



# Arbor

## Parent Guide for Cavendish Education Trust

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## Using Parent Portal

**It is our recommendation that parents use the Parent Portal rather than the App as it has greater functionality.**

All the resources for the Parent Portal can be found on [Arbor page](#)

### Getting started - Log into the Parent Portal

The Arbor Parent Portal lets parents check in on their child's attendance, behaviour and progress. Parents can also register their child for a club or trip and book parents evening slots, all from their phone or computer.

### What is the Parent Portal?

The Parent Portal is our version of Arbor accessible to parents on a laptop or computer by going to: <https://login.arbor.sc/>

### Logging in for the first time

We will send you a welcome email with your login details and a [link](#) that will take you to the browser version of the [Parent Portal](#) where you need to set up a password.

You can reset your password using a computer, or using a mobile browser on your phone.

1. Go to: <https://login.arbor.sc/>
2. Click Forgot your password? Add in your email address then click Reset password.

### Forgot your password?

No problem! Just enter the email address associated with your account below, and we'll email you with a link to reset your password.

If you have a child at more than one Arbor school, you will be asked to select the appropriate school.

3. You'll then receive another email. Click the link in this email to set your password.
4. Create your password. You will then be logged in when you click Create password.

## Create password

5. Click to accept the terms and conditions.
6. As a security precaution, you will then be asked to confirm one of your children's dates of birth. Once you click verify, you will now be logged in!

### Logging into the Parent Portal

Now your password has been set up, you can log into the Parent Portal by going to [login.arbor.sc](http://login.arbor.sc) and inputting your email address and password.

If you have a child at more than one Arbor school, you will be asked to select the appropriate school. Enter your password, then click Log in.

If you can't log in, use the I'm a guardian link on the right-hand side to view troubleshooting tips.

## Log in

Remember me

[Forgot your password?](#)

### Having difficulty logging in?

There's a number of reasons why you may be struggling to log in to the Arbor Parent Portal. Use the tips in this article before raising an issue with your school: [Troubleshooting login issues - why can't I log in to my school's Arbor Parent Portal?](#)

If you are having difficulty using Arbor, please visit [Troubleshooting login issues - why can't I log in to my school's Arbor Parent Portal?](#) or contact [helpdesk@cavendish.e-sussex.sch.uk](mailto:helpdesk@cavendish.e-sussex.sch.uk)

