



We're using Arbor's free Parent Portal and Parent App



We've chosen Arbor to help us manage our school.

Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school. The Parent App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way. Log into Arbor to see and update your child's information, get live updates and make payments or bookings on the go!

The Parent Portal works on Google Chrome (computer or laptop) and you can download the Parent App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

How to get started

1. Wait for your welcome email from us telling you Arbor is ready - you won't be able to log in before
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 '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 your child's birthday

The Sunnyville School of Magic
W10 5BN, London, GBR

Enter your password

Log In

Forgotten password?

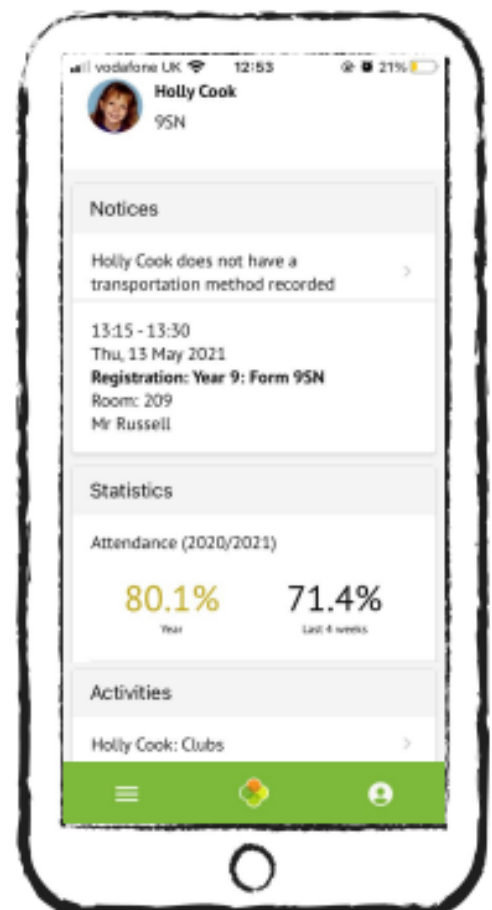
Need help using Arbor?

Contact the school office if you have questions about Arbor, the App or Parent Portal. Tell us the type and model of your phone, e.g. an iPhone SE, and include screenshots or screen recordings.

To safeguard student data in line with General Data Protection Regulations (GDPR), Arbor only works directly with schools.

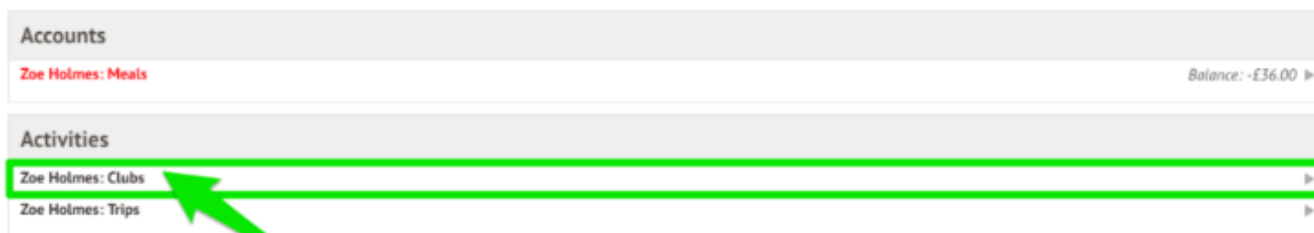
Some tips to try:

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



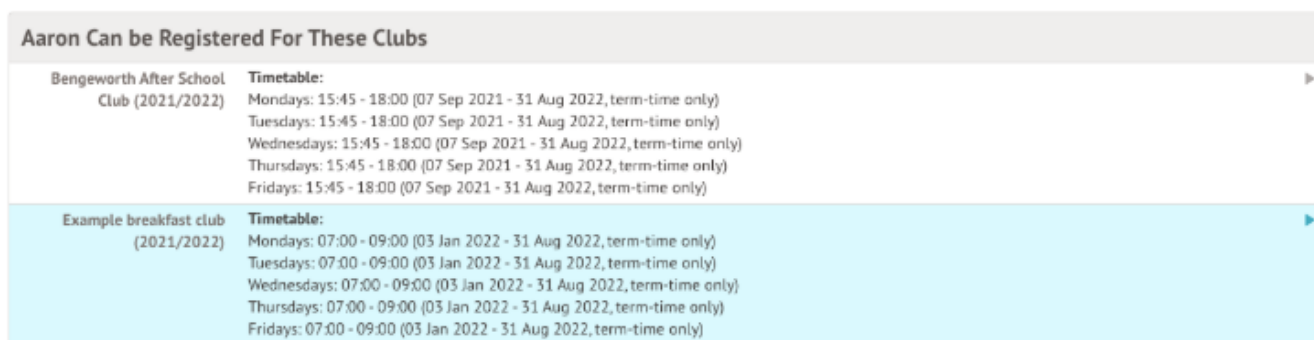
How to book Wraparound Care from the Parent Portal :

From the main Parent Portal page, scroll down to the **Activities** section and click on the field with the child's name and **Clubs** in:



The screenshot shows two sections: 'Accounts' and 'Activities'. Under 'Accounts', there is a link for 'Zoe Holmes: Meals' with a balance of -£36.00. Under 'Activities', there are two links: 'Zoe Holmes: Clubs' and 'Zoe Holmes: Trips'. A green arrow points to the 'Zoe Holmes: Clubs' link, which is highlighted with a green box.

