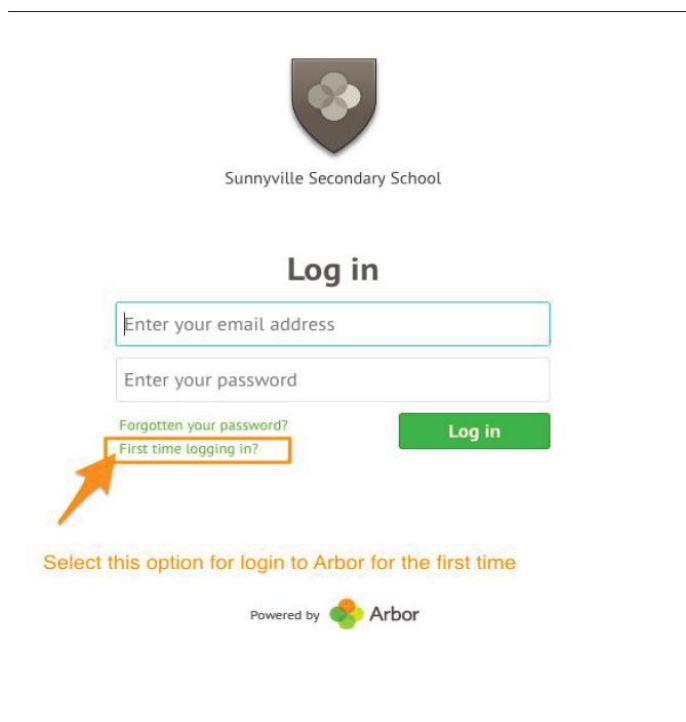# Using Parent Portal - A Parent's Guide

Logging In For the First Time

Welcome to Arbor, your school is now live on Arbor and it's time to login.
1. Launch an internet browser - we recommend Google Chrome
2. Navigate to your school's Arbor URL **- https://aldersbrook.uk.arbor.sc/**
3. Click the option 'First time logging in?' and follow the steps
4. Add a bookmark to your browser to find Arbor quickly tomorrow

Enter the email address the school holds for you and follow the link from your email to set-up a password (Please check your Junk e-mail).

On your first login only, you will need to enter your child's date of birth to access the dashboard.

Forgotten Password/Password Reset

If you have accessed the Parent Portal previously, and have forgotten your password, then select the option 'Forgotten your password?' when heading to your school's Arbor URL access page **https://aldersbrook.uk.arbor.sc/.**
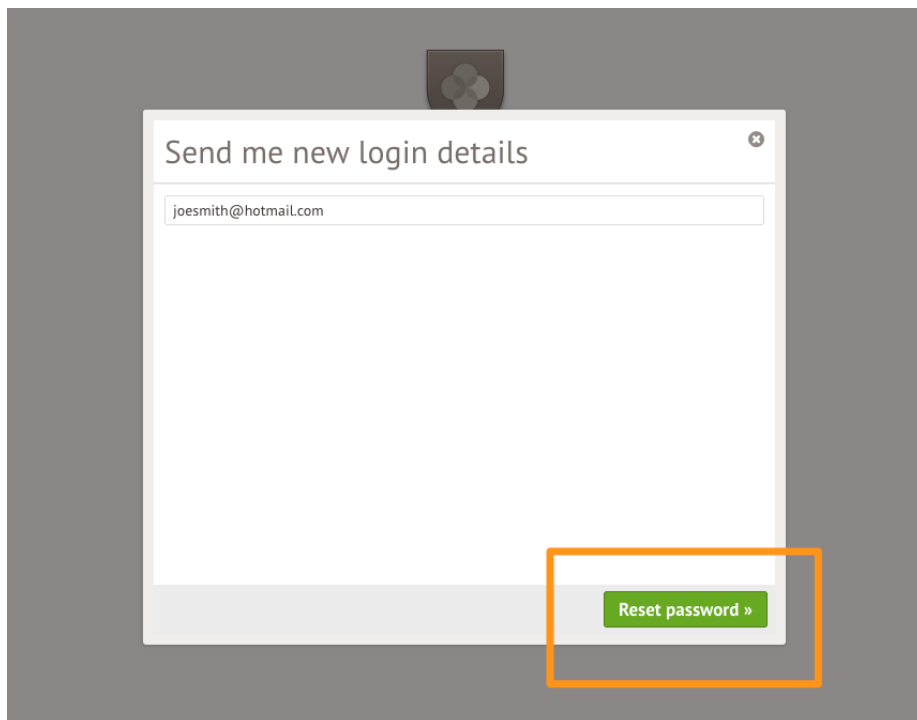
This will take you to a second screen where you can enter your email to generate a new password.

If you are still unable to login after following these steps please contact your school directly. Due to Data Protection laws, we are unable to assist with individual access issues.

Your Child's Dashboard

The dashboard is the first screen that you will see. This gives a quick glance of the student's profile and current attendance.

Any actions required will be under 'Notices'.

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

If You Are a Guardian to Multiple Children at the School

If you are the Primary Guardian for more than one child 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 to access their dashboard.

Available Data on Your Child

If your child's school has granted access, you will be able to click on different parts of the home page to view more data on your child.

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, consents, and so on.