

Arbor Help Guide

But how does the Parent Portal work for parents with children at more than one school who use Arbor?

If a parent has children at more than one school their experience of logging into the Parent Portal and Parent App will be a little different. If they use the same email address on their profile at both schools they will be asked which school they want to log into when they visit login.arbor.sc or go to log into the Parent App.



It looks like you have an Arbor account at more than one school.
Which school would you like to log in to?

Log in

laura.bailey@arbor-mail.com

[Change E-mail](#)

Select a school

▼

Enter your password

👁

Log in

☐ Remember me

[Forgot your password?](#)

Please note: The parent won't be able to switch between students on the Parent Portal or Parent App if the students attend two different schools. This is because each guardian at each school has a separate profile/account.

This means that if a parent has two students at different schools, they will have two separate accounts, and Arbor won't link these accounts, other than at the login stage on the Parent App or on the login.arbor.sc page. To view the information of each child at their respective schools, the guardian will need to log out of one account and into another.

Using the Parent Portal for the first time and setting a password

A parent can access the Parent Portal to log in for the first time in a few different ways:

1. By navigating to login.arbor.sc and choosing **Forgotten your password?**
2. By navigating to the school's URL, for example, if your school is called Sunnyville your URL might be Sunnyville.uk.arbor.sc. Then clicking on **First Time Logging In?**
3. By clicking on a link in a Welcome to Arbor or reset password email. You can find more information about sending out welcome emails to parents [here](#).

When using option 3, Arbor will already know which school the new password is for.

When using options 1 or 2, if a parent has a profile at two schools with the same email address they'll see a drop-down where they can choose which school they're wanting to set a password for.

Select a school

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Reset password