

## Troubleshooting

This guide provides troubleshooting tips to help you log into our school's Parent Portal or Parent App. It's recommended you try these steps *before* contacting the school for assistance.

**Please note:** Only parents with a **guardian profile** added to the school's site can use the Parent App, and school staff and teachers cannot access it.

### 1. Verify Your Login Information

- Make sure you are using your email address as your username.

### 2. Password Issues

#### Forgot your password?

- Click the **Forgot your password?** link on your login page to receive a password reset email.
- If the email does not arrive, contact the school to request one. We can manually send you a reset password email or set a new password that you can change after you log in.

## Log in

Enter your email address

Enter your password

Log in

Remember me [Forgot your password?](#)

#### Haven't received a login or password reset email?

- First, confirm with the school that the email address you are using is the one we have on file for your account. We can edit it if it is incorrect (pending successful security checks).
- If your email address is correct on our side, but you still aren't receiving the email, ask us to manually send you a reset email or set a new password for you.
- If your 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. To prevent future issues, contact the *old* school to have them remove or change the email address from that account

## Log in

t.campbell@arbor-mail.com [Change E-mail](#)

✓ Select a school  
AG Sunnyville (W10 5BN)  
PM4 (W12 7FQ)

Enter your password

## Expired Login Link

- If you are trying to log in using a link from an email, be aware that the link will not work if it was sent more than 96 hours ago



PM4

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

## Log in

- To fix this, you will need to have a new reset link sent to you.

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/Y2l0YmJiZjUtZDNhYy00MjJlLWE2ZWEtMzE1ZmU0MWZmN2MzLjE2MDk4NTIzOTk=](https://[redacted].arbor.sc/auth/change-password/id/874/hash/Y2l0YmJiZjUtZDNhYy00MjJlLWE2ZWEtMzE1ZmU0MWZmN2MzLjE2MDk4NTIzOTk=)

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

## 3. Common Error Messages

### "You don't have permissions to access Arbor" (or a suspended account message)

This means your account is suspended and you will not be able to log in. You must contact us and ask us to enable your account.

## Log in

c.allen@arbor-mail.com

[Change E-mail](#)

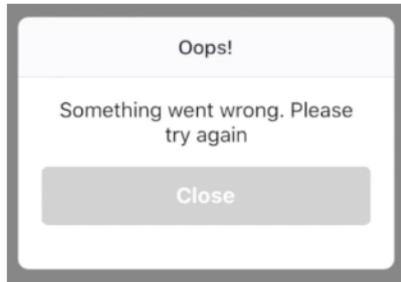
\*\*\*\*\*

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

## Blank Screen or an error message

This can happen if your profile has not been linked to any students. Ask us to check the following:

- What type of guardian you have been recorded as; only those marked as **Primary Guardians** can access the Parent App or Portal.
- That we have correctly linked you to your children.
- That we have not accidentally created duplicate profiles using your email address.

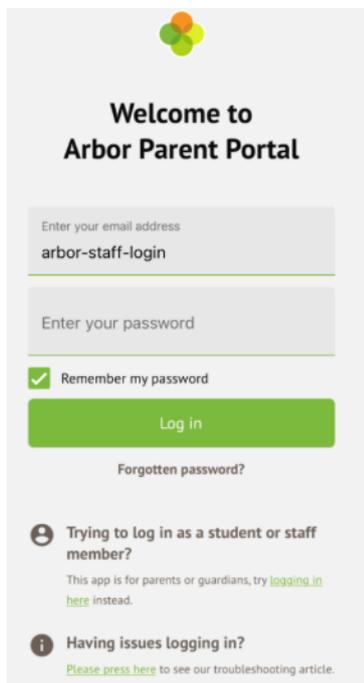


### Info

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

## "Email or password incorrect" (in the Parent App)

- Try logging in on a web browser at [login.arbor.sc](http://login.arbor.sc).
- If the web login works but the app doesn't, ensure you are using the latest version of the app. If you don't see the version number on the login screen, you have an old version and need to download the latest one.



## 4. Other Login Issues

- **Logged into the wrong account:** This means we have mistakenly used your email address on another guardian, student, or staff member's profile. Contact us to fix this. We will also need to check for duplicate guardian profiles.
- **Can't see your child or switch between children:**
  - Make sure you agreed to the Terms & Conditions the first time you accessed the app or 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 correctly entered 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

Verify

## 5. Still Cant Log in?

If none of these steps work, you will need to contact us directly for help via