



Arbor Parent Portal/Parent App



Guidance for Parents/Carers

How to get started

- An email will be sent to the first contact on your child's school record to welcome you to the Arbor Parent Portal. Please note only one account per child should be activated on the Parent Portal.
- The email will contain your username for the Parent Portal.
- On your mobile phone the 'Arbor' app should be downloaded.
- On opening the Arbor app – a link will be shown - 'Forgotten password'. Please click on this link and an email will be sent with instructions on how to set up a password for your account.
- Once logged into the Arbor app, using your username and password, you should be able to see your child's personal details and details of their attendance at school.
- This app will be used by the school to send all messages, notifications etc that would have previously been sent by text message – **text messages will no longer be sent except in the case of an emergency.**

Points to Note

- When the initial welcome email is sent to parents/carers – this must be actioned within 4 days of receipt. If this isn't completed within this timescale please contact the school to resend the email.
- If you don't seem to have received the initial email, please check Junk email folders as the email may have been delivered there.
- If families have more than one child who attends Our Lady of the Rosary Primary School, once registered, parents/carers should be able to switch between your different children on the app.

We are sure that we can count on your support for this new way of circulating information and keeping in touch with families.

Please contact the school office if you have any problems with the Parent Portal and/or Parent App.