

# Why can't I log in to my school's Parent Portal or Arbor App?

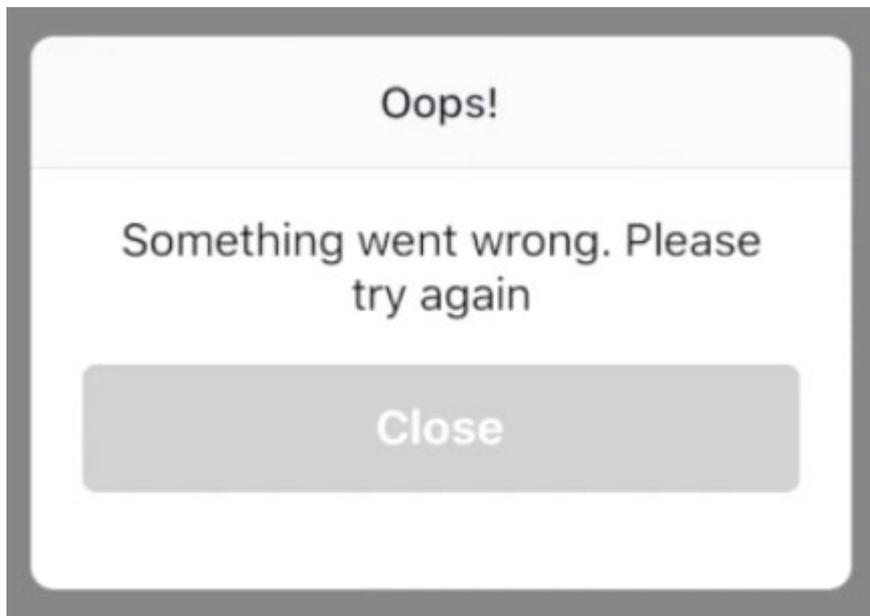
To make sure we keep student data as secure as possible in line with the General Data Protection Regulations (GDPR) as well as safeguarding, we only work directly with schools.

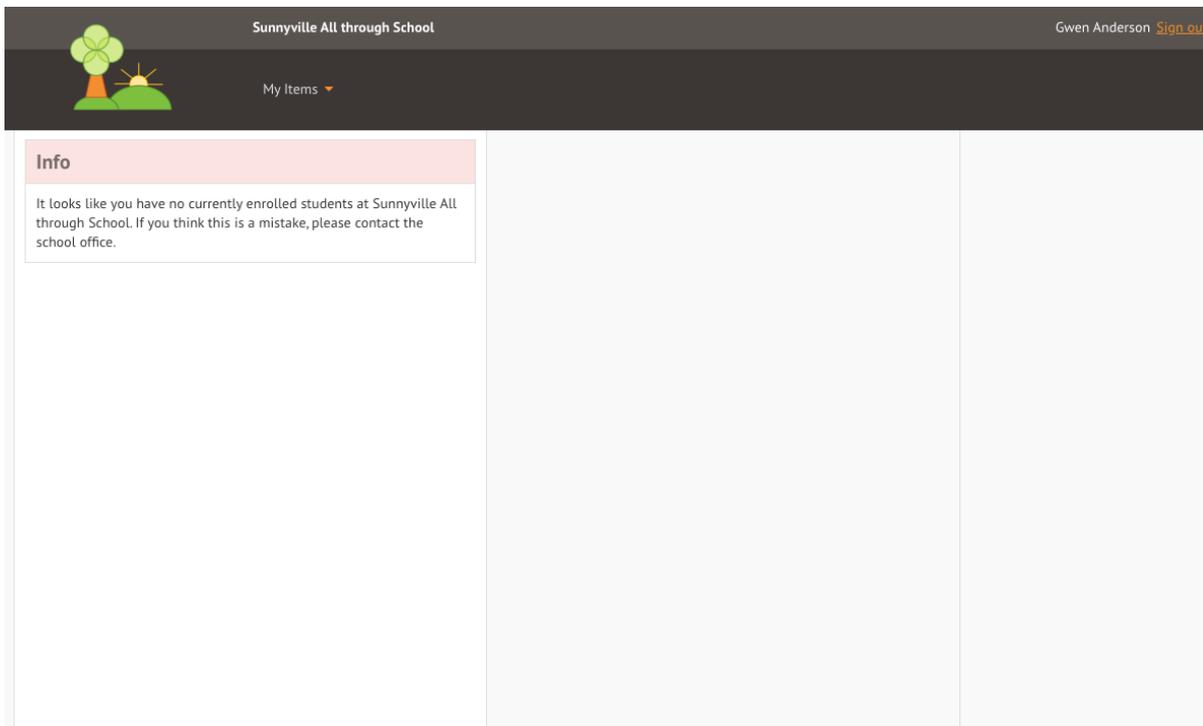
Please contact your child's school if you have any questions about Arbor, the Arbor App or Parent Portal. The school will be able to help you with the majority of questions you might have, and if not they will contact our support team for assistance.

