



Carr Infant Family Information: **Arbor App**

Welcome to Carr Infant School. We hope the following information will be useful in creating and using an account with **our Online Management System - Arbor.**

What is Arbor and what is it used for?

Arbor is an online system which helps schools manage attendance and communication. Once your child has been enrolled with Carr Infant School you will receive a welcome email to create an account and set your password. Your account can/will be used to report absences, send messages, provide consent, receive information and book trips/events/parent consultations, book school meals and book any wrap around care provision. Payment is made safely and securely.

What is the difference between the Parent Portal and the Parent App?

The Parent Portal is a version of Arbor to be used on a laptop or computer. The Parent App is to be used on mobile devices such as smartphones and tablets. You can use one or both.

How to set up an account using the Parent Portal

Your child will need to be enrolled before an account can be set up. Please wait for an email to be sent from Arbor inviting you to set up your account and set your password.

1. Click the link, then click **Forgot your password?**
2. Add in your email address then click **Reset password.**
3. As a security precaution, you will then be asked to confirm your child's date of birth.
4. Once you click verify you will be logged in.

How to set up an account using the Parent App

Your child will need to be enrolled before an account can be set up. Please wait for an email to be sent from Arbor inviting you to set up your account and set your password.

1. Download the App where you will be prompted to add in your email address and password. Please follow the prompted instructions.

Your Homepage Dashboard

The dashboard is the first screen that you will see. You can see any in-app messages by clicking the message button under your child's photo. You can return to this page at any time by clicking on the school's logo or choosing Dashboard from any menu. On the homepage you'll also see sections for:

- **Accounts** - Loads the student's current meals and other top-up account balances.
- **Trips** - To sign your child up for trips.
- **Clubs** - To sign your child up for extra curricular activities and breakfast and after school clubs.
- **School Shop** - Make purchases for items.

Available Data On Your Child

You will be able to click on different parts of the home page to view more data on your child, such as attendance.

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 and dietary information and consents. Please ensure this information is kept up to date.