

# Arbor Guide for Parents: Getting Started



## Your School's Unique URL

<https://hayes-primary-bromley.uk.arbor.sc/?/home-ui/index>

## Logging in for the first time

- Follow school's unique URL
- Select 'First time logging in?'
- Provide the email address you used on applying for the school (*NB: if this does not work please email the school with the email you would like to use to login and await further instruction*)
- Finally, confirm your child's date of birth, accept terms and select your child's school

***You're in!***

## Subsequent logins

After your initial log in, you can download the Arbor App from your device's app store.

## Completing your Pupil Information (in app)

- Log in to the Arbor App
- Select the Menu ☰ icon from the bottom toolbar
- Select Profile
- From the Profile View you can add and amend pupil data (*NB: you will only be able to edit your own contact information, and add new contacts*)

## Support

If you are unable to log in, please contact the school office in the first instance to check your email address and child's DOB as recorded in our system.

For support, please visit <https://support.arbor-education.com/hc/en-us> and select Parent Portal and Arbor App as a parent.