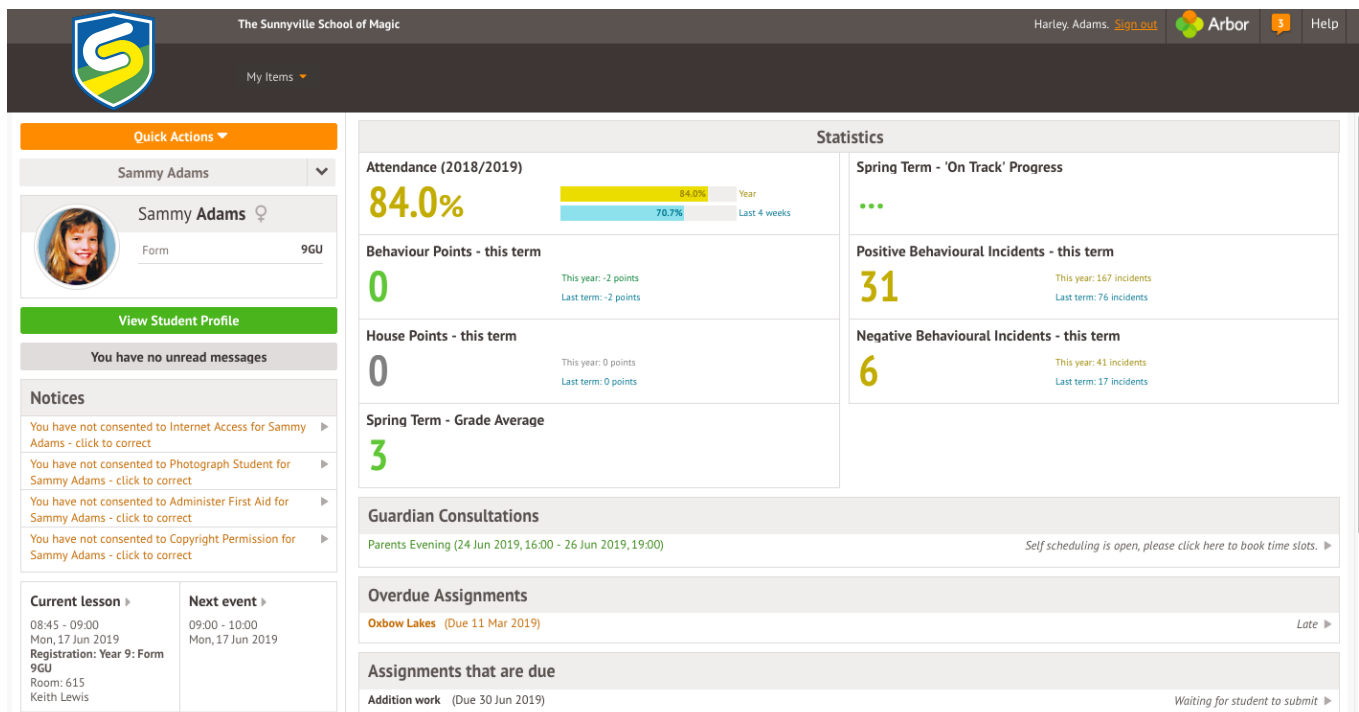
## Your Homepage Dashboard

**Please note that as Cavendish Education Trust introduces Arbor, not all parts of it will be shared with parents straight away.**

The dashboard is the first screen that you will see. This gives a quick glance of the pupil's daily timetable, behaviour points, meals, 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 Statistics section shows information about the pupil's attendance, behaviour and progress statistics for the current term.
- Guardian consultations (Parents Evenings) - The Guardian Consultations section allows guardians to book time for Parents Evening meetings by selecting one of the available slots as per the School's setup.
- Assignments (Homework) - This section shows any homework or coursework assignments that are due, overdue or marked.
- Accounts - The Accounts section loads the pupil's current Meals and other top-up account balances.



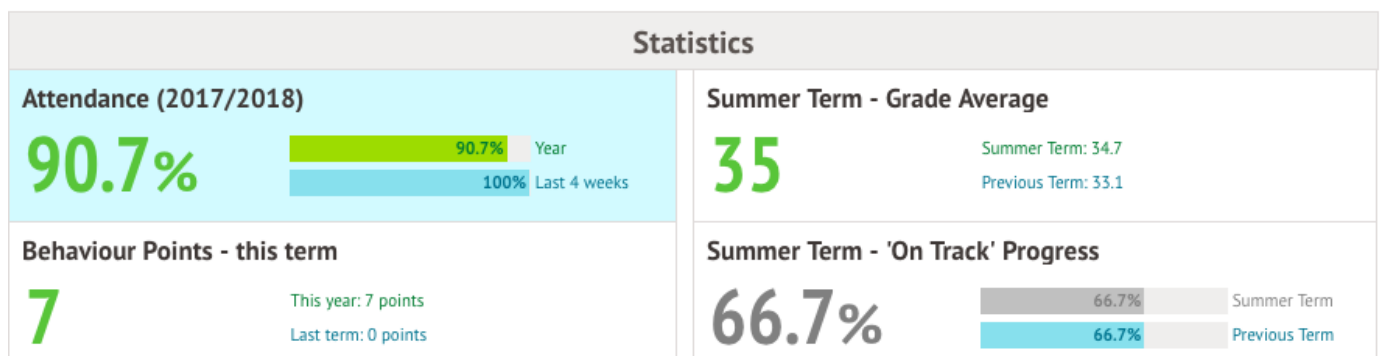
The screenshot shows the Arbor Parent Dashboard for a user named Sammy Adams. The page is divided into several sections:

- Header:** The Sunnyville School of Magic logo and name on the left, and user information (Harley Adams, Sign out) and the Arbor logo on the right.
- Quick Actions:** A dropdown menu for Sammy Adams, a profile picture, and a 'View Student Profile' button.
- Statistics:**
  - Attendance (2018/2019):** 84.0% (Year) vs 70.7% (Last 4 weeks).
  - Behaviour Points - this term:** 0 (This year: -2 points, Last term: -2 points).
  - House Points - this term:** 0 (This year: 0 points, Last term: 0 points).
  - Spring Term - Grade Average:** 3.
  - Spring Term - 'On Track' Progress:** 3 dots.
  - Positive Behavioural Incidents - this term:** 31 (This year: 167 incidents, Last term: 76 incidents).
  - Negative Behavioural Incidents - this term:** 6 (This year: 41 incidents, Last term: 17 incidents).
- Guardian Consultations:** Parents Evening (24 Jun 2019, 16:00 - 26 Jun 2019, 19:00). Self scheduling is open, please click here to book time slots.
- Overdue Assignments:** Oxbow Lakes (Due 11 Mar 2019) - Late.
- Assignments that are due:** Addition work (Due 30 Jun 2019) - Waiting for student to submit.
- Notices:** A list of consent notices for Internet Access, Photograph Student, Administer First Aid, and Copyright Permission for Sammy Adams.
- Current lesson:** 08:45 - 09:00, Mon, 17 Jun 2019, Registration: Year 9: Form 9GU, Room: 615, Keith Lewis.
- Next event:** 09:00 - 10:00, Mon, 17 Jun 2019.

## 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.

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 below, in the left-hand side of the page you are now on:

<b>Megan's page</b>
Main Dashboard
Profile
Calendar
<b>▼ Attendance</b>
<b>Summary</b>
By Date
Progress
▶ Activities
Behaviour
▶ Curriculum Tracking
▶ Examinations
Report Cards

## Recent Attendance for Megan Hill

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


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

## 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.

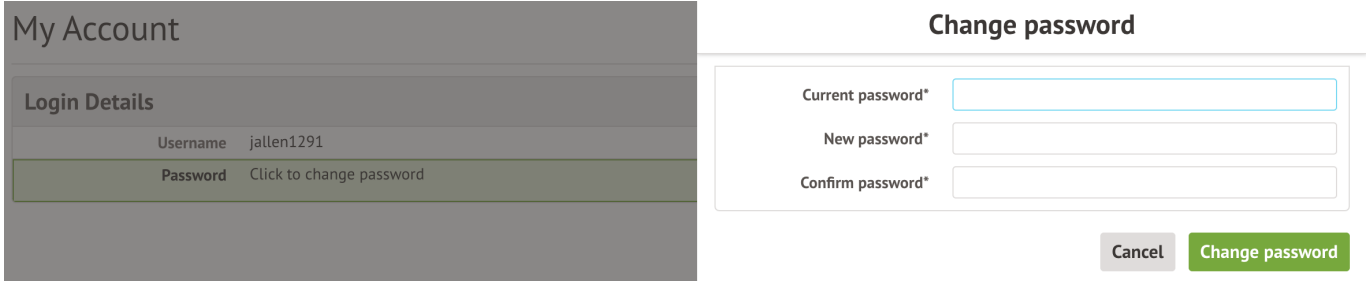
From here you can access more areas of their profile for:

- **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 pupil's attendance, day by day with the mark.
- **Behaviour** - View the positive behaviour points given as well as any comments that may have been written about the instances.
- **Report cards** (School Reports) - All the report cards that your school has published for your child will be available here.
- **Examinations** - In this section, you can view and download the pupil's Exams timetable for the current year. (This will be rolled out later this year)

