



Arbor Education Guide



Arbor is the main system we use to store pupil data. All the data we store for your child is kept within the GDPR guidelines and kept secure, you can always view and update the data via the parent portal app.

Arbor is now used to upload assessments to children`s profile`s and track progress. Payments are now made through Arbor for Uniform/Snack/Trips etc. We also use Arbor to track attendance daily.

This guide will help you understand how to use and access the app from home.

If you have any questions please see Miss Dunning in the office.



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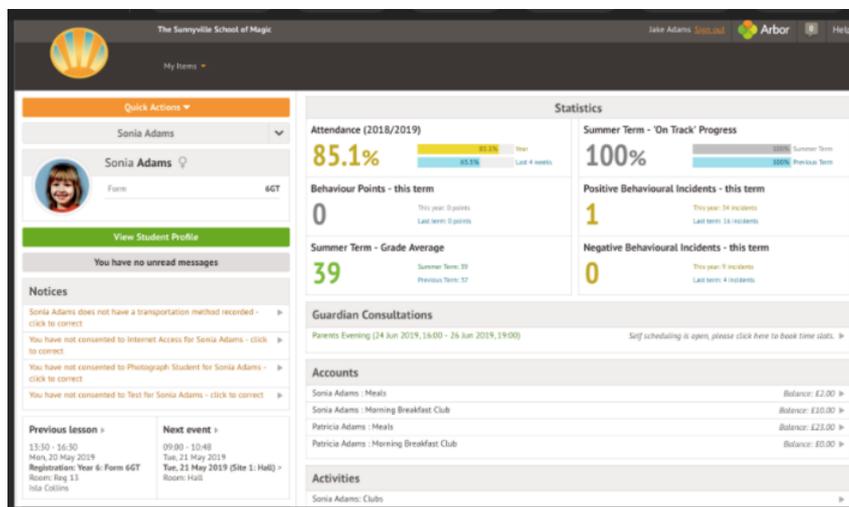


Parent Portal App

Each parent has their own personal login for Arbor. When your child joins the school Miss Dunning will set your account up and send you an email. To log in for the very first time you must use the internet browser not the app to activate your account. Once you have activated your account you can download the app from the app store/play store, it should look similar to the picture below.



Using your email and password you have created you can log in and this will bring you to the homepage that should look like this. This is a brief overview, it shows you what your child's current attendance is, if you have any notices, (for example any missing data) what your child's previous and next class will be and your accounts and activities.





Updating Contact Information

To view or update contact details for guardians you will need to select `view student profile` on the homepage and it will take you to a page that looks similar to this:

The screenshot shows a web interface with two main sections:

- Student Contact Details** (with a green '+ Add' button):
 - Mobile number: 07700 900955
 - Home number: Hidden - hover over the question mark for details.
 - Home address: Lives with Archie Wilson. Hidden - hover over the question mark for details. (Status: Ongoing)
- Family, Guardians & Contacts** (with a green '+ Add' button):
 - Archie Wilson
 - Courtney Wilson (Mother (natural or adoptive)):
 - 07700 900444 (Mobile)
 - 020 8750 4151 (Home)
 - courtney.wilson@arbor-mail.com (Personal)
 - 161 Church Lane, London, London, NW10 9EQ
 - Access Options
 - Primary guardian
 - Can collect
 - Emergency contact

On this page is where you can amend any incorrect phone numbers and if you were to move house you can update your new address. You can add or delete guardians and ensure priority of guardians is correct for all emergency contacts. To add a new emergency contact, use the green add button and complete the required information fields. Once completed, select the green add guardian/contact button as shown below.

Family, Guardians & Contacts + Add

Cancel

Add Guardian/Contact

Any changes you do make will not automatically be changed they will be sent to the office for approval, once approved the information will be updated for your child.

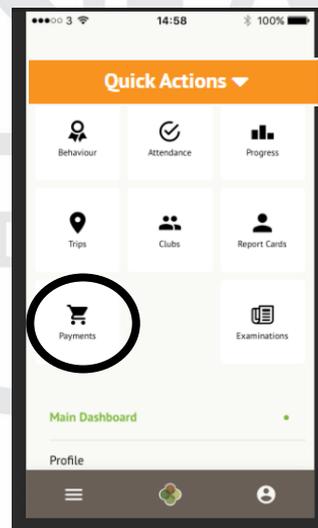


Payments

Gorton Primary School is now a cashless school so therefore any payments that you need to make are done online via the app.

To access your accounts from the home page you need to select the orange icon that says `quick actions` and find the button for payments.

