Store and search 'Arbor'. Click the top option. Click **Get** to download the Parent App.

12:48



< Search



Arbor
Parent & Guardian Portal

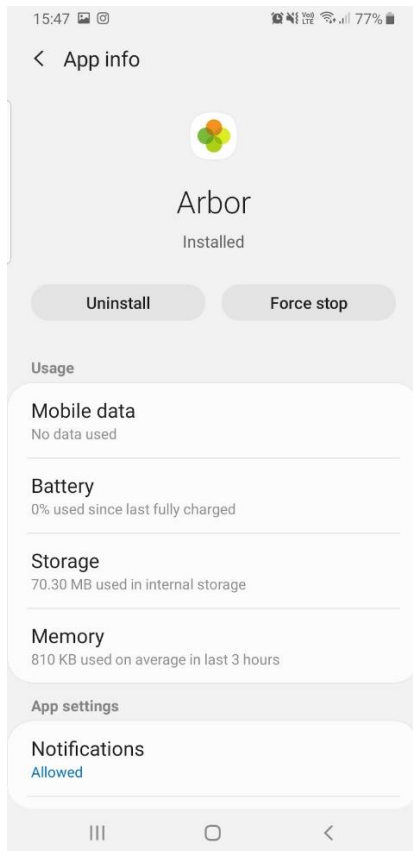
GET



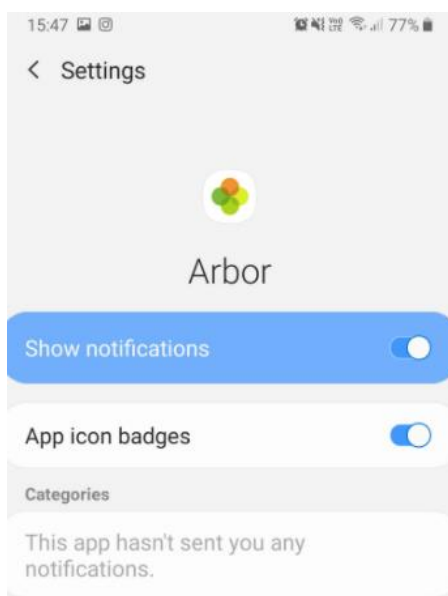
Enabling push notifications

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**.

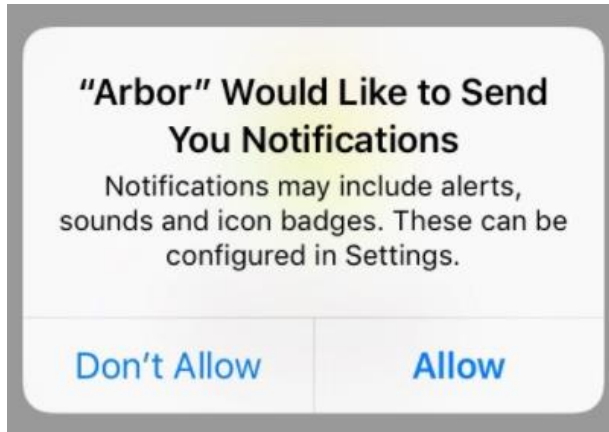


Tap the slider to turn Push Notifications on and manage your settings.

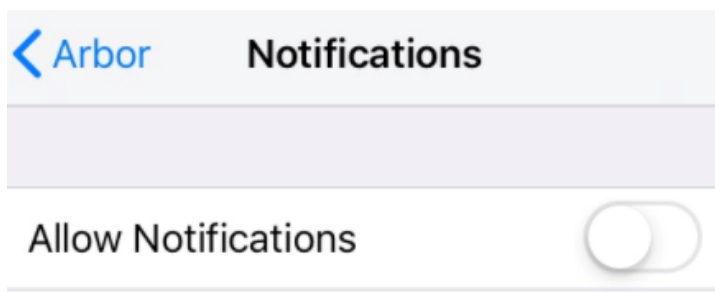


IOS

When you download the Parent 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.

Allow Notifications

ALERTS



Lock Screen



Notification Centre



Banners



Banner Style Temporary >

Logging in

The school's Parent Portal is already active. If you have not used it before or have not received a welcome email to set your password, please follow the **Logging in for the first time** instructions in the **Logging in on the Parent Portal** section below.

You won't be able to do this through the app, as the links in our reset password emails only work with a browser.

Logging in on the Parent Portal

Logging in for the first time

Your email address is your user name.

Please use the following link

<https://river-view-primary-and-nursery-school.uk.arbor.sc/?/guardians/home-ui/dashboard>

This will take you to the browser version of the Parent Portal where you need to set up a password.