<p>Megan's page</p> <hr/> <p>Main Dashboard</p> <p><b>Profile</b></p> <p>Calendar</p> <p>▶ Attendance</p> <p>▶ Progress</p> <p>▶ Activities</p> <p>▶ Behaviour</p> <p>▶ Curriculum Tracking</p> <p>▶ Examinations</p> <p>▶ Report Cards</p> <p>▶ Accounts</p> <p>▶ Guardian Consultations</p>	<div style="text-align: center;">  <p>Megan Hill ♀</p> </div> <table border="1"> <tr> <td>Form</td> <td><b>10NE</b></td> <td>Year</td> <td><b>Year 10</b></td> </tr> <tr> <td>House</td> <td><b>Acklam</b></td> <td>Tutor</td> <td><b>Rosie Hall</b></td> </tr> </table> <div style="background-color: #f2f2f2; padding: 5px;"><b>Notices</b></div> <p>Megan Hill does not have a religion recorded - <a href="#">click to correct</a> ▶</p> <p>You have not consented to Photograph Student for Megan Hill - <a href="#">click to correct</a> ▶</p> <p>You have not consented to Specific photo consent for Megan Hill - <a href="#">click to correct</a> ▶</p> <div style="background-color: #f2f2f2; padding: 5px;"><b>Student Details</b></div> <table border="1"> <tr> <td>Name</td> <td>Megan Hill</td> <td>▶</td> </tr> <tr> <td>Gender</td> <td>Female</td> <td>▶</td> </tr> <tr> <td>Date of birth</td> <td>30 May 2004</td> <td></td> </tr> <tr> <td>Ethnicity</td> <td>Pakistani</td> <td>▶</td> </tr> <tr> <td>Religion</td> <td>Not recorded - <a href="#">click to add</a></td> <td>▶</td> </tr> <tr> <td>Language</td> <td>English (Native speaker)</td> <td>▶</td> </tr> <tr> <td>Service child</td> <td>No</td> <td></td> </tr> </table>	Form	<b>10NE</b>	Year	<b>Year 10</b>	House	<b>Acklam</b>	Tutor	<b>Rosie Hall</b>	Name	Megan Hill	▶	Gender	Female	▶	Date of birth	30 May 2004		Ethnicity	Pakistani	▶	Religion	Not recorded - <a href="#">click to add</a>	▶	Language	English (Native speaker)	▶	Service child	No		<div style="background-color: #f2f2f2; padding: 5px;"><b>Instructions</b> ▲</div> <p>This page lets you add and edit information and guardian details for Megan Hill.</p> <p>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.</p> <div style="background-color: #4CAF50; color: white; text-align: center; padding: 5px; margin-top: 10px;"> <a href="#" style="color: white; text-decoration: none;">Add Information ▼</a> </div>
Form	<b>10NE</b>	Year	<b>Year 10</b>																												
House	<b>Acklam</b>	Tutor	<b>Rosie Hall</b>																												
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## Updating your own guardian details on the Parent Portal

To change your password, go to *My Items > My Account* and click to change your password.



