

# Supporting Parents with Arbor

## The Parent Portal and Arbor App

### Logging in

Guardians having issues with logging in? First thing to check is that they are using the correct email address registered with the school, you can find this on their profile.

- If the email address is incorrect

You can click into the email address and click **Edit** then **Delete**. To add the new email address, click +Add and choose email address. Click the tick box to make this the default email address.

- If the username isn't an email address

If the username of the guardian profile is showing as anything other than the email address the parent will be unable to log in. To fix this copy and paste the email address back in using the the above steps. We recommend making a note of the email address to make sure you don't forget it.

- If the guardian can't remember their password

If a guardian contacts you as they can't remember their password, you can send them a reset password link from their profile.

To do this click their username in **User Details**. Then click the Reset Password button. They'll be sent a password reset to their email address.

- If a parent is unable to log into but the email address is correct

Only primary guardians are able to log into the Parent Portal, if you have checked that all other details and they are correct it could be that they are not marked as the Primary Guardian in your system. To check and edit this if incorrect go to the student's profile. Click the guardian from the **Contacts** section and click to edit the relationship and mark them as the Primary Guardian.

### Where can you direct guardians?

There's loads of support available to guardians in our Help Centre and community that you can direct them towards.

We have articles for parents on [The Help Centre](#) you can email out or show parents where to find, including:

- [The Arbor Parent Portal quick introduction](#)
- [Signing my child up for a club](#)
- [Parent Portal and Arbor App FAQ](#)
- [Student Profile Overview](#)

They can also join [The Arbor Community](#) and access all the resources in the parents section to find more resources, see updates, provide feedback or share their successes.

### What should a guardian send you if you need to contact Arbor?

Please advise parents not to contact Arbor directly, as we won't be able to make changes to their data. Please try to support guardians where possible, then if you need to contact Arbor on behalf of a guardian please gather as much information as possible. Try to get:

- Screenshots of what the guardian is seeing
- Find out if they are using the Arbor App or the Parent Portal
- If they are using the Arbor App, what model of phone are they using (e.g. Iphone 6)
- If they are using the Parent Portal, double check that they are using Google Chrome
- Check that they have completed the logging in for the first time steps
- If they are seeing any error codes ask them to send you the error code
- If they are seeing a message about the login details not being correct, please try resetting their password first
- Was their reset password email sent more than 96 hours ago? If so it will have expired and you'll need to send another

Don't forget you can direct parents to the guides available to them in the Help Centre.