



# The Crescent Primary School

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## Arbor Communications Parent Portal Login Details – How to Guide

Dear Parents and Carers

You may have noticed recently that communications from our school are now coming to you via Arbor. Using Arbor allows us to communicate with you more efficiently and will enable you to access a wider range of information about your child's school life, via the Arbor Parent Portal and the downloadable Parent App.

The Parent Portal and Parent App will allow you to see your child's registration data, manage your child's school activities including registration for clubs and Shooting Stars, book parents evening slots, manage payments and monitor attendance.

### How do I log in to the new system?

To set up a login for your account on the new system, you just need to set a password. Your username is the email address we've sent this email to. Go to <https://login.arbor.sc> and click 'Forgot your password?' to finish setting up your account.

If you have accounts at 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.

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

Full instructions can be found by clicking on this link; [Getting started - Log into the Parent Portal and the Parent App](#) .

The Arbor Parent App can be downloaded from either the Playstore on android phones or the Apple Store on iPhones. **Please note that email addresses must be unique to one person as sharing an email address may cause login issues.**

### Pupil Data

Once you have logged in, you will be able to see all the basic pupil data for your child(ren), such as guardian contact details, consents and attendance data by clicking 'View Student Profile'. If you see any data which you think is incorrect, there is the option to request that we change this by clicking on the grey arrows next to the data; this sends a request to the school to update the data.

## Trouble Shooting

If you are having difficulty accessing the app, first check that the email address you are using to log in, matches what is held with the school office. If, however, your details are correct and you are still not able to access the Arbor App, here are some steps to take:

- If you have more than one child, make sure you are entering the date of birth of your eldest child to access the app for the first time.
- Only relatives who are primary guardians of a child can access the app.
- Make sure you are accessing the app on a phone; the app will not function on a tablet but you can visit <https://login.arbor.sc/> to login without the app.
- If, however none of the above steps results in you successfully logging in to the App, please contact the school.

Further information will follow early next week containing information on trips and booking onto Shooting Stars sessions in September.

Thank you for your support with this change, which we hope will have a positive impact on your experience of communicating with the school.

Should you have any queries in the meantime, please do contact us.

Yours sincerely

Mr M Wartnaby  
Headteacher

Reach for the Stars