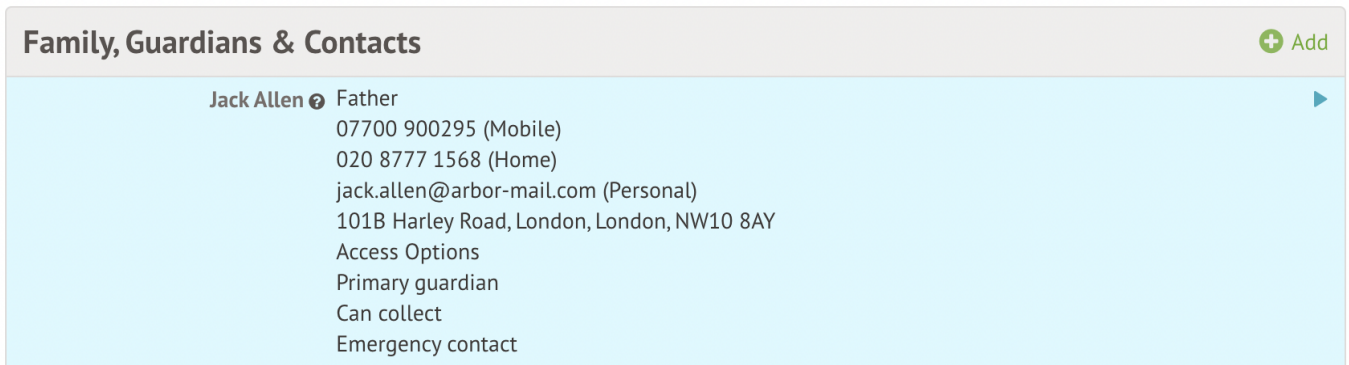
The screenshot shows the 'My Account' page with a 'Login Details' section containing 'Username: jallen1291' and a 'Password' field with a 'Click to change password' link. To the right, a 'Change password' form is displayed with three input fields: 'Current password\*', 'New password\*', and 'Confirm password\*'. Below the form are 'Cancel' and 'Change password' buttons.

To change any other details, go to your child's profile.



A large green button with the text 'View Student Profile' in white.

Scroll down and click your name in the Family, Guardians & Contacts section.



The screenshot shows the 'Family, Guardians & Contacts' section with an '+ Add' button. A profile for 'Jack Allen' is listed as 'Father' with a '>' symbol. The profile details include: '07700 900295 (Mobile)', '020 8777 1568 (Home)', 'jack.allen@arbor-mail.com (Personal)', '101B Harley Road, London, London, NW10 8AY', 'Access Options', 'Primary guardian', 'Can collect', and 'Emergency contact'.

Here you can edit any details that have an > symbol, such as:

- selecting a Preferred contact method for being notified when your child is absent from school
- changing your name or relationship with the child
- which priority contact you are



## Booking Guardian Consultations (Parents Evenings) on the Parent Portal

You'll see on your homepage whether there is an upcoming Guardian Consultation.

In the case where no Parents Evening has been arranged, the section will state the below:

**Guardian Consultations**  
No guardian consultations for Matilda

If a Consultation event has been created but the self-scheduling has not yet been enabled by the School, the dates of the Parents Evening will be shown with a note of when self-scheduling is available.

**Guardian Consultations**  
**Parents Evening**  
(24 Aug 2015, 16:00 - 25 Aug 2015, 19:00) ▶  
**Self scheduling open from 18 Aug 2015, 14:20 to 21 Aug 2015, 18:00. Please book your meeting slots for Parents Evening within this time.**

You can view more details about the meeting and book a slot if your school has enabled this.

**Guardian Consultations**  
Spring meeting (25 Feb 2021, 16:00 - 26 Feb 2021, 18:00) ▶

You'll be able to see when booking is available.

**Guardian Consultations**  
Spring meeting (25 Feb 2021, 16:00 - 26 Feb 2021, 18:00) *Self scheduling is open, please click here to book time slots.* ▶

Click to access the booking page and select the meeting to book.

You can download a list of the meetings you have booked as a PDF by clicking on the green Download my meetings button.

## Spring Parent's Evening

Details	
Consultation dates	10 Feb 2022, 15:00 - 11 Feb 2022, 18:00
Self scheduling period	01 Feb 2022, 08:00 - 10 Feb 2022, 08:00

Instructions	
This page displays guardian consultation meetings concerning you and your children. Click the row of each meeting to book a slot or view further information. If you have missed the self-service scheduling period, you will need to contact the school to book an appointment.	

[Download my meetings](#)

Click on the Time slot drop-down button and choose the time you would like to attend the consultation and which parents will be attending.

If you can't select a time slot, it means the staff member has not been given a period of availability - get in touch with your school and ask them to add this into their setup to enable you to book a slot.

