



We're using Arbor's Parent portal and Arbor App

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 Arbor 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!

What's the difference between the Parent Portal and the Arbor App?

- Parent Portal: Accessible from a laptop or computer, or other device with a browser
- Arbor App: The mobile version of the Parent Portal for use on smartphones and tablets.

How to Access the Arbor App on your mobile device:

1. Download the Arbor Parent App from your device's app store (available on both iOS and Android).
2. Open the app and tap 'Forgot Password'.
3. Enter the email address you have registered with the school.
4. You should receive an email with a link to reset your password. Click the link and create a new password.
5. Return to the app and sign in using your email and new password.
6. Enter your child's date of birth to access their profile.
7. Select John Donne Primary School from the list.
8. You should now be able to view your child's profile and receive school updates.

How to Access the Parent Portal on your Laptop device:

After setting up your password, you can log into the Parent Portal from any browser by going to login.arbor.sc and inputting your email address and password.

Only relatives who are **Primary guardians** of a child can access the Arbor App/Parent portal.

Please ensure all information you are entering is inputted correctly. Contact the school office if you have any questions about the Arbor App or the Parent portal.



We're using Study bug!

Study Bugs is a better, safer way to report when your child is sick and off school. With a few quick taps or clicks, you can give your child's school all they need to record absence due to illness. You can use this to inform us if your child is absent due to illness or has a medical appointment, or other appointment that cannot be made outside of school hours.

How to Access the Arbor App on your mobile device:

1. Download the Study Bugs App from your device's app store (available on both iOS and Android).
2. Register your e-mail address.
3. Click the 'Start by adding your child' to register your child's details.
4. Select 'John Donne Primary School'
5. Add child's date of birth
6. You should see your child's name and when you select you will be able to input the details of your child's illness or medical reason.

Contact the school office if you have any questions about the Study bugs App.

