

Getting Started with Arbor

Downloading the Arbor Parent App

Android	iOS
<ul style="list-style-type: none">- Open the Google Play Store and search for Arbor.- Select the top result and tap Install.- Once installed, open the app.	<ul style="list-style-type: none">Open the App Store and search for Arbor.- Select the top result and tap Get to download.- Open the app once installed.

Note: You cannot reset your password through the app. Password reset links must be used in a browser.

Setting Up Your Arbor Account (Parent Portal - Web Browser)

Logging in for the First Time:

1. Check your email for a welcome email from school with login details.
2. Click the link in the email to open the Arbor Parent Portal in a web browser.
3. Click Forgot your password?
4. Enter your email address and click “reset password”.
5. Check your email for the reset link and follow the instructions to create a password.
6. Accept the terms and conditions.
7. Confirm one of your children’s dates of birth as a security step.
8. Once verified, you are now logged in and can switch to using the app.

Logging in Again (Parent Portal - Web Browser)

- Go to login.arbor.sc and enter your email and password.
- If you have children at multiple schools, select the relevant school.
- If you can't log in, click “I'm a guardian” for troubleshooting tips.

Logging in on the Parent App

1. Open the app and enter your email and password.
2. Tick or untick Remember my password based on your preference.
3. Enable biometric login (Face ID, fingerprint, or PIN) if available.
4. Select your school.
5. If you have more than one child, select which child to view (you can switch later).

Top Tip: Ensure you have the latest app version to use biometric login:

- iOS version 24.1
- Android version 35 (24)

Your Arbor account is now set up! You can now explore and manage your child’s school information using the Parent Portal and App.