[« Back](#)

### Schedule Meeting

<b>Consultation</b>	Spring Parent's Evening
<b>Meeting</b>	Form 7BG meeting (Elsie Anderson)
<b>Meeting with staff</b>	Katie Harrison
<b>Concerning student</b>	Elsie Anderson
<b>Guardian(s) attending</b>	<input checked="" type="checkbox"/> Leo Anderson <input checked="" type="checkbox"/> Sophia Anderson
<b>Time slot*</b>	10 Feb 2022, 15:00   <input type="button" value="x"/> ▼

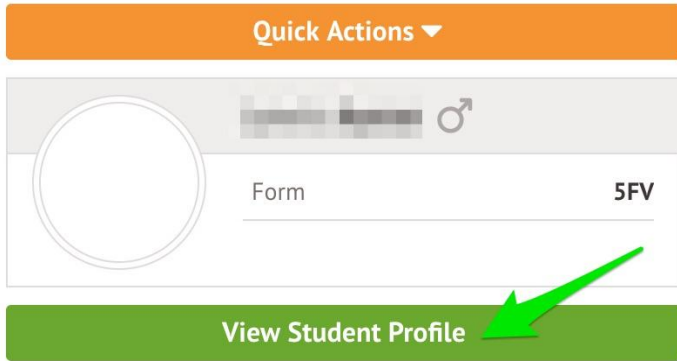
[Book time slot](#)

The page will then reload and show that your booking has been successful.

Meetings	
Meeting for Adele Bailey	<b>Students:</b> Adele Bailey <b>Form/Class:</b> Form 9JH <b>Staff:</b> Keeley Baker and Anna Lloyd <b>Time Slot:</b> 25 Feb 2021, 16:00 - 16:10

## The Calendar (Timetable) on the Parent Portal

The Calendar page shows the pupil's timetable, including any events the pupil has been invited to. Click the View Student Profile button and go to *Calendar* from the left-hand menu.



You can also access the calendar by clicking on the Calendar section.

**Current lesson ▶**

11:15 - 12:15  
Tue, 06 Dec 2022  
**KS3 Design and Technology: Year 8: 8Dt/2**  
Room: 201  
Ms Powell

**Next lesson ▶**

13:15 - 13:30  
Tue, 06 Dec 2022  
**Year 9: Form 9SN >**

**Calendar ▶**

- 08:45 - 09:00 Year 9: Form 9SN
- 09:00 - 10:00 KS3 Mathematics: Year 8: 8Ma/2 701
- 10:00 - 11:00 KS3 Computer Science: Year 8: ... ICT 1

On the homepage, click a lesson to see further details. Please note you cannot click lessons in the full calendar view.

### Lesson: **KS3 Mathematics: Year 8: 8Ma/2**

Lesson Details	
Time	09:00-10:00, Tuesday, 06 December 2022
Course	KS3 Mathematics: Year 8: 8Ma/2
Location	Site 1: 701

The calendar, by default, displays the current week. The month can be changed by clicking on the arrow next to the month and choosing another one. Change the view from day, week or month by clicking on the buttons.

**Top Tip:** Hover over an event for more details, or view the location by selecting the Day view.

Today	29 Mar - 03 Apr 2021 (Week A)						Day	5 days	Month
	29 Monday	30 Tuesday	31 Wednesday	1 Thursday	2 Friday	3 Saturday			
08:00			08:00-10:00 Sam's Reading group						
09:00	08:45-09:00 Leisure, Travel and	08:45-09:00 Maths: Year 11: Y11Set2	08:45-09:00 Computer Science: Year	08:45-09:00 Performing Arts: Year 11:	08:45-09:00 Science: Year 11: Y11Set2				
10:00	10:00-10:45 Portuguese	<div style="border: 1px solid gray; padding: 5px;"> <p><b>Maths: Year 11: Y11Set2</b></p> <p><b>Lesson</b> : Maths: Year 11: Y11Set2</p> <p><b>Date</b> : Tue, 30 Mar 2021, 09:00 - 09:45</p> <p><b>Staff</b> : Ms Kennedy and Mr Collins</p> </div>		10:00-10:45 Performing Arts: Year 11:	10:00-10:45 Physical Education /				
11:00	11:00-11:45 Japanese: Y			11:00-11:45 Design and Technology -	11:00-11:45 Design and Technology -				
12:00									
13:00	13:00-13:10 Physical Education /	13:00-13:10 English: Year 11: Y11Set2	13:00-13:10 Maths: Year 10: Y10Set2	13:00-13:10 English: Year 11: Y11Set2	13:00-13:10 Citizenship: Year 11:				
14:00	14:15-15:00 English: Year 11: Y11Set2	14:15-15:00 Maths: Year 11: Y11Set2	14:15-15:00 Science: Year 11: Y11Set2	14:15-15:00 Applied Art and Design:	14:15-15:00 Maths: Year 10: Y10Set2				

