What is Arbor?

We've chosen Arbor as our MIS provider. MIS is a Management Information System that helps schools collect, store, manage and use all the information they need. Arbor is a simple, smart and cloud-based MIS, meaning the data isn't physically stored in school, making Arbor super secure. It also means you can log into Arbor to see and update your child's information.

How can parents/guardians use Arbor?

Here's how you can use Arbor:

- Log into Parent Portal on computers or laptops (works best on Chrome browser)

- Download the Arbor App from the App Store or Google Play Store then log in on your phone (For Android 5.0 or iOS 10.0 and upwards)

- We can then send you In-app messages. We can also send you emails, letters or texts!

What can parents/guardians see and do in Arbor?

- View information that the school holds on your child(ren).

- Make changes to information about you or your child(ren) which will then send a request to be updated.

- Book and pay for clubs and trips.

- View your child's school attendance data.

- View home/school communications.

- Book and pay for school lunches (From September 23).

- Book and pay for breakfast club (From September 23).

- If your child has more than one parent or carer listed in Arbor, you will only be able to see your own contact details (address, phone numbers, email address).

How to get started

1. Wait for the email from us telling you that Arbor is ready for you to use.

2. Click the link in your welcome email and follow the instructions to set up your password.

3. Go to the App or Google Play Store on your phone and search for 'Arbor' (check for the logo at the top of this page).

4. Click 'Install' on Android or 'Get' on iPhone then open the App.

5. Enter your email, select the school, then enter your password.

6. Accept the Terms & Conditions and enter the birthdate of your child/one of your children.

Need help using Arbor?

To safeguard student data in line with General Data Protection Regulations (GDPR), Arbor only work directly with schools and are unable to help parents/guardians directly.

Contact the school office – *office@wantageprimaryacademy.org* if you have any questions about Arbor, the Arbor App or Parent Portal. We will be able to help answer your questions. If not, we will contact our Support Team for assistance. Please let us know the type and model of your phone, e.g., an iPhone SE, and - if possible - include screenshots or screen recordings of what you are experiencing.

Some tips to try:

- Ensure your username is the email address you use for Arbor. Ask us to **check the email address** linked to your account.

- **Reset your password** from the login page or ask us to do this.

- If the login email was sent to you more than 96 hours ago, the **password link will have expired**. Ask us to send it again.

- **Enter the birthdate** of one of your children to log in for the first time.

- Only relatives who are **Primary Guardians** of a child can access the Arbor App.

- If logging in for the first time use a laptop or computer and use Chrome