



FAQ/trouble shooting

I am having problems logging into the Arbor Parent Portal

General log in tips and advice: https://support.arbor-education.com/hc/en-us/articles/360020147458-Logging-In-to-the-Parent-Portal-Parent-App#h_01KH10X8QK3P9JDRW1869S8J5K

Specific troubleshooting for issues logging in: https://support.arbor-education.com/hc/en-us/articles/115002810985-Troubleshooting-Login-Issues-for-Arbor-Parent-Portal-and-App#h_01HCC89HJB59B212X9QZJW6W5K

I am seeing the wrong school when I log in

<https://support.arbor-education.com/hc/en-us/articles/10087976534173-Wrong-or-old-school-when-I-try-to-log-into-the-Parent-Portal-or-Parent-App>

I can't see how to switch between siblings

<https://support.arbor-education.com/hc/en-us/articles/4409021807633-Switch-students-Missing-children-or-siblings-on-the-Parent-Portal-or-Parent-App>

I can't see how to update my child's details

https://support.arbor-education.com/hc/en-us/articles/203856161-Seeing-and-updating-my-child-s-information-on-the-Parent-Portal-or-Parent-App#h_01HG8FMA8KG2RAWZ98726NZXMR

I can't see how to update my own details

<https://support.arbor-education.com/hc/en-us/articles/9205371914141-Updating-your-own-guardian-details-on-the-Parent-Portal-and-Parent-App>

What does the attendance data mean?

For attendance data remember that we switched to Arbor partway through the academic year so some statistics recorded differently prior to switching over and may explain any incomplete data. This won't be the case from September

https://support.arbor-education.com/hc/en-us/articles/203856191-Attendance-on-the-Parent-Portal-and-Parent-App#h_01KH43BREVJKMSJQ86CM31RHGX

How do I see my child's timetable and calendar

https://support.arbor-education.com/hc/en-us/articles/203791992-The-Calendar-and-timetable-on-the-Parent-Portal-and-Parent-App#h_01HHMGPRVHXHFC3951X7T3X2KK