Today	Tuesday 6 December 2022		Day	5 days	Month
08:00					
09:00	08:45 - 09:00	09:00 - 10:00   Location: 701 KS3 Mathematics: Year 8: 8Ma/2			
10:00	10:00 - 11:00   Location: ICT 1 KS3 Computer Science: Year 8: 8CS/2				
11:00	11:15 - 12:15   Location: 201 KS3 Design and Technology: Year 8: 8Dt/2				
12:00					


## Behaviour on the Parent Portal

You can view your child's positive pillar points, for the year so far and for the last term.

To view more information, click on a behaviour tile, or click the View Student Profile button and go to Behaviour from the left-hand menu.

Quick Actions ▾

Riley Bailey ▾



**Riley Bailey**

Form 11BR

View Student Profile

Statistics		
<p><b>Attendance (2020/2021)</b></p> <p style="font-size: 24pt; color: #4CAF50;"><b>94.5%</b></p> <div style="font-size: 8pt;"> <span style="color: #4CAF50;">94.5%</span> Year  <span style="color: #009688;">100%</span> Last 4 weeks                 </div>	<p><b>Achievement Points - this term</b></p> <p style="font-size: 24pt; color: #009688;"><b>3</b></p> <div style="font-size: 8pt;">                     This year: 3 points                      Last term: 0 points                 </div>	<p><b>Summer Term - Grade Average</b></p> <p style="font-size: 24pt; color: #f4a460;"><b>3</b></p> <div style="font-size: 8pt;">                     Summer Term: 3                      Previous Term: 3                 </div>
<p><b>Summer Term - 'On Track' Progress</b></p> <p style="font-size: 24pt; color: #ffc107;"><b>44.4%</b></p> <div style="font-size: 8pt;"> <span style="color: #ffc107;">44.4%</span> Summer Term  <span style="color: #009688;">63.6%</span> Previous Term                 </div>	<p><b>Positive Behavioural Incidents - this term</b></p> <p style="font-size: 24pt; color: #ffc107;"><b>8</b></p> <div style="font-size: 8pt;">                     This year: 158 incidents                      Last term: 88 incidents                 </div>	<p><b>Negative Behavioural Incidents - this term</b></p> <p style="font-size: 24pt; color: #ffc107;"><b>3</b></p> <div style="font-size: 8pt;">                     This year: 43 incidents                      Last term: 24 incidents                 </div>

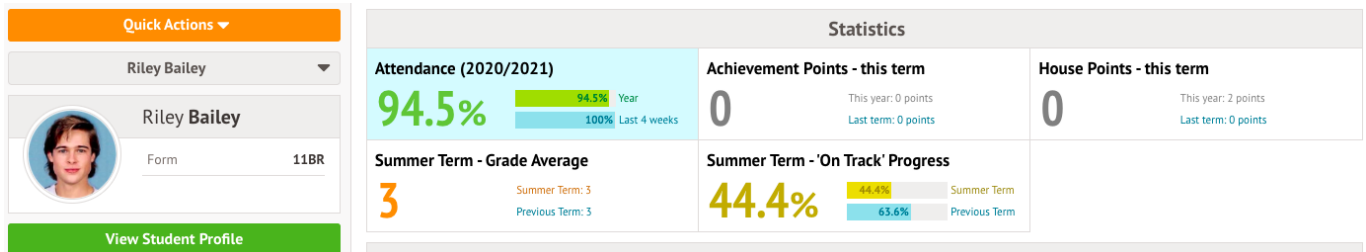
The pupils's behaviour scores from the current academic year are shown automatically. To change the academic year, click on the drop-down menu.