The **All Clubs** page will list any clubs the child is currently a member of and any clubs that are currently open for them to join. Click on the appropriate club from the **Clubs open to (Child's Name)** list to open up that club's information page.



The screenshot shows a page titled 'Aaron Can be Registered For These Clubs'. It lists two clubs with their respective timetables:

Club Name	Timetable
Bengeworth After School Club (2021/2022)	Timetable: Mondays: 15:45 - 18:00 (07 Sep 2021 - 31 Aug 2022, term-time only) Tuesdays: 15:45 - 18:00 (07 Sep 2021 - 31 Aug 2022, term-time only) Wednesdays: 15:45 - 18:00 (07 Sep 2021 - 31 Aug 2022, term-time only) Thursdays: 15:45 - 18:00 (07 Sep 2021 - 31 Aug 2022, term-time only) Fridays: 15:45 - 18:00 (07 Sep 2021 - 31 Aug 2022, term-time only)
Example breakfast club (2021/2022)	Timetable: Mondays: 07:00 - 09:00 (03 Jan 2022 - 31 Aug 2022, term-time only) Tuesdays: 07:00 - 09:00 (03 Jan 2022 - 31 Aug 2022, term-time only) Wednesdays: 07:00 - 09:00 (03 Jan 2022 - 31 Aug 2022, term-time only) Thursdays: 07:00 - 09:00 (03 Jan 2022 - 31 Aug 2022, term-time only) Fridays: 07:00 - 09:00 (03 Jan 2022 - 31 Aug 2022, term-time only)

The club information page will display membership and timetable information. Any existing membership into the club for the pupil will be displayed. To sign your child up for the club, click on **Register For This Club** in the top right-hand corner of the page.

Please note: You will need to Top up your balance so that your account is in credit before you can book a place.



The screenshot shows the 'Example breakfast club (2021/2022)' page. It features a 'Back' button, a title, and a 'Registration Information' table. The table includes fields for registration status, total number of sessions, current wraparound care club balance, and total spent. On the right, there are two buttons: 'Register Aaron for this club' and 'Top up account'.

Registration Information	
Registration status	Aaron is not registered for wraparound care club sessions yet. Click "Register for this club" button to register.
Total number of sessions Aaron is registered for	0
Total number of sessions Aaron attended	0
Current wraparound care club balance	-£2.20
Total spent	£0.00

In the slide over, choose the membership period to sign up for - this may be a day, a term or the whole academic year, depending on what your school has set up.

[« Back](#) **Register Aaron for Club**

Club Overview

Name	Example breakfast club
Club price per session	Monday: £0.00 for 07:00-09:00 session interval Monday: £0.00 for 08:00-09:00 session interval

Choose Membership

Choose membership option* ✕ ▼

[Cancel](#) [Next »](#)

Choose which membership periods to sign up to.

[« Back](#) **Register Aaron for Club**

Club Overview

Name	Example breakfast club
Selected membership option	Daily breakfast club (Sign-up cut-off: 24 hours before session starts)
Club price per session	Monday: £0.00 for 07:00-09:00 session interval Monday: £0.00 for 08:00-09:00 session interval

Select Membership Periods

Day* ▼

[Cancel](#) [Next »](#)

Then select which times to sign up to for the club.

[« Back](#)

Register Julia for Club

Club Overview

Name	Example breakfast club
Selected membership periods	03 Jan 2022, 04 Jan 2022, 05 Jan 2022

Select Session Interval

Monday*	<input type="text" value="07:00 - 09:00"/>	<input type="button" value="x"/>	<input type="button" value="v"/>
Wednesday*	<input type="text" value="08:00 - 09:00 "/>	<input type="button" value="x"/>	<input type="button" value="v"/>

[Cancel](#)[Next »](#)

Finally, confirm registration.

[« Back](#)

Register Julia for Club

Membership information

Some of the memberships you have selected were unavailable due to cut-off time, maximum number of participants or price not being defined. Available memberships are presented below.

