



3rd September 2020

Dear Parents and Carers,

Over the summer, our school’s management information system has changed. We are looking forward to welcoming back all learners this week using this new system, [Arbor](#).

As parents, this system enables you to have an overview of your child’s calendar, attendance, behaviour and achievements statistics via the Arbor app. The real benefit of this system is that you can access all of this information via your mobile device, live. You will have access to school notices and interact with school much more easily.

To help you navigate the app, including details on how to log on, please find a short video [here](#).

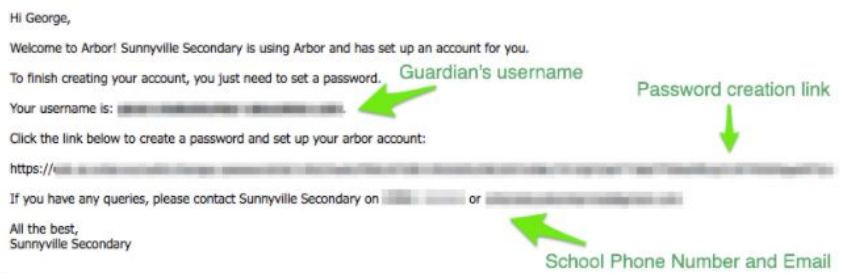
In order to access the information, we would encourage all parents and carers to download the Arbor app. This is available via [Google play](#) or on the [App store](#).

We are in the process of enabling the parent portal functionality. We hope to complete this by Friday 4th September.

We will be sending out parent portal log-ins shortly, so please check your emails on the following days:

- **Year 7 and Year 11** (Thursday 3rd September)
- **Year 8, 9 and 10** (Friday 4th September).

The email will contain the following content, directing you to log into the Arbor App:



Please be aware for the first time logging into the Arbor App, you will require a desktop computer or laptop, using **Chrome** as your web browser.

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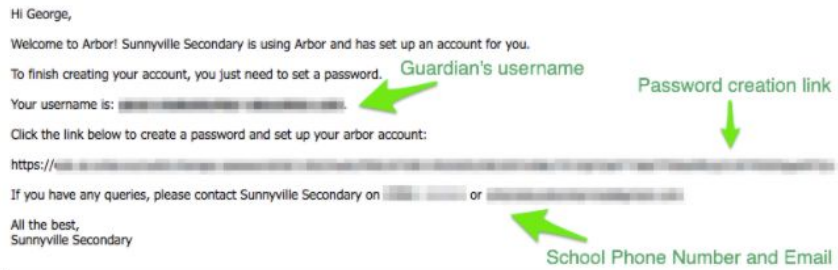
You can find more information regarding the Arbor app below.

We look forward to welcoming your child back and many thanks in advance for your support.

How do I log into the Arbor App?

To login into the Parent Portal for the first time and view your child's dashboard, you will need the email that came from your school to welcome you to Arbor. You must log in for the first time on a desktop computer or laptop, using Chrome as your web browser.

This email will confirm your username (your email on school record) and a link for you to click on that will take you directly to your schools' Parent Portal site.



On your **first login** only:

- 1) You will be asked to enter your child's date of birth to access the dashboard.
- 2) You will also be asked to agree to the Terms & Conditions the first time that you access the App or Parent Portal.



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What happens if I am struggling to log on?

Please ensure you have tried to log on the first time via a desktop computer or laptop, using **Chrome** as your web browser.

If you are experiencing difficulties, please contact the school if you are experiencing any difficulties when logging in for the first time by emailing: admin@mmhs.co.uk

Alternatively, please follow this link on the Arbor Education website: [Why can't parents log in?](#)

What will I see when I log into Arbor?

The dashboard is the first screen that you will see. This gives a quick glance of the learner's daily timetable, achievement points, behaviour incidents, notices, current attendance and progress.