You can see positive incidents logged including a breakdown (depending on what your school has shared with you).

Positive Incidents	
Positive Incidents	
Lifetime	354 positive incidents
2020/2021	158 positive incidents
Summer Term	8 positive incidents
10 May 2021 - 21 May 2021	2 positive incidents
Positive Incidents Breakdown	
11 May 2021	<p><b>Behaviour:</b> Working on after school projects</p> <p><b>Narrative:</b> Christian Matthews - Working on after school projects</p>

## Attendance on the Parent Portal

On your Homepage, you can view your child's attendance this year so far and for the last 4 weeks. To view more information, click on the Attendance tile, or click the View Student Profile button and go to *Attendance* from the left-hand menu.



The screenshot shows a dashboard for Riley Bailey. On the left, there's a profile card with a photo, name, form number (11BR), and a 'View Student Profile' button. The main area is titled 'Statistics' and contains several key metrics:

- Attendance (2020/2021):** 94.5% (Year), 100% (Last 4 weeks)
- Achievement Points - this term:** 0 (This year: 0 points, Last term: 0 points)
- House Points - this term:** 0 (This year: 2 points, Last term: 0 points)
- Summer Term - Grade Average:** 3 (Summer Term: 3, Previous Term: 3)
- Summer Term - 'On Track' Progress:** 44.4% (Summer Term: 44.4%, Previous Term: 63.6%)

The Attendance Summary page will load a breakdown of the pupil's attendance for the current academic year.

The Statistics Section will show both the number of sessions and the percentage the pupil has for each mark.

- The Recent Attendance section will show both the number of sessions and the percentage of 'present marks' for the current week.
- Possible Attendance: This number shows the total amount of sessions (registers) the pupil should attend for the current academic year.
- Present: This section shows the total amount of registers the pupil attended and the percentage of 'present marks' for the current academic year.
- Late: This section shows the total amount of times the pupil was late for a register.
- Authorised Absent: This section shows the number of times the pupil has had approved absences from school.
- Unauthorised Absent: This section shows the number of times the pupil has had unapproved absences from school.

### Recent Attendance for Riley Bailey

Statistics for Academic Year 2020/2021	
Possible sessions	292
Present	276 sessions (94.52%)
Late	4 sessions (1.45%)
Authorised absent	10 sessions (3.42%)
Unauthorised absent	6 sessions (2.05%)

Recent Attendance (04 May 2021 - 11 May 2021)	
Present	10 sessions (100.00%)
Late	0 sessions (0.00%)
Authorised absent	0 sessions (0.00%)
Unauthorised absent	0 sessions (0.00%)

In Attendance By Date, the pupil's daily attendance for AM and PM is listed in the grid.

By default, the most recent week and year are shown but you can change this using the drop-down menus.

Attendance for Year 2020/2021 ▼

## Statutory Attendance By Week

View All Sections ▼

09 May 2021 - 15 May 2021		▲
11 May 2021 AM	✔	Present AM
11 May 2021 PM	✔	Present PM
10 May 2021 AM	✔	Present AM
10 May 2021 PM	✔	Present PM
02 May 2021 - 08 May 2021		▲
07 May 2021 AM	✔	Present AM

Scroll down to the bottom of the page and click the Attendance Certificate button to download the certificate as a PDF.

07 Sep 2020 AM	✔	Present AM
07 Sep 2020 PM	✔	Present PM

[Attendance Certificate](#)