Club Overview

Name	Example breakfast club
Selected membership option	Daily breakfast club (Sign-up cut-off: 24 hours before session starts)
Club price per session	Monday: £4.20 for 07:00-09:00 session interval Monday: £2.10 for 08:00-09:00 session interval Wednesday: £4.00 for 07:00-09:00 session interval Wednesday: £2.00 for 08:00-09:00 session interval Wednesday: £4.00 for 09:00-10:00 session interval

Review Sign-Up Details

Number of sessions	2
Session interval	Monday: 07:00-09:00 session interval Wednesday: 08:00-09:00 session interval
Total price	£6.20

[Cancel](#)[Register Julia for club](#)

You will then be returned to the club's information page, where the new membership(s) will now be displayed.

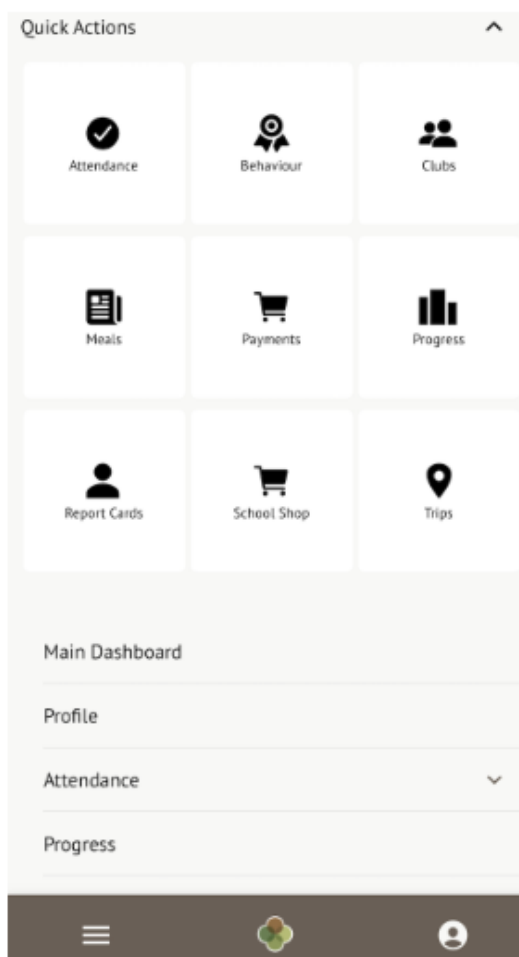
« Back

Example breakfast club (2021/2022)

Registration Information	
Registration status	Congratulations, Aaron is registered for Example breakfast club (2021/2022)! Check the details below. Contact the school's office if you have any questions or requests.
Total number of sessions Aaron is registered for	1
Total number of sessions Aaron attended	0
Current wraparound care club balance	-£2.20
Total spent	£0.00

How to book Wraparound Care from the Parent App

To sign up for a club, click the menu icon at the bottom left of your screen. **Select Clubs.**



You can then see a list of any clubs your child is attending, and any clubs open to your child.

School Clubs (2021/2022)

Julia is Registered For These Clubs

Julia isn't a member of any club yet. Take a look at the clubs open to Julia below.

Julia Can be Registered For These Clubs

Example breakfast club (2021/2022)
Timetable:
Mondays: 07:00 - 09:00
(03 Jan 2022 - 31 Aug 2022, term-time only)

Click a club to access the **Club Overview**. Click **Register For This Club** to sign up.

Register Zach for this club

Top up account

Breakfast Club (2023/2024)

Registration Information

Registration status
Zach is not registered for wraparound care club sessions yet. Click "Register for this club" button to register.

Choose the membership period to sign up for - this may be a day, a term or the whole academic year, depending on what your school has set up.

Back **Select One**

Tap to pick

Termly breakfast club booking

Daily breakfast club ✓

Weekly example

Club price per session
Monday: £2.00 for 08:00-08:40 session interval
Tuesday: £2.00 for 08:00-08:40 session interval
Wednesday: £2.00 for 08:00-08:40 session interval
Thursday: £2.00 for 08:00-08:40 session interval
Friday: £2.00 for 08:00-08:40 session interval

Choose Membership

Choose membership option

Whole Year

Cancel

Next »

Choose which membership periods to sign up to.

Club price per session
Monday: £2.00 for 08:00-08:40 session interval
Tuesday: £2.00 for 08:00-08:40 session interval
Wednesday: £2.00 for 08:00-08:40 session interval
Thursday: £2.00 for 08:00-08:40 session interval
Friday: £2.00 for 08:00-08:40 session interval

Select Membership Periods

1 selected ▼

Cancel

Next »

Then select which times to sign up to for the club.

Thursday
08:00 - 08:40

Friday
08:00 - 08:40

Meal Selection

Zach will have meals during club sessions

Cancel

Next »

Finally, confirm registration. They will then be signed up.

Review Sign-Up Details

Number of sessions
139

Session interval
Monday: 08:00-08:40 session interval Tuesday:
08:00-08:40 session interval Wednesday:
08:00-08:40 session interval Thursday:
08:00-08:40 session interval Friday: 08:00-08:40
session interval
-

Total price
£278.00

Cancel

Register Zach For Club