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

The screenshot shows the Arbor Education dashboard for 'The Sunnyville School of Magic'. The user is logged in as 'Harley, Adams' and can sign out. The dashboard is for student 'Sammy Adams' (Form 9GU). Key statistics include: Attendance (2018/2019) at 84.0% (Year) and 70.7% (Last 4 weeks); Behaviour Points - this term at 0; House Points - this term at 0; Spring Term - Grade Average at 3; Positive Behavioural Incidents - this term at 31; and Negative Behavioural Incidents - this term at 6. There are also sections for Guardian Consultations (Parents Evening on 24 Jun 2019), Overdue Assignments (Oxbow Lakes due 11 Mar 2019), and Assignments that are due (Addition work due 30 Jun 2019). The left sidebar shows quick actions, student profile, notices, and current/next lessons.

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What happens if I have multiple children who attend the school?

If you are the Primary Guardian for more than one learner in the school, you can access and view each child through the same portal by clicking on the name at the drop-down menu with the children's names in the top-left of the home page, then change sibling.

On doing this for the first time, you will need to enter your other child's date of birth (Year - Month - Day) as shown below) to access their dashboard.

Verify Account

As this is your first time using the system we need you to verify your account. To verify your account, please enter the date of birth of one of your children at the school

Date of birth



Verify

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What data will be available?

The Statistics section shows information about the student's attendance, behaviour and progress statistics for the current term. You will be able to click on different parts of the home page to view more data on your child.



For example, clicking the attendance percentage will bring up the attendance page which breaks down the attendance figures into present, late, or absent. Once you've clicked on Attendance or another item, you will see a menu appear like so in the left-hand side of the page you are now on:

- Megan's page
- Main Dashboard
- Profile
- Calendar
- ▼ Attendance
 - Summary
 - By Date
- Progress
 - ▶ Activities
 - Behaviour
 - ▶ Curriculum Tracking
 - ▶ Examinations
 - Report Cards
 - ▶ Accounts
 - ▶ Guardian Consultations

Recent Attendance for Megan Hill

Statistics for Academic Year 2018/2019	
Possible sessions	404
Present	398 sessions (98.51%)
Late	12 sessions (3.02%)
Authorised absent	6 sessions (1.49%)
Unauthorised absent	0 sessions (0.00%)

Recent Attendance (12 Jun 2019 - 19 Jun 2019)	
Present	9 sessions (100.00%)
Late	0 sessions (0.00%)
Authorised absent	0 sessions (0.00%)
Unauthorised absent	0 sessions (0.00%)

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Profile - 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 and consents via the Arbor App. However, please be aware the school will need to approve these changes. They therefore will not automatically change.

Megan's page

- Main Dashboard
- Profile
- Calendar
- ▶ Attendance
- ▶ Progress
- ▶ Activities
- Behaviour
- ▶ Curriculum Tracking
- ▶ Examinations
- Report Cards
- ▶ Accounts
- ▶ Guardian Consultations

Megan Hill ♀

Form	10NE	Year	Year 10
House	Acklam	Tutor	Rosie Hall

Notices

- Megan Hill does not have a religion recorded - click to correct ▶
- You have not consented to Photograph Student for Megan Hill - click to correct ▶
- You have not consented to Specific photo consent for Megan Hill - click to correct ▶

Student Details

Name	Megan Hill	▶
Gender	Female	▶
Date of birth	30 May 2004	▶
Ethnicity	Pakistani	▶
Religion	Not recorded - click to add	▶
Language	English (Native speaker)	▶
Service child	No	

Instructions

This page lets you add and edit information and guardian details for Megan Hill.

Information that can be edited is marked by an arrow at the right hand side of the line that the information is on. Simply click anywhere in the line and an editing pane will slide out.

Add Information ▼

Calendar - this shows the student's calendar for the academic year, including timetable and events.

