



Troubleshooting login issues - why can't I login to my school's Parent Portal or Parent App?

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Gwyn Mabo

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Are you facing challenges logging into the Parent App or Parent Portal? Before reaching out to your school, use the troubleshooting tips below.

Please note that only parents with a guardian profile added to their school site can use the Parent App, and school staff and teachers cannot access it.

Check your logins

Make sure you are trying to log in using your email address as your username.

Password resets

How do I reset my password?

Click the [Forgot your password?](#) link on your login page to have a reset password email sent to you.

If the email doesn't come through, get in contact with your school to request one. They will be able to manually send you a reset password email from their side or set a new password that you can change when you log in.

Log in

Remember me [Forgot your password?](#)

I haven't received a login or reset password email

Confirm with your school that the email address you're logging in with is the one logged as your username on your account. They can edit this if it is incorrect.

If they have confirmed your email address is correct on their side and the reset password email is still not arriving, get in contact with your school to request they manually send you a reset password email from their side, or set a new password that you can change when you log in.

If the same email address is used on more than one school site you may not be able to get a reset password email for the most current site yourself. Please get in contact with the old school to remove or change the email address from that account to prevent further issues in the future.

Log in

t.campbell@arbor-mail.com

[Change E-mail](#)

✓ Select a school

AG Sunnyville (W10 5BN)

PM4 (W12 7FQ)

Enter your password

I can't log in with the link in my email

If it has been over 96 hours since the email was sent, the link will not work and you will need to have the reset link sent again.



PM4

! You visited an expired reset password link. If you don't remember your password, please use "Forgot your password?" below

Log in

1. Try logging in from the login page for your school or our generic login page.
2. Try resetting your password from the login page for your school or our generic login page.
3. Get in contact with your school to request a password change. They will be able to manually send you a reset password email from their side or set a new password that you can change when you log in.

Hi Gav,

We've just received a request to change your password on your Arbor account.

If you requested this password change, please click the link below to set your password:

[https://\[redacted\].arbor.sc/auth/change-password/id/874/hash/Y2l0YmJiZjU0ZDNhYy00MjJlWE2ZWEtMzE1ZmU0MWZmN2MzLjE2MDk4NTIzOTk=](https://[redacted].arbor.sc/auth/change-password/id/874/hash/Y2l0YmJiZjU0ZDNhYy00MjJlWE2ZWEtMzE1ZmU0MWZmN2MzLjE2MDk4NTIzOTk=)

Use your email address when you log in next time:

Username: [redacted]@arbor-education.com

If you didn't ask to change your password, you can ignore this email. No changes will be made to your account.

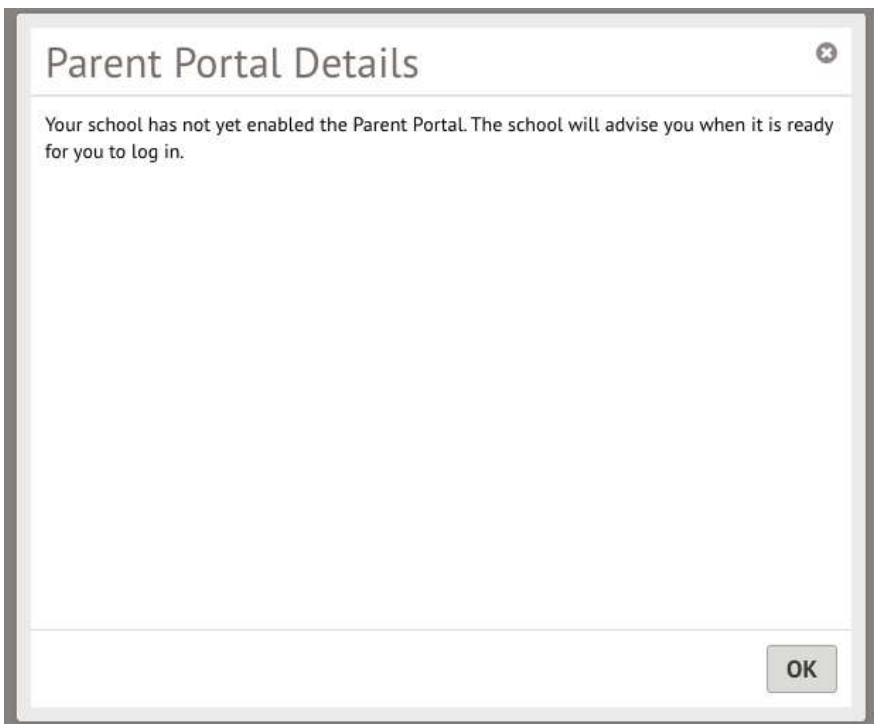
All the best,
Team Arbor

Issues with access

The Parent Portal is not enabled

Your school has not yet enabled the Parent Portal for you to log in. Your school must already have the Parent Portal enabled to allow you to use the Parent App. If they haven't yet enabled it, you won't be able to log in.

