

# Logging in on the Parent App

Save your password and fill it in automatically using your phone's built-in Face ID, fingerprint scan or pin entry.

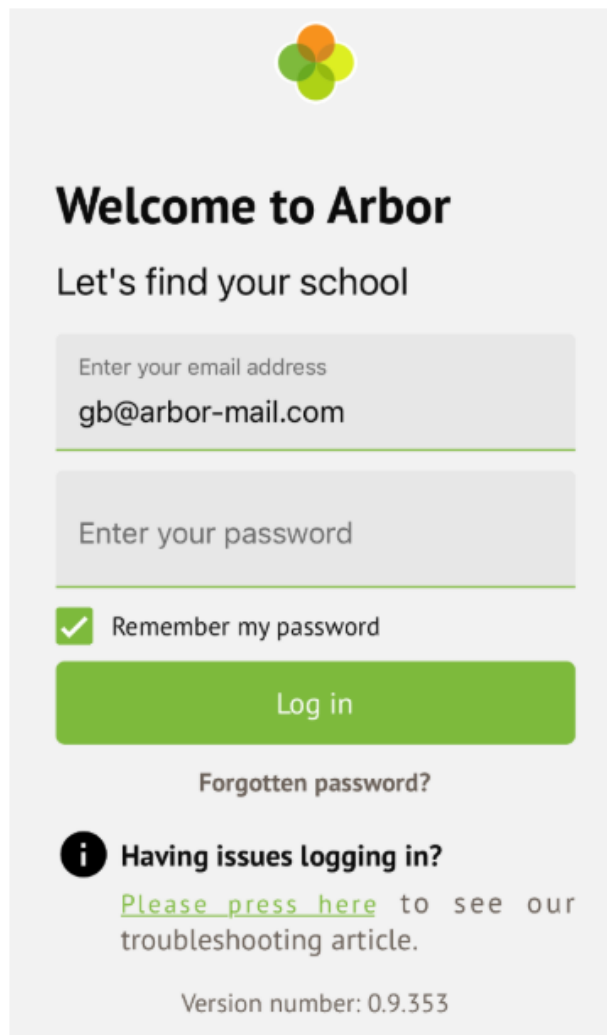
**Top Tip: You will need to download the latest version from the app store to use biometric login:**

- The version number for iOS for biometric login is 24.1
- The version number for Android is 35 (24)

## Logging in for the first time

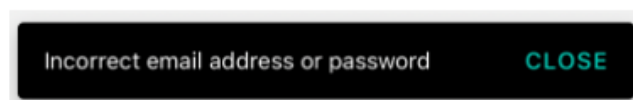
When you open the app for the first time, you'll be prompted to add in your email address and password.

The **Remember my password** box will be ticked by default but you can untick it if needed. This allows Arbor to remember your password the next time you log in.



The screenshot shows the login interface of the Arbor app. At the top is the Arbor logo, a stylized tree with three overlapping circles in orange, green, and yellow. Below the logo, the text reads "Welcome to Arbor" in a large, bold, black font, followed by "Let's find your school" in a smaller black font. There are two input fields: the first is for the email address, with the placeholder text "Enter your email address" and the example "gb@arbor-mail.com"; the second is for the password, with the placeholder text "Enter your password". Below the password field is a checkbox labeled "Remember my password" which is checked with a green checkmark. A green "Log in" button is positioned below the checkbox. Underneath the button is the text "Forgotten password?". At the bottom, there is an information icon (a black circle with a white 'i') followed by the text "Having issues logging in?" and a link "Please press here" in green, with the text "to see our troubleshooting article." below it. At the very bottom, the version number "Version number: 0.9.353" is displayed.

Make sure both your email address and password are correct, or you'll receive this message.



When your email address and password are correct, we'll check your biometric details - either by Face ID, fingerprint scan or pin entry.

- Once the check is successful, biometric login will be enabled for the next time you log in, and you won't need to input your Arbor password.
- You need to ensure one of these options is enabled to be able to save your password, or you'll need to untick the box.