This will take you to all your active accounts as shown below.



| Accounts | |
|-----------------------------|----------------|
| Sonia Adams: Meals | Balance: £0.00 |
| Sonia Adams: Uniform | Balance: £9.00 |
| Sonia Adams: Snack | Balance: £6.60 |
| Sonia Adams: Milk | Balance: £0.00 |
| Sonia Adams: Breakfast Club | Balance: £0.00 |



Payments

Topping up an account

To top up an account you select the account you need, for example uniform and then on the page you will find a green button that says top up account. This will allow you to top up by card: It will ask for a few small details before asking for your card details, i.e who the bill payer is, what the payment amount is and the narrative. (What the payment is for)

Top up account

« Back **Top Up Account by Card**

Top-Up Details

Customer account Molly Allen (Meals)

Bill payer* Carly McKelvey

Payment amount* £ 10

Narrative

Cancel Add to basket Pay now

Once you have completed this you need to select pay now, and it will then ask you to make payment by filling in your card details as shown underneath.

Make Payment

Card number 1234 1234 1234 1234

Expiration date MM / YY

Name on card

Security code (CVV/CVC) CVC

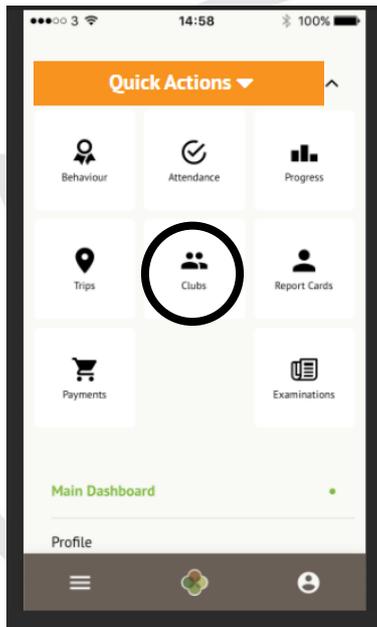
Cancel Pay £30.00

Once you have filed in your card details and selected pay it will let you know once the payment has been successful.

Once successful, your child`s account will be topped up and the school will then invoice you for the payment.



Clubs



To access clubs from the home page you need to select the orange icon that says `quick actions` and find the button for clubs.

Once on the club page it will inform you what clubs your child is currently registered for and what clubs your child can be registered for as shown below.

School Clubs

Toby is Registered For These Clubs (2021/2022)

Toby isn't a member of any club yet in 2021/2022. Take a look at the clubs open to Toby below.

Toby Can be Registered For These Clubs (2021/2022)

There are currently no clubs open to Toby in 2021/2022

If you would like to register your child for a club, you can select the desired club from the options available as shown.

Harvey Can be Registered For These Clubs (2021/2022)

Spring 2 (2021/2022)

Club description:

Gymnastics balance, bouncing, Jumping & Landing.

Membership options:

Spring 2: Free

Timetable:

Wednesdays: 15:15 - 16:15 (02 Mar 2022 - 30 Mar 2022, term-time only)

After selecting the desired club, it will take you to the registration page where there will be a green button for you to register your child.

[Register Harvey for this club](#)

If the club/activity has a fee, you will be able to see the cost of the club within the description area. To pay for the club, please have a look at the instructions on the next page.



Clubs

Once you have selected register for this club, it will bring up a page that looks like this:

« Back **Register Jaggot for Club**

Club Overview

| | |
|------|------------|
| Name | Lost Books |
|------|------------|

Choose Membership

Choose a membership option* Lost Books Payment : £6.00 per period (Day) ▼

Cancel **Next »**

You will need to select the relevant membership option and then select the green button that says next. After this it will ask you to select the membership period. (This will most likely only give you one option)

« Back **Register Jaggot for Club**

Club Overview

| | |
|----------------------------|---|
| Name | Lost Books |
| Selected membership option | Lost Books Payment : £6.00 per period (Day) |

Select Membership Periods

Day* Mon, 07 Mar 2022 ▼

Cancel **Next »**

The last step is to ensure you are happy with the details you have given and confirm payment by selecting pay now and entering card details. This will then mean your child is signed up to club.

Make Payment

Payment amount £6.00

Cancel **Add to basket** **Pay now**

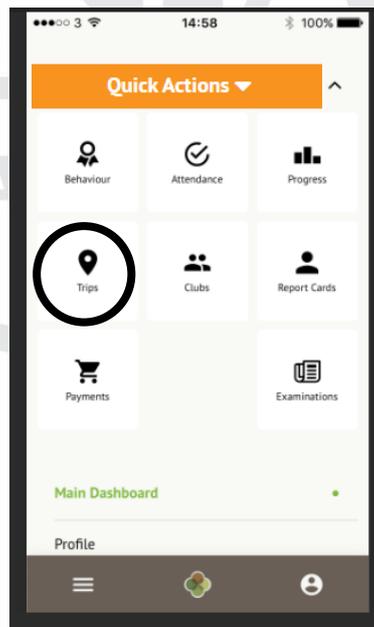


Trips

To access clubs from the home page you need to select the orange icon that says `quick actions` and find the button for trips.

Once you are on the trip page, if your child has an upcoming trip it will state when the trip is, where it is and the cost of the trip.

To register and pay for your child please refer to page 5 & 6 in this booklet as the steps are the same.



If you have any questions or struggle using Arbor, please come and see Miss Dunning in the office who will help you get set up and activate your account.