Megan's page

- Main Dashboard
- Profile
- Calendar
- ▶ Attendance
- ▶ Progress
- ▶ Activities
- Behaviour
- ▶ Curriculum Tracking
- ▶ Examinations
- Report Cards
- ▶ Accounts
- ▶ Guardian Consultations

Today
17 - 22 June 2019

Day
5 days
Month

	17 Monday	18 Tuesday	19 Wednesday	20 Thursday	21 Friday	22 Saturday
08:00		08:00-09:00 Test				
09:00	08:45-09:00 09:00-09:45 English: Year 10: Y10Set2	08:45-09:00 09:00-09:45 Mathematics: Year 10:	08:45-09:00 09:00-09:45 Leisure, Travel and	08:45-09:00 09:00-09:45 Leisure, Travel and	08:45-09:00 09:00-09:45 English: Year 10: Y10Set2	
10:00	10:00-10:45 Computer Science: Year	10:00-10:45 Citizenship: Year 10:	10:00-10:45 Mathematics: Year 10:	10:00-10:45 Computer Science: Year	10:00-10:45 Physical Education /	
11:00	11:00-11:45 Performing Arts: Year 10:	11:00-11:45 Applied Art and Design:	11:00-11:45 Applied Art and Design:	11:00-11:45 Performing Arts: Year 10:	11:00-11:45 Portuguese: Year 10:	
12:00	12:00-12:30	12:00-12:30	12:00-12:30	12:00-12:30	12:00-12:30	
13:00	13:00-13:10 13:15-14:00 English: Year 10: Y10Set2	13:00-13:10 13:15-14:00 Portuguese: Year 10:	13:00-13:10 13:15-14:00 Physical Education /	13:00-13:10 13:15-14:00 Science: Year 10:	13:00-13:10 13:15-14:00 Japanese: Year 10:	
14:00	14:15-15:00 Design and Technology -	14:15-15:00 Citizenship: Year 10:	14:15-15:00 Design and Technology -	14:15-15:00 Japanese: Year 10:	14:15-15:00 Science: Year 10:	
15:00						


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Behaviour – In this section you can view the Achievement points, as well as any comments that may have been written about the instances. You will also be able to view behaviour incidents.

 Chloe Adams ♀			
Form	9GU	Year	Year 8
House	Colville	Tutor	Keith Lewis

Behaviour for: 2018/2019 ▼

Behaviour Points

Total Points	
Lifetime	3 points
2018/2019	3 points
Spring Term	0 points

Points Breakdown

11 Dec 2018, 00:00	Points: +5 Category: Showing kindness Awarded by: Abbie Patel Comment: Lovely kindness sharing scissors with partner in art
06 Dec 2018, 16:29	Points: -2 Category: Not showing self-control Awarded by: Arbor Admin

Can I see other guardian’s contact details?

If you don't live at the same address as another guardian of the child, you won't be able to see their contact details. For example, Archie Wilson can't see Courtney Wilson's details.

Student Contact Details + Add

Mobile number	07700 900955	▶
Home number	020 8106 4478	▶
Home address	1-5 Cosway Street London NW1 5NR Aaron Wilson lives here This is a correspondence address	Ongoing ▶

Family, Guardians & Contacts + Add

<p>Archie Wilson Ⓜ</p> <p>Father (natural or adoptive)</p> <p>07700 900420 (Mobile)</p> <p>020 8106 4478 (Home)</p> <p>archie.wilson@arbor-mail.com (Personal)</p> <p>1-5 Cosway Street, London, London, NW1 5NR</p> <p>Access Options</p> <p>Primary guardian</p> <p>Can collect</p> <p>Emergency contact</p>	▶
<p>Courtney Wilson</p>	

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This includes when the child lives at this same address as the other guardian. In this example, Courtney Wilson is logged in.

Student Contact Details		+ Add
Mobile number	07700 900955	▶
Home number	Hidden - hover over the question mark for details.	
Home address	Lives with Archie Wilson. Hidden - hover over the question mark for details.	<i>Ongoing</i>

Family, Guardians & Contacts		+ Add
Archie Wilson		
Courtney Wilson	Mother (natural or adoptive) 07700 900444 (Mobile) 020 8750 4151 (Home) courtney.wilson@arbor-mail.com (Personal) 161 Church Lane, London, London, NW10 9EQ Access Options Primary guardian Can collect Emergency contact	▶

If you have any further questions please contact us.

From all at Matthew Moss High School.

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