You'll need to get in contact with your school to ask them to turn it on.



I don't have permission to Access Arbor

If you get a message that your account is suspended, you won't be able to log in. You'll need to contact your school and ask them if they can enable your account.

Log in

c.allen@arbor-mail.com [Change E-mail](#)

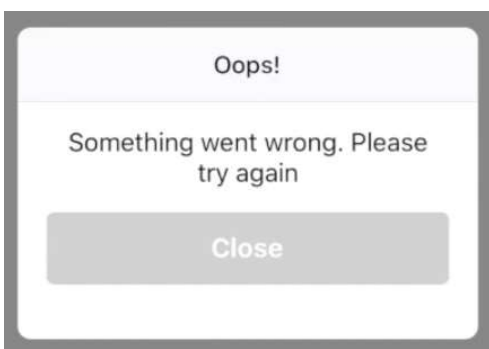
.....

It looks like you don't have permissions to access your Arbor. Please contact your school office for help.

I see a blank screen or an error message when I log in

You will see a blank screen or error message on the Parent App if your profile has not been linked to any students. Ask your school you check:

- what type of guardian they have recorded you as - only people who are marked as **Primary Guardians** of a child can access the Parent App or Parent Portal for their children.
- that they have linked you to your children
- that they have not mistakenly created duplicate profiles with your email address



Info

It looks like you have no currently enrolled students at AG Sunnyville.
If you think this is a mistake, please contact the school office.

I can't see my child or can't switch between my children

Make sure you have agreed to the Terms & Conditions the first time you have accessed the App or Parent Portal.

Welcome to Arbor!

Arbor System Terms of Use

Welcome to Arbor!

Please read these Terms of Use carefully before using the Arbor System ("System") provided by Arbor Education Partners ("Arbor", "we", "Us", "Our"), 407 Canalot Studios, 222 Kensal Road, London, W10 5BN. By using the Arbor System, you are agreeing to be bound by these terms of use. If you do not agree to these terms of use, you must not use the Arbor system. You must follow any policies made available to you within the System or provided by your Institution in relation to the data controlled by them. For any further queries about license terms and conditions, please consult your Arbor administrator (usually the Headteacher or School administrator). These terms were last updated on 6th September 2017.

Arbor System Terms of Use

PLEASE READ THESE TERMS OF USE CAREFULLY BEFORE USING THE ARBOR SYSTEM BY USING

I agree to Arbor's standard User Terms & Conditions

Accept

Make sure you have input your child's date of birth.

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

2019-04-19

Verify

I'm being logged into the wrong account

If you're being logged into the wrong account, this means your school has mistakenly logged your email address on another guardian, student or staff member's profile.

Get in contact with your school to fix this - they will need to remove or change the email address on the account to enable you to log into the right account. They will also need to check there are no duplicate guardian profiles.

Parent App error - Email or password incorrect

If you are receiving a message on the Parent App login screen that your email or password are incorrect, please check if you can login from login.arbor.sc on a web browser.

If you can login via login.arbor.sc but not into the Parent App, please check you are using the latest version of the app - if you are, you'll see the version number on the login screen.

- If you can't see the version number, please download the latest version.
- If you can see the version number but can't log in, see the **None of these steps worked** section below.

If you can't login via login.arbor.sc:

- Try resetting your password.
- If you don't receive a password reset email or you still can't login after resetting your password, see the **None of these steps worked** section below.

Check your system

Parents can use either the Parent App or Parent Portal on mobile, although the Parent App may provide a more optimised user experience.

I am using Parent Portal

- Ensure you are using one of our [supported browsers](#).
- Try refreshing your browser by clearing the [cache](#) and [cookies](#) related to Arbor.

I am using the Parent App

- You must be using at least Android 5.0 or iOS 13.0 in order for the App to function properly.
- If you don't see the version number on the Parent App login screen, you are using an old app version - please download the latest version.



Welcome to Arbor Parent Portal

Enter your email address

arbor-staff-login

Enter your password

Remember my password

Log in


[Forgotten password?](#)

 **Trying to log in as a student or staff member?**

This app is for parents or guardians, try [logging in here](#) instead.

 **Having issues logging in?**

[Please press here](#) to see our troubleshooting article.

 **Still can't log in?**

Please contact your school to ask for help, who will contact Arbor support on your behalf.

Version number: 0.9.376

None of these steps worked

If none of these steps results in you being able to log in, please follow the instructions here: [Can Arbor Support help parents and guardians directly?](#)

Was this article helpful?



94 out of 952 found this helpful

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- ▶ [Wrong or old school when I try to log into the Parent Portal or Parent App](#)
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I'm still stuck!

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Arbor Education
Floor 8, HYLO
103-105 Bunhill Row
London
EC1V 8LZ