



Gainsborough Primary and Nursery School



Arbor

Arbor Instructions



New communications app/payments system

Please download the Arbor school app

You will receive important messages and notifications via here, be able to book clubs, snack and make any payments to school. For more information on Arbor please visit:

arbor-education.com

School will send you a welcome email which will contain your login details and a link where you need to set up your password.

Click the link, then click **Forgot your password?** Add in your email address then click **Reset password.** You will receive another email. Click the link in this email to set your password. Create your password. You will then be logged in when you click **Create password.**


If you have any queries please contact the school office on 01270 696810

Arbor

Homepage Dashboard

Parent Portal

Quick Actions ▾

 **Chloe Adams** ♀
Form 900

[View Student Profile](#)

Guardians of Chloe Adams

- [Harley Adams](#)
- [Charlotte Adams](#)

Notices

- [Chloe Adams does not have a transportation method recorded - click to correct](#)
- [Chloe Adams does not have a religion recorded - click to correct](#)
- [Chloe Adams's lunch requirement has not been set. Please contact the school to arrange this.](#)
- [Chloe Adams does not have any details on hearing tests - click to correct](#)
- [Chloe Adams does not have any details on vision tests](#)

Statistics

Attendance (2018/2019)
91.5%
91.1% Year
70.7% Last 4 weeks

Behaviour Points - this term
0
This year: 0 points
Last term: 0 points

Guardian Consultations
No guardian consultations for Chloe Adams

Overdue Assignments
early tasks (Due 24 Oct 2018) Extended

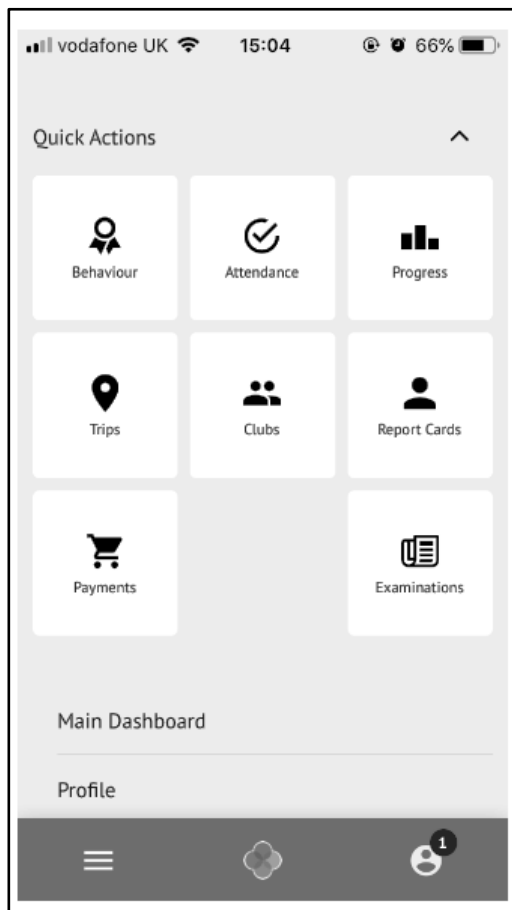
Accounts

Chloe Adams: Meals	Balance: -161.56
Chloe Adams: Snacks for students	Balance: £1.40
Chloe Adams: Breakfast Club	Balance: 10.00

Activities









- [Chloe Adams: Clubs](#)
- [Chloe Adams: Trips](#)

Arbor App



vodafone UK 15:04 66%

Quick Actions ^

-  Behaviour
-  Attendance
-  Progress
-  Trips
-  Clubs
-  Report Cards
-  Payments
-  Examinations

Main Dashboard

Profile

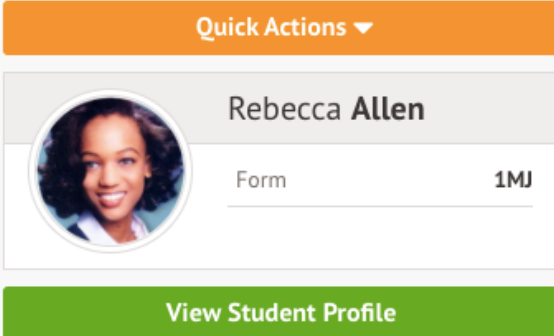
☰ ☪ 👤 1

The dashboard is the first screen that you will see. This gives a quick glance of notices, attendance and message alerts.

You can return to this page at any time by clicking on the school's logo or choosing Dashboard from any menu. On the homepage you'll also see sections for:

- Statistics - This shows information about the student's attendance for the current term.
- Guardian consultations - The Guardian Consultations section allows guardians to book time for Parents Evening meetings by selecting one of the available slots.
- Accounts - The Accounts section loads the student's current Meals and other top-up account balances.
- Activities Trips - Sign your child up for trips.
Clubs - Sign up to standard clubs or Breakfast and After School clubs.
- School Shop - Make purchases for items.

Student Profile



The screenshot shows a student profile card. At the top is an orange bar with the text "Quick Actions" and a downward arrow. Below this is a grey bar containing a circular profile picture of a woman, the name "Rebecca Allen", and the text "Form" followed by a horizontal line and "1MJ". At the bottom of the card is a green bar with the text "View Student Profile".

Click the View Student Profile button on your homepage.

This allows you to see basic information about your child. You will be able to amend details such as your contact details, medical information, consents etc.

Notices and Consents

This section contains a list of missing information or consents on the student's profile.

To update this information, click on a notice and you can then add the required information. You can edit any information by clicking on the data further down in your child's profile.

For consents you will need to either **Give** or **Decline** consent. If you would like to change whether you have consented or not you will need to contact the school.

