# First Time Logging In

The first time you log in, you will need to visit your schools unique URL:

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

From here, select First time logging in?



You will be asked to enter your email address. Enter your email and select Set Password.

*NB: if your email address is not recognised, please e-mail the school office to check your email record as your address may have changed since you last provided it to the school.*



Once you receive your email with your password link, follow this and set your password accordingly.

You will then need to accept the Terms and Conditions:

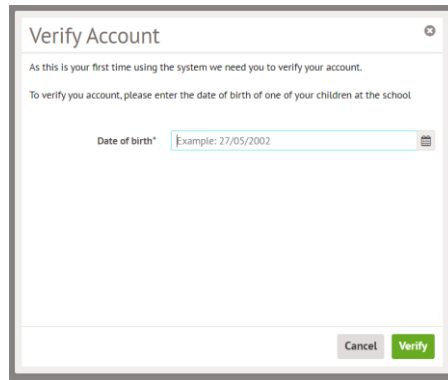Finally, enter your child's Date of Birth to verify your identity

*NB: Siblings will appear once you have logged in for the first time, so if you have multiple children in the school, we recommend entering your eldest child's date of birth to complete account verification.*
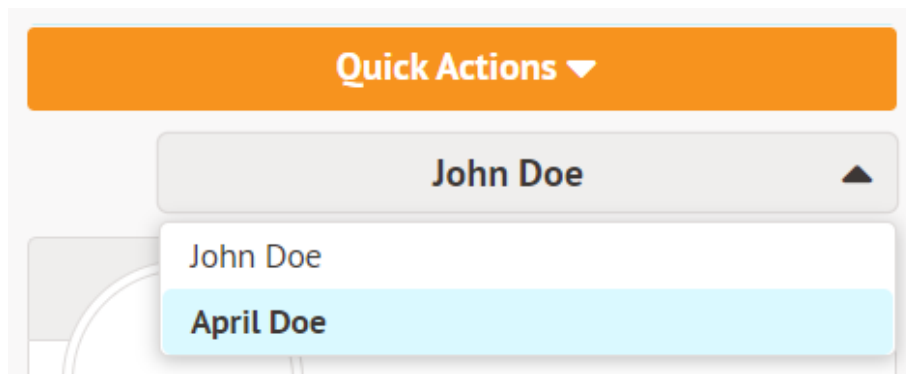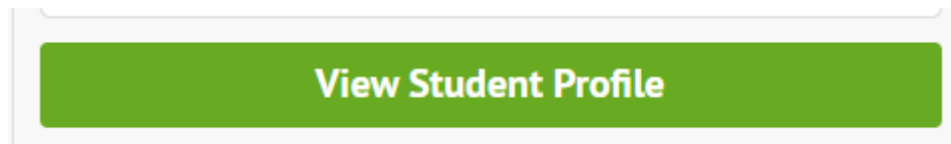


## You're In!

Now that you have verified your account, you can view your child's profile. You can now download the Arbor App on your device, or if you prefer you can continue using the desktop version of the Parent Portal.

## Quick Tips

For switching between siblings, please select from the drop down menu:



To make changes to your child's profile, select View Student Profile:



**For further tips and information, please visit the Arbor help centre for parents by clicking here.**