**Please attempt these steps before raising an issue with your school:**

Your school must already have the Parent Portal enabled to allow you to use the Arbor App. If they haven't yet enabled it, you won't be able to log in.

Only relatives who are **Primary Guardians** of a child can log in. Ask your school you check what type of guardian you are.





When logging into the desktop Parent Portal, make sure you are using Google Chrome and make sure the site address is as follows: [http://\[exampleschoolname\].uk.arbor.sc](http://[exampleschoolname].uk.arbor.sc) Do not use the link you were sent to create a password as you cannot use this link again. Instead go to [http://\[exampleschoolname\].uk.arbor.sc](http://[exampleschoolname].uk.arbor.sc).

It may be that you need to refresh your [browser](#) in order to get onto Arbor. To do this, you need to clear the cache and possibly delete cookies related to Arbor - click [here](#) for instructions on clearing your cache. If this doesn't work, you can then clear the cookies for Arbor - click [here](#) to see instructions on how to do this for the most widely used browsers.

You must be using at least Android 5.0 or iOS 10.0 in order for the App to function properly.

#### DEVICE INFO

Model	iPhone SE
Version	iOS 13.1.3

Ask the school's administrative staff to check the email address you're trying to log in with is the one linked to your account. If your email is correct, as try resetting your password. Click the **Forgotten your Password** option when logging in to be sent an email to reset your password.



## Log in

Enter your email address



This field is required

Enter your password



This field is required

[Forgotten your password?](#)

[First time logging in?](#)

Log in

Make sure the login email was sent to you less than 96 hours ago. If you received the email more than 96 hours ago, the password creation link will have expired. Contact your school and ask them to [send another email](#) or use the **Forgotten your Password** option to reset your password.

Hi George,

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

To finish creating your account, you just need to set a password. **Guardian's username**

Your username is: [redacted]

**Password creation link**

Click the link below to create a password and set up your arbor account:

https://[redacted]

If you have any queries, please contact Sunnyville Secondary on [redacted] or [redacted]

All the best,  
Sunnyville Secondary

**School Phone Number and Email**

You will need to enter your oldest child who is enrolled in the school's birthday to log in for the first time.

## Verify Account

As this is your first time using the system we need you to verify your account. To verify your account, please enter the date of birth of one of your children at the school



Date of birth

2019-04-19

Verify

Make sure you have agreed to the Terms & Conditions the first time you log into the App or Parent Portal.

## Welcome to Arbor!

### Arbor System Terms of Use

Welcome to Arbor!

Please read these Terms of Use carefully before using the Arbor System ("System") provided by Arbor Education Partners ("Arbor", "we", "Us", "Our"), 407 Canalot Studios, 222 Kensal Road, London, W10 5BN. By using the Arbor System, you are agreeing to be bound by these terms of use. If you do not agree to these terms of use, you must not use the Arbor system. You must follow any policies made available to you within the System or provided by your Institution in relation to the data controlled by them. For any further queries about license terms and conditions, please consult your Arbor administrator (usually the Headteacher or School administrator). These terms were last updated on 6th September 2017.

Arbor System Terms of Use

PLEASE READ THESE TERMS OF USE CAREFULLY  
BEFORE USING THE ARBOR SYSTEM BY USING



I agree to Arbor's standard User Terms & Conditions

Accept

Ask the school to check that the email address has not been used twice - eg, on their child's profile. They will need to change the email address on one of the profiles to allow you to log into the right profile.

If you're also a staff member at the school trying to log into your guardian account, you'll also need to make sure the email address on both profiles are different. Follow the instructions in [this article](#).



**If none of these steps results in you being able to log in to Parent Portal, please contact your school.** When passing issues on to your school, please let them know the type and model of phone you are using, e.g. an iPhone SE. Please also include screenshots or a screen recording of the issues you are experiencing. On an iPhone SE, you can enable this on your control panel by going to **Settings > Control Centre > Customise Controls**.