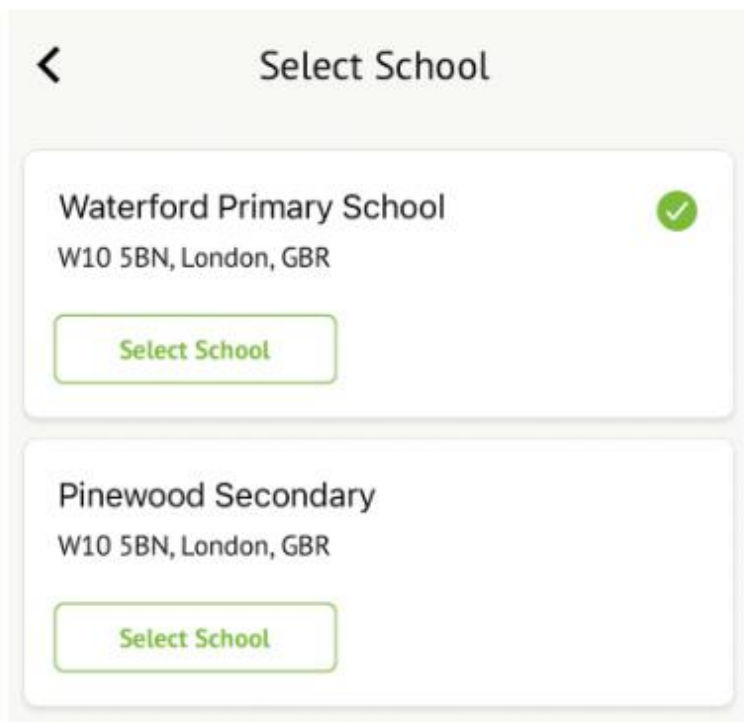
Remember my password

Log in

You need to have a pin, fingerprint or facial recognition enabled on this device to save your password

Next you'll need to select our school. If you have accounts on more than one school, there'll be a tick next to any schools your password works for.

- Click on a school with a tick to be logged right in.
- Click on a school without a tick to input your alternative password for that school.



< Select School

Waterford Primary School   
W10 5BN, London, GBR

Select School

Pinewood Secondary  
W10 5BN, London, GBR

Select School

Once you input your alternative password, it'll save this password for next time.

Once you input your alternative password, it'll save this password for next time.

### Select School

**Waterford Primary School**  
W10 5BN, London, GBR

*Your password is different for this school. Please enter the correct password.*

Enter your password

Log in

Forgotten password?

If you have more than one child at the school, please select the child you wish to view. Don't worry, you can select another child once you are logged in.

### Who would you like to view?

Dennis Adams

Kimberly Adams

#### Returning to log in again

When you open your Parent App and you chose to save your password, we'll run a biometric check.

**Please note that if you haven't logged into the Parent App for 1 month, you'll need to enter your password the next time you log in.**



We'll then automatically log you in with your email and password - just click on the school with the tick.

### Select School

Waterford Primary School   
W10 5BN, London, GBR

Select School

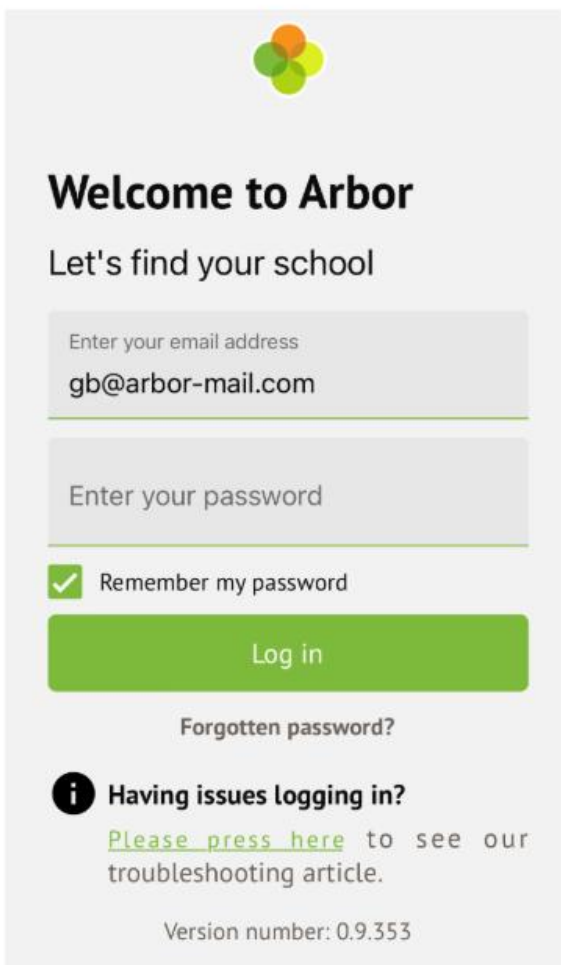
Pinewood Secondary  
W10 5BN, London, GBR

Select School

If the biometric login fails, a message will be displayed (this will vary based on device OS) and you'll need to retry or enter your passcode to be able to select your school.



If you fail all authentication, you'll have the option to input your Arbor password.



The image shows the Arbor login interface. At the top center is the Arbor logo, which consists of three overlapping circles in orange, green, and yellow. Below the logo, the text "Welcome to Arbor" is displayed in a large, bold, black font. Underneath, it says "Let's find your school" in a smaller black font. There are two input fields: the first is labeled "Enter your email address" and contains the text "gb@arbor-mail.com"; the second is labeled "Enter your password". Below the password field is a checkbox with a green checkmark and the text "Remember my password". A large green button with the text "Log in" is positioned below the checkbox. Underneath the button is the text "Forgotten password?". At the bottom, there is an information icon (a lowercase 'i' in a black circle) followed by the text "Having issues logging in?". Below this is a link: "Please press here" in green, followed by "to see our troubleshooting article." At the very bottom, the text "Version number: 0.9.353" is displayed.