IMPORTANT – If you already use Arbor for a child at a **different** school, please select "First time logging in?" This should then allow you to start from scratch with an account for your child at River View.

You can reset your password using a computer, or using a mobile browser on your phone or tablet.

Click the link, then click **Forgot your password?** Add in your email address then click **Reset password**.

Forgot your password?

No problem! Just enter the email address associated with your account below, and we'll email you with a link to reset your password.

Reset password

You'll then receive another email. Click the link in this email to set your password.

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/MTBkNziwOWMtMDg1MS00N2VjLWI3MzAINGVmZTUwOGM3Yjc5LjE2MjA4MDkzMDE=>

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**.

Create password

New password

Confirm password

Create password

Click to accept the terms and conditions.

Arbor System Terms of Use

Welcome to Arbor!

Before you get started, we need you to download, read and agree to our standard user terms & conditions.

When you're ready, tick "I agree", then click "Accept" and we'll get you set up.

[View user terms & conditions](#)

I agree to Arbor's standard user terms & conditions

Cancel **Accept**

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!

If you prefer, you can then close your browser and switch to using the app.

Verify Account

As this is your first time using the system we need you to verify your account.

To verify you account, please enter the date of birth of one of your children at the school

Date of birth*

Returning to log in again

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.

If you have a child at more than one Arbor school, you will be asked to select the appropriate school. 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](#).

Log in

[Change E-mail](#)

Arbor (W10 5BN) [Change School](#)

Remember me [Forgot your password?](#)

Need some help?

For help with Arbor Parent Portal or Arbor Management Information System (MIS) for schools, [take a look at our Help Centre](#).

Trouble logging in? No worries! Click below for help:

- [I'm a guardian](#)
- [I'm a school's MIS user](#)
- [I'm a Group MIS user](#)

Looking for Arbor Insight?

To create a free account for Arbor Insight, our ASP analysis tool, click below.

Logging in on the Parent App

Save your password and fill it in automatically using your phone's built-in Face ID, fingerprint scan or pin entry.

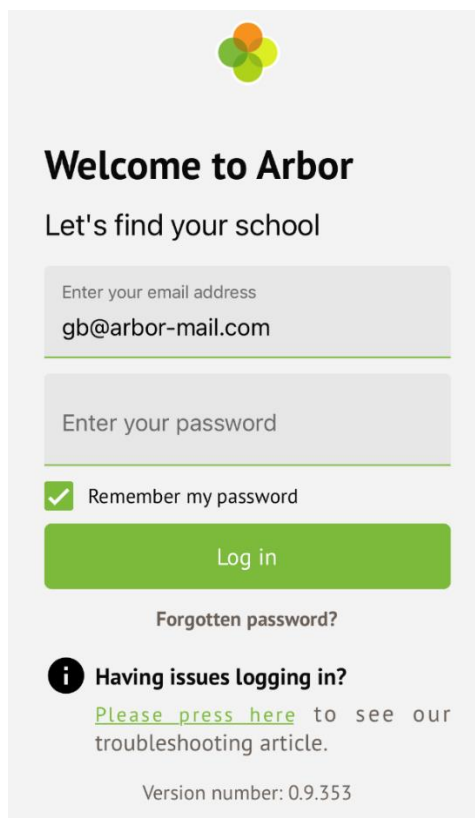
Top Tip: You will need to download the latest version from the app store to use biometric login:

- The version number for iOS for biometric login is 24.1
- The version number for Android is 35 (24)

Logging in for the first time

When you open the app for the first time, you'll be prompted to add in your email address and password.

The **Remember my password** box will be ticked by default but you can untick it if needed. This allows Arbor to remember your password the next time you log in.



The screenshot shows the Arbor app's login interface. At the top is the Arbor logo, a cluster of four overlapping circles in orange, green, and yellow. Below the logo is the heading "Welcome to Arbor" and the sub-heading "Let's find your school". There are two input fields: "Enter your email address" with the text "gb@arbor-mail.com" and "Enter your password". A checkbox labeled "Remember my password" is checked. A green "Log in" button is positioned below the password field. Below the button is a link for "Forgotten password?". At the bottom, there is an information icon followed by the text "Having issues logging in?" and a link "Please press here" to see a troubleshooting article. The version number "0.9.353" is displayed at the very bottom.

Make sure both your email address and password are correct, or you'll receive this message.

Incorrect email address or password

CLOSE

When your email address and password are correct, we'll check your biometric details - either by Face ID, fingerprint scan or pin entry.

