For Parents

Who are Arbor?

As many of you already know, Arbor is the cloud-based information management system used by every primary school on the Isle of Man to securely store pupil information. **This year we need you to log in to the Arbor Parent Portal to agree with, or decline, the the consents that were previously collected on paper as well as update your child's medical details etc on their student profile. Please inform the school directly if changes to the medical section have been made.**

First time activation of your account is best done via a web browser (firefox or chrome are recommended). You can then download the secure smartphone app for easier access to the system and your child(ren)'s information.

All "recent starters" to the school have been sent an email by the system to the address that has been registered with us. If you can't find it in your inbox, or junk folder, then please contact the school as soon as possible so that we can send it again.

How to get started

1. Wait for the email from your school telling you that Arbor is ready for you to use
2. Click the link in your welcome email to set up your password
3. Go to the App or Google Play Store on your phone and search for 'Arbor'
4. Click 'Install' on Android or 'Get' on iPhone then open the App
5. Enter your email, select the school, then enter your password
6. Accept the Terms & Conditions and enter the birthday of your child

- Ensure your username is the email address you use for Arbor. Ask your school to **check the email address** linked to your account.
- **Reset your password** from the login page, or ask your school to.
- If the login email was sent to you more than 96 hours ago, the **password link will have expired**. Ask your school to send it again.
- Ask the school's administrative staff to check that your email address has not been used twice - e.g. on another guardian or child's profile.
- **Enter the birthday** of one of your children to log in for the first time.
- Only relatives who are **Primary Guardians** of a child can access the Arbor App. Ask your school to check if you can access Arbor.

If you have used the system before but can no longer log in, this information may help. If you still have difficulties, please contact the school as soon as possible.

Please use the app as soon as possible to review and then accept or decline the pupil consents.

To accept or decline consents / permissions for your child or children…

- In the "notices" section you will see the consents that require your attention.
- Click / tap on it to *Decline* or *Give Consent*
- If you have more than one child with us at Ballaugh School then you will need to repeat the process for each one.
- You can "swap" between your children's profiles by using the drop-down menu beside their name.

If you have any problems, please contact the school. As ever, we appreciate your support.