Attendance

<u>On the Parent Portal</u>	<u>On the Arbor App</u>
On your homepage you can view your child's attendance this year so far and for the last four weeks	Click on your child's name and then on Statistics to see basic statistics of your child's overall attendance
To view more information, click on the Attendance tile, or click the View Student Profile button and go to Attendance	To view more detailed information, click the menu icon (three lines), select Attendance , then either Summary or By Date
The Attendance Summary will load a break down for the current academic year	Click Summary to see statistics for Presents, Lates and Absences for the year to date
The Statistics section will show number of sessions and the percentage for each mark	Select By Date to see all the attendance marks given for the academic year

Meals and Snacks

<u>On the Parent Portal</u>	<u>On the Arbor App</u>
Go to Accounts and click meals	Select the menu icon (three lines) then click payments
To make a card payment , click on the Top up account button	To make a card payment , click on the Top up account button
You can select the bill payer and payment amount	Input the amount to top up, then click pay
You can choose to pay now or to add your payment to your basket to pay later	Input your card details (must use a visa or Mastercard)
Add in your card details and then click Pay	
The meals balance will be updated to reflect the top-up straight away	

Your child orders their lunch with their teacher every morning.

To order snack

<u>On the Parent Portal</u>	<u>On the Arbor App</u>
Click Quick Actions and select meals	Click on the three lines to access your main menu, then click on meals
Click on snack	Click on snack
Click on the day	Click on the day
Choose the snack your child would like	Choose the snack your child would like
Click on confirm choice	Click on confirm choice

Trips

<u>On the Parent Portal</u>	<u>On the Arbor App</u>
Click on the Trips field within the Activities section	Click on the three lines to access your main menu, then click on trips
There are three sections: Upcoming trips – any trip your child is currently registered for. Past Trips – trips that have taken place Trips open – any trips that your child can currently be registered for.	You will be able to see all of your child's upcoming trips and any trips that they are eligible for.
To register for a trip, click on the desired trip in the trips open section	Select the trip
Click on sign up	Click on the green button to sign up for the trip and pay if required
You can add the amount you will pay and then click on pay now or add the payment to your basket to pay later	If it is a trip you have to pay for then you can add your card details to pay
Add in your card details and click pay	
Consent only trips: You can add your consent by ticking the check box and clicking on add consent	If no payment is required you can simply sign up and add consent
The trip will now be displayed in upcoming trips	

Clubs

<u>On the Parent Portal</u>	<u>On the Arbor App</u>
Under Activities , click on clubs	Click on the three lines to access your main menu, then click on clubs
This will list any clubs your child is currently a member of and any clubs that are currently open for them to join	You will see a list of any clubs your child is currently a member of and any clubs that are currently open for them to join.
Click on the appropriate club you would like your child to join	Click on the appropriate club you would like your child to join
Click on Register for this club in the top right-hand corner of the page	Click on Register for this club to sign up
Choose the membership option you would like to sign your child up for	Select the period you would like to sign up for, then click next
Choose which sessions to sign your child up for	Choose which sessions to sign your child up for
Confirm your choices and click to pay	Confirm registration
You can select to add the payment to your basket to pay later	If it is a club you have to pay for then you can add your card details to pay
If you click cancel here, the child will be signed up provisionally but you will need to pay <u>before</u> they can attend the club	
The new membership will be displayed on the clubs page	

Basket Option

The parent portal has a 'basket feature' which is not available on the arbor app.

You can add payments to your basket to allow you to pay for clubs, trips, meals or any other account top-ups for multiple children all in one household in one payment!

Remember, payments aren't made and clubs and trips aren't booked until you pay for the items in your basket!

To pay for your basket:

My Items > My Payments from the top menu to access your basket.

You will be able to see all the payments you have yet to pay and empty your basket if needed.

If you click a payment you can edit the amount if it is a top-up and then click **save changes**. You can also remove the payment from your basket.

To pay, click on the green **Pay for all items in basket** button and add your card details.

Your child is not signed up for Gold Stars or snack until payment has been received.

In-app Messages

If you have enabled push notifications for the App, you will receive a push notification whenever you have a new in-app message, whether you are logged into Arbor or not.

The push notification will not contain the content of the message, it will just let you know there is a new message that you will need to log in to Arbor to read.

<u>On the Parent Portal</u>	<u>On the Arbor App</u>
On your Arbor homepage it will say if you have any unread in-app messages	Tap on a push notification and log into the app
Or My items > School Messages	On the bottom right of your screen you will see a notification
You can see all messages received and all messages you have sent to school.	Click on the notification, then click Messages to see your messages
All new messages are marked as 'NEW' and are written in bold.	All new messages are marked as 'NEW' and are written in bold.
Click the message to view it.	Click the message to view it.

Guardian Consultations

When the school is running Guardian Consultations (parent's evenings) and has enabled you to book, you will be able to select a time through the Parent Portal or Arbor App.

<u>On the Parent Portal</u>	<u>On the Arbor App</u>
You will see on your homepage whether there is an upcoming Guardian Consultation	On the main page, you can select Guardian Consultations
Click on the consultation event to access the booking page	Or click on the three lines to access your main menu, then select Guardian Consultations
Click on the Time Slot drop-down button and choose the time you would like to attend, and which Primary Guardian will be attending	To book a meeting, click the available meeting, click on the time slot drop-down and choose a time you would like to attend and which Primary Guardians will be attending
You can download a list of the meetings you have booked as a PDF by clicking the green Download my meetings button	You can download a list of the meetings you have booked as a PDF by clicking the green Download my meetings button
You can edit your booking by clicking on your booking and selecting a different time slot, click Reschedule Meeting	You can edit your booking by clicking on your booking and selecting a different time slot, click Reschedule Meeting