- Once the check is successful, biometric login will be enabled for the next time you log in, and you won't need to input your Arbor password.
- You need to ensure one of these options is enabled to be able to save your password, or you'll need to untick the box.



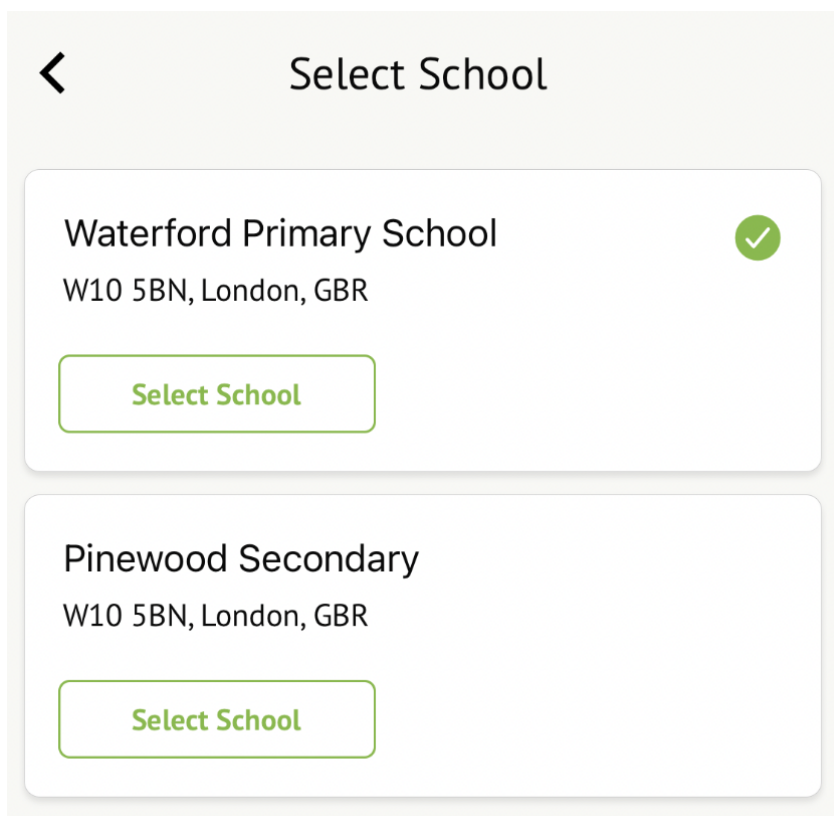
Remember my password

Log in

You need to have a pin, fingerprint or facial recognition enabled on this device to save your password

Next you'll need to select your school. If you have accounts on more than one school, there'll be a tick next to any schools your password works for.

- Click on a school with a tick to be logged right in.
- Click on a school without a tick to input your alternative password for that school.



< Select School

Waterford Primary School
W10 5BN, London, GBR

Select School

Pinewood Secondary
W10 5BN, London, GBR

Select School

Once you input your alternative password, it'll save this password for next time.

Select School

Waterford Primary School
W10 5BN, London, GBR

Your password is different for this school. Please enter the correct password.

Log in

Forgotten password?

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.

Who would you like to view?

