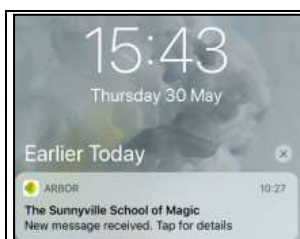


Getting Started with Arbor Parent Portal and Arbor Parent App	
Stage	Task
1) Check	Check your personal email account for an email from the school
2) Reply	Reply to the school email with your child's name and preferred email address to ensure we have the correct details
3) Read	Read through the Arbor Parent Portal guidance information which can be found in the 'Letters' section of our website or by clicking this link... https://support.arbor-education.com/hc/en-us/articles/212097029-The-Arbor-Parent-Portalquick-introduction
4) Read	Read through the Arbor Parent App Guide for Guardians which can be found in the 'Letters' section of our website. https://www.haygroveschool.co.uk/uploads/files/arbor-app-leaflet-for-guardians.pdf
5) Look	Look out for a welcome email from Arbor which you will receive when you have confirmed your email address (You have a 96 hour window to action this email)
6) Set Up	On a PC, home computer or laptop, access the email and follow the instructions to get set up. Remember, you need to set up your Arbor parent account in a normal browser so that you can enter your child's date of birth when the pop-up window appears.
7) Save	Ensure you can securely remember your password
8) Save	Save the Haygrove School Arbor Log In page to your favourites so you can access it easily
9) Load	Download the Parent Portal App to your mobile phone from either the Apple App Store or the Google Play Store
10) Test	Use your log in information to access the Parent App and confirm your child's date of birth if asked
11) Use	Spend some time familiarising yourself with the Parent App. Whilst you can access Arbor from a browser window on an iPad, iPhone or other mobile device, it works better through the Parent App or via the Parent Portal on a computer.
12) Solve	By following the steps above, you should be able to log in and easily access your child's information either through the portal or the app. Should you have any issues, please first repeat the steps above starting at Stage 1. If you continue to have difficulties logging in, then please call school reception and we will help you to resolve your issue.
13) Check	When you have logged into the portal or app, please can you check your child's details are up to date and also agree the consents for media and medical use in school.



Please Turn on Notifications!

We would like to encourage all parents to make full use of the Parent App and to turn on notifications. This will ensure that your mobile phone will present you with an alert when you receive a message from Haygrove School.

