

Arbor Parent Guide



Welcome to Arbor



Introduction to Arbor

Arbor is a Management Information System (MIS) that allows schools to record, track and analyse all student information and data. All schools must have an MIS and for many years Cheslyn Hay has used the 'SIMS' system alongside a number of other systems such as ClassCharts, Parent Pay, School Coms and many others. All of these systems use different logins, portals and management. Arbor, on the other hand, can perform the role of most of these systems from a single portal making it ultimately much more efficient and user friendly.

What will change?

Ultimately Arbor will replace SIMS, ClassCharts, Parent Pay, School Coms, School Cloud, Edukey and many other smaller school based systems.

When will changes happen?

Half Term - During half term we will migrate your family's information stored on SIMS to the new system, Arbor. At the same time use of ClassCharts, Behaviour, Attendance, Reporting and Communications systems will then be routed through Arbor. Communication with school through email and telephone will continue as normal.

Attendance - For absence reporting you may call the school or use our dedicated email address to report an absence: attendance@cheslynhay.windsoracademytrust.org.uk

End of February - we will launch the Parent Portal and you will be able to access information about your child through this web based portal

Summer Term - We will continue to use the current 'School Cloud' Parents' Evening Booking system (in particular for the Year 9 Parents' Evening) during the Spring term, but from the start of the Summer Term all Parents' Evening bookings will be made via Arbor.

For September - We will introduce all of the other features of ClassCharts in readiness for the new Academic Year. In particular we will continue to use Parent Pay until September.

Thank you! - We know that changing systems can be a little confusing to begin with and there will inevitably be some challenge in the first couple of weeks. Please bear with us during this transition and remember that our core communications via telephone and email will remain the same throughout. We are working really hard to minimise any disruption and thank you for your patience and understanding.

Arbor Parent Portal Guide

What is the Parent Portal?

The Parent Portal is our new digital platform for communicating with parents that is accessible to guardians on a laptop or computer. The Parent Portal will ultimately enable you to do the following (amongst other things):

- Receive messages from the school
- Make payments for school meals, trips / clubs
- See data relating to your child (behaviour, attendance, schools reports)
- Make bookings for Parents' Evenings and other events

We will activate this Portal towards the end of February and let you know via email - you will need this email to login for the first time. You will be able to set up your password via the email address or through the website below once we have launched the Portal and sent you your welcome email.

Once switched on The Parent Portal is accessible through your usual internet browser. We strongly recommend using your browser, even on a mobile device, as this provides greater flexibility and functionality than the Parent App below. You will be able to reach the school's Parent Portal at the following web address once we activate it:

Cheslyn-hay-academy.uk.arbor.sc

What is the Parent App?

The Parent App is a mobile version of our Parent Portal, available on mobile devices such as smartphones and tablets. Once we have switched on the Parent Portal, you can download the App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

How do I get started on the App?

1. Wait for your welcome email from us telling you that Arbor is ready - you will not be able to log in before
2. Click the link in your welcome email to set up your password
3. If you wish to use the app, go to the App or Google Play store and search 'Arbor'
4. Click 'Install' on Google Play or 'Get' on the App Store
5. Enter your email, select our school and enter your password
6. Accept the Terms and Conditions and enter your child's birth date

Arbor Parent Guide

Logging in on the Parent App

You can save your password and fill it in automatically using your phone's built-in Face ID, fingerprint scan or pin entry on the Parent App.

When you open the app for the first time, you'll be prompted to add in your email address and password.

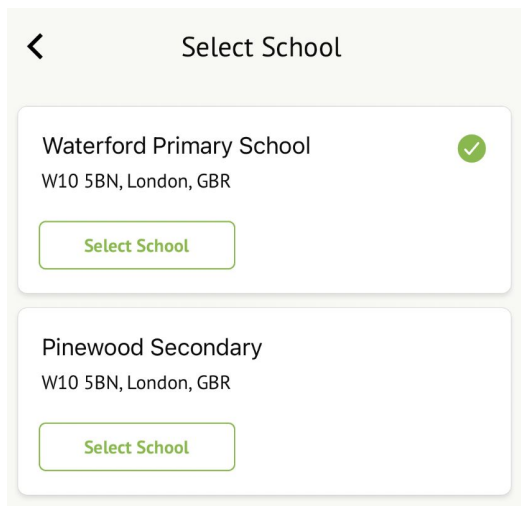
The 'Remember My Password' box will be ticked by default but you can untick it if needed. This allows Arbor to remember your password the next time you log in.

When your email address and password are correct, Arbor will check your biometric details - either by Face ID, fingerprint scan or pin entry.

- Once the check is successful, biometric login be enabled for the next time you log in, and you won't need to input your Arbor password.
- You need to ensure one of these options is enabled to be able to save your password, or you'll need to untick the box

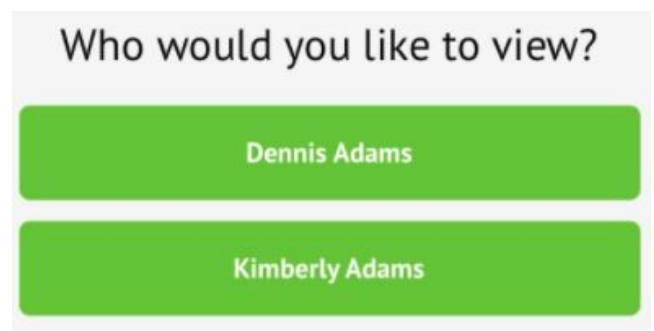


Next you'll need to select your school. If you have accounts on more than one school, there'll be a tick next to any schools your password works for.



- 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.

If you have more than one child at the school, please select the child you wish to view. Don't worry, you can select another child once you are logged in.



Here is a link to the [Arbor website](#) which includes an introduction to the Parent Portal for guardians.

If you have any problems logging in, please contact the school office and a member of staff will be happy to assist you.