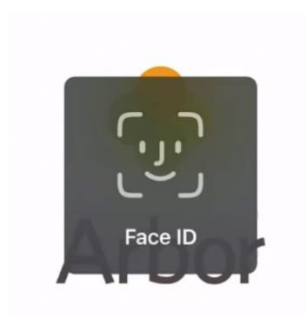
Dennis Adams

Kimberly Adams

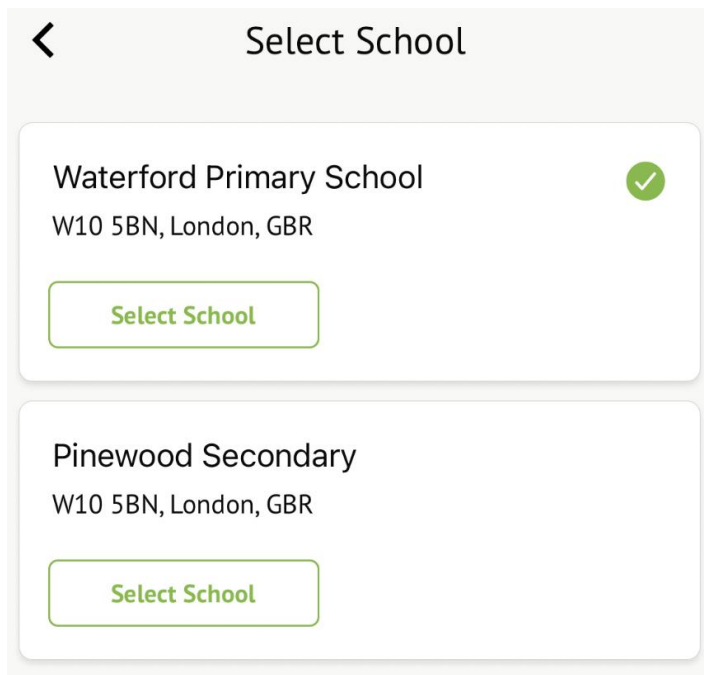
Returning to log in again

When you open your Parent App and you chose to save your password, we'll run a biometric check.

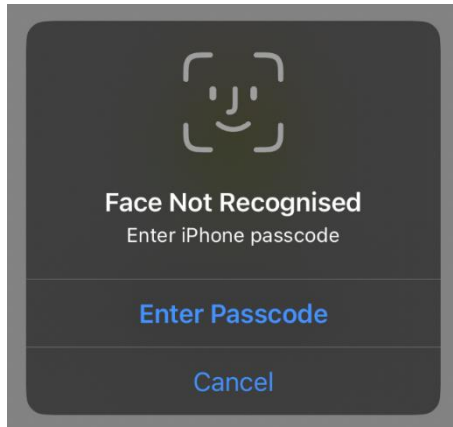
Please note that if you haven't logged into the Parent App for 1 month, you'll need to enter your password the next time you log in.



We'll then automatically log you in with your email and password - just click on the school with the tick.



If the biometric login fails, a message will be displayed (this will vary based on device OS) and you'll need to retry or enter your passcode to be able to select your school.



If you fail all authentication, you'll have the option to input your Arbor password.



Welcome to Arbor

Let's find your school

Enter your email address

gb@arbor-mail.com

Enter your password

Remember my password

Log in

[Forgotten password?](#)



Having issues logging in?

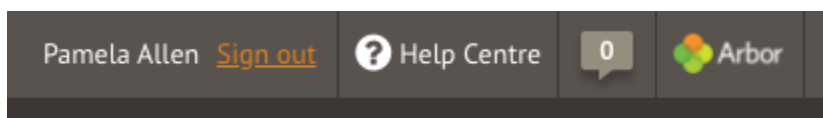
[Please press here](#) to see our troubleshooting article.

Version number: 0.9.353

Logging out

From Parent Portal

To log out, just click the **Sign out** link at the top-right of your page.



You will also be automatically logged out after a period of two hours of inactivity. If you click back into your Arbor tab just before the time is up, you can choose whether to remain logged in.



Session Expired



Ooops, you've not been using Arbor for a while.

We're going to log you out for security reasons in **45 seconds**.

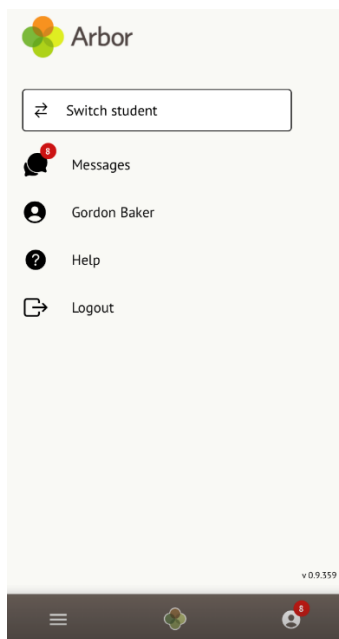
Don't log me out

From the Parent App

You will automatically be logged out of the Parent App after 30 minutes of inactivity. You can also log out by using the logout feature or by closing down the Parent App completely (see instructions below).

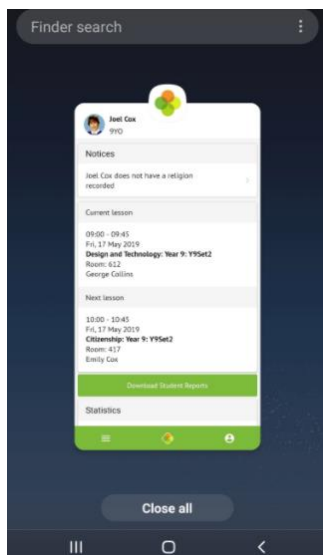
From within the Parent App

Tap the profile icon in the bottom right of your screen and select Logout.



Closing the Parent App

On Android, for example on a Samsung Galaxy S8, you can close the Parent App by clicking the vertical bars icon at the bottom left of your screen. Swipe the Parent App up to close it and you will be logged out.



