



## Parent Portal and Arbor App

### Welcome to the Arbor App!

The Arbor App and Parent Portal is a communication system to keep you informed about your child's life at Winifred Holtby Academy.

### How to get started

1. Download the Arbor App from your App Store or Google Play Store
2. Click 'Install' on Android or 'Get' on iPhone then open the App.
3. Enter your email and select the school
4. Click forgotten password and follow the steps
5. Accept the Terms & Conditions and enter your child's birthday

### Need help using Arbor?

Contact the academy reception if you have questions about The Arbor App and Parent Portal.

#### Some tips to try:

1. Ensure your username is the email address you use for Arbor.  
Ask us to **check the email address** linked to your account.
2. **Reset your password** from the login page or ask us to do this.
3. 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.
4. Ask the academy reception to check that your email address has not been used twice - e.g. on another guardian or child's profile.
5. **Enter the birthday** of one of your children to log in.
6. Only relatives who are **Primary Guardians** of a child can access the Arbor App.  
Ask us to check you can have access.



## What is the Arbor App?

The Arbor App is the mobile version of our Parent Portal, for use on mobile devices such as smartphones and tablets. Log into Arbor to see and update your child's information.

## Your Homepage Dashboard

The dashboard is the first screen that you will see. This gives a quick glance of the pupil's daily timetable, behaviour and achievement points, notices, and current attendance. The Statistics section shows information about the student's attendance and behaviour for the current term.

You can return to this page at any time by clicking on the academy logo or choosing Dashboard from any menu.

## Student Profile

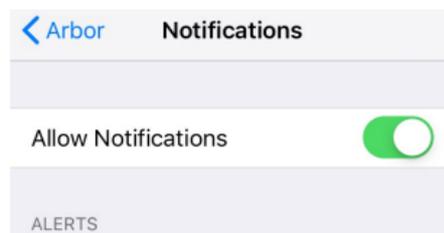
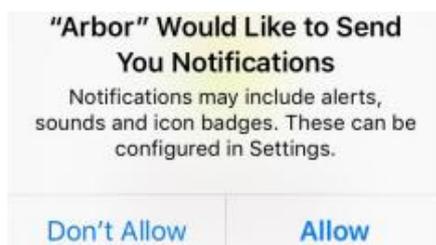
Access your child's profile by clicking the **View Student Profile** button on your homepage. This allows you to see basic information about your child and highlights any unread notices or actions needing to be completed. You will be able to amend details such as your contact details, medical information, consents, and so on.

From here you can access more areas of their profile for:

- **Calendar and Timetable**
- **Attendance** - The **summary** page shows statistics and recent attendance for the academic year as shown. The **Attendance By Date** page is a breakdown of the student's attendance, day by day with the mark.
- **Behaviour and Achievement** - View the positive and negative behaviour points given.

## Notifications

When you download the Arbor App, you will receive a prompt to receive notifications from Arbor. Make sure you select **Allow** to enable your school to send you push notifications. This will ensure you receive a notification when you have a new In-app message. If you do not receive this prompt, please turn on the Push Notifications by going to your **Settings** on your phone.

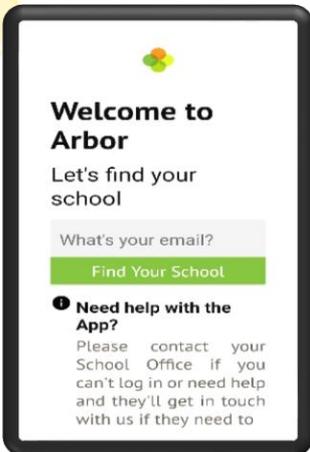




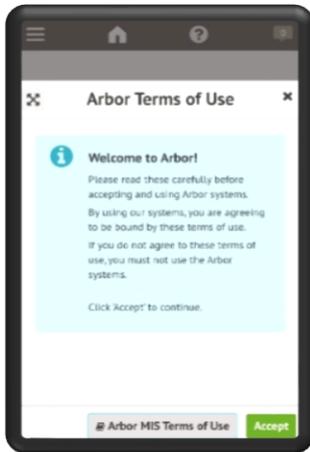
# DOWNLOAD OUR APP FOR FREE TODAY

## Creating an account is simple and will take no more than a couple of minutes!

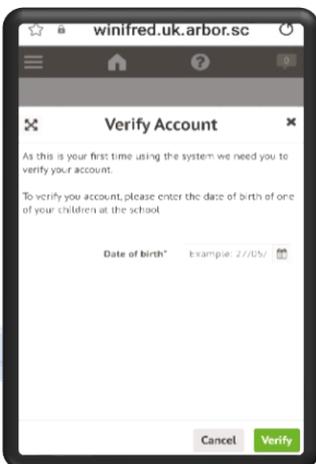
### Step 1



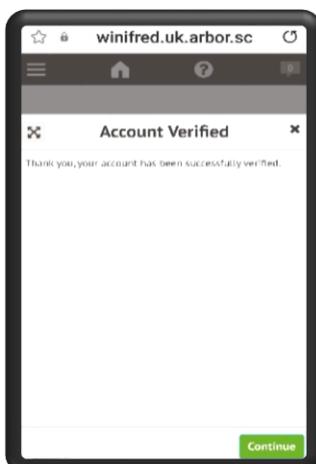
### Step 2



### Step 3



### Step 4



## Why use the app?

Arbor is a simple, smart, and cloud-based MIS (Management Information System), which helps us work faster, smarter, and more collaboratively as a school. The Arbor App and Parent Portal mean we can keep you informed about your child's life at Winifred Holtby Academy in a much more accessible way. Everything is in one place and can be accessed from home and on-the-go!

**Further information is available on the academy website:**

**<https://www.winifredholtbyacademy.co.uk/page/?title=Arbor+App&pid=148>**



**Winifred Holtby**  
Academy

The app is our preferred method of communication. All messages and notices will be sent out via this app. Please make sure that the app is downloaded, and the notification settings are switched on. Failure to do this may result in you missing important messages / information from the academy.