On IOS, for example on an iPhone SE, you can close the Parent App by clicking the home button twice. Swipe the Parent App up to close it and you will be logged out.



Resetting my password

Having difficulty resetting your password? There's a number of reasons why you may be struggling to log in to the Parent App or Parent Portal. Use the tips in this article before raising an issue with your school: [Troubleshooting login issues - why can't I log in?](#)

From within Arbor

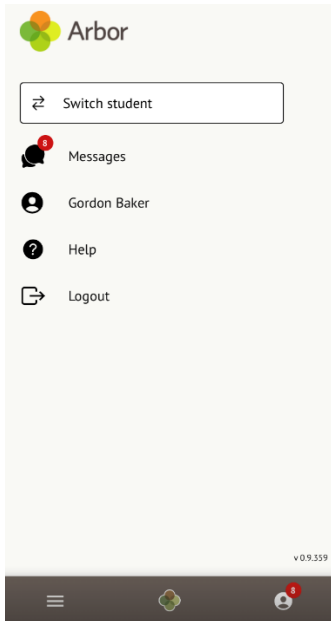
From within the Parent Portal

Go to **My Items > My Account**. Add in your new password details.

A screenshot of the 'My Account' page in the Parent Portal. The page is titled 'My Account' and has a 'Login Details' section. Under 'Login Details', there are three rows: 'Username' with the value 'pallen', 'Password' with a 'Click to change password' link, and a third row with a 'Click to change password' link. To the right of the 'My Account' page is a 'Change password' form. The form has three input fields: 'Current password*', 'New password*', and 'Confirm password*'. Below the input fields are two buttons: 'Cancel' and 'Change password'.

From within the Parent App

If you are logged into the Parent App, you can change your password by clicking the profile icon, then clicking your name.



You will then be able to see your account details including your non-email username. Click to change your password.

< My Account

Login Details	
Username	radams149
Password	Click to change password >

On the next screen, type in your current password and your new password, then **Change Password**.

Change password

Current password

New password

Confirm password

Change Password

I've forgotten my password

Reset your password for the Parent Portal

Click the **Forgot your password?** link on the login page to be sent a reset password email.

Log in

Enter your email address

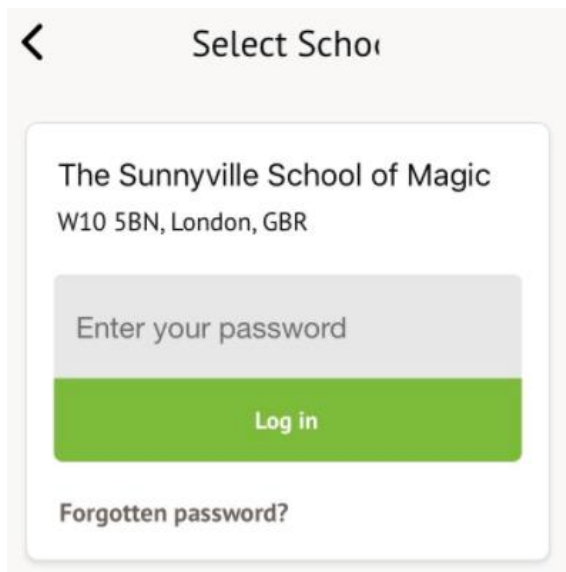
Enter your password

Log in

Remember me [Forgot your password?](#)

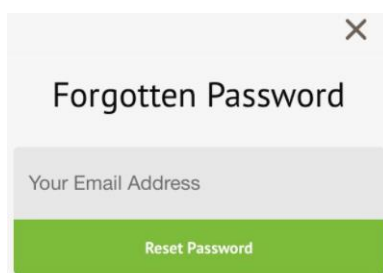
Reset your password for the Parent App

If you have accessed Arbor previously and have forgotten your password, select the **Forgotten password?** option when signing in to the Parent App.



The screenshot shows a mobile app interface for 'The Sunnyville School of Magic'. At the top, there is a back arrow and the text 'Select School'. Below this, the school name and address 'The Sunnyville School of Magic, W10 5BN, London, GBR' are displayed. A login form contains a grey input field for 'Enter your password', a green 'Log in' button, and a 'Forgotten password?' link.

This will take you to a second screen where you can enter your email to generate a password change email.



The screenshot shows a modal window titled 'Forgotten Password' with a close button (X) in the top right corner. It features a grey input field labeled 'Your Email Address' and a green 'Reset Password' button at the bottom.