



COLERIDGE PRIMARY SCHOOL

Arbor Parent Portal & App

Parent Guide

How to set up your account, check the information we hold, complete the details we need and use Arbor for payments, trips and wraparound care.

An email will be sent directly to the parent/carer listed as the primary contact. Please complete your child's profile as soon as you receive this email. Completion of your child's Arbor profile is required as part of joining Coleridge.

Accurate information helps us keep your child safe, contact you quickly, meet statutory reporting requirements and make sure the school receives any funding it is entitled to.

Parent Portal: login.arbor.sc

You can also use the Arbor Parent App on iPhone or Android.

1. Before you start

Arbor is the school system Coleridge uses for parent payments and to hold key information about you and your child. You can use either the Parent Portal in a web browser or the Arbor Parent App. Coleridge currently uses Arbor for payments including nursery fees, nursery meals, school trips, Wraparound Care, and the Year 6 Residential Trip.

Your login email must match our records

Use the email address that Coleridge holds for you. If the system does not recognise it, please contact the school office rather than creating a different account.

2. First-time login

1. Wait until Coleridge has created your Arbor account and sent your welcome access email.
2. Open the link in a web browser. For first-time password setup or a password reset, use a computer browser or your phone/tablet browser rather than trying to complete the reset inside the app.
3. When prompted, select Coleridge Primary School.
4. Press password reset, and set a password for yourself.
5. For security, Arbor will ask you to confirm your child's date of birth.
6. Once your password is set, you can log in at login.arbor.sc or use the Arbor Parent App.

More than one Arbor school?

If the same email address is recorded at more than one school using Arbor, you will be asked which school you want to access. You cannot switch directly between children at different schools. You need to log out and select the other school.

3. Getting around the Arbor App

Homepage

Use the homepage to open your child's profile and see the information Coleridge has chosen to display. Notices appear when information or consent is missing.

Menu

Use the menu to reach areas such as Payments, Trips and other services that Coleridge has enabled. The tiles you see can vary depending on your child and what the school has made available.

Switching between children

If you have more than one child at Coleridge, use the profile area and choose Switch student. The first time you view a child, you may be asked to confirm their date of birth.

Arrow icons and Add Information

Where you see an arrow on the right-hand side, you can usually open that item and propose an update. In the app, you can also use Add Information or Quick Actions to add key details.

Changes may need school approval

If Arbor shows that an update is waiting for confirmation, please do not submit the same change again. The school needs to approve some amendments before they take effect.

4. Payments, Trips and Wraparound Care

Payments

Coleridge uses Arbor for a range of payments. The accounts and items you can see depend on what the school has enabled for your child. You can open Payments from the menu, select the relevant account or item and follow the on-screen payment steps.

Coleridge currently uses Arbor for nursery fees, nursery meals, school trips, Wraparound Care, and the Year 6 Residential Trip. If a payment or top-up needs to be moved to another account or refunded, contact the school. Parents cannot move money between Arbor accounts themselves.

Trips

Open the menu and select Trips. You will see trips your child is eligible for.

Wraparound care

Parents joining Coleridge can book wraparound care once the school has received the child's details from Haringey and created the Arbor record. When access is ready, the school will send login details. Bookings are then made through the wraparound team, subject to availability. You can pay for the Wraparound and see your days booked on your Arbor account.

Please contact the wraparound team with any questions: wraparound@coleridgeprimary.net

5. Updating information later

1. Open your child's Student Profile.
2. Scroll to the section you want to change, or use Add Information / Quick Actions in the app.
3. Open any item with an arrow icon and make the change.
4. Save or confirm the update.
5. If Arbor says the change is waiting for school approval, leave it pending. Do not enter the information again.

Addresses need extra care

Please do not delete an old postal address simply because you have moved. Add the new address and let the school know. Schools need to keep an accurate address history.

6. Password and login help

Forgotten password

On the Parent Portal login page, choose Forgot your password? and enter the email address Coleridge holds for you. Follow the reset link sent by email. If you are using a phone, open the link in your mobile browser.

Already logged in and want to change your password?

In the Parent Portal, go to My Items > My Account. In the app, open the profile area, select your name and use the password option.

Still cannot log in?

- Check that you are using the same email address that the school holds for you.
- Check spam/junk for password reset emails.
- If you have children at more than one Arbor school, make sure you have selected Coleridge Primary School.
- If your email address has changed and you cannot access your account, contact the school office.

7. Final check before you finish

Please make sure there are no outstanding notices

When all required information has been completed, Arbor should show that there are no more notices. Some notices may remain temporarily while the school approves a change.

Your parent checklist

Please work through every item below. Do not leave a field blank because you are unsure why it is needed. If a question does not seem to apply to you, contact the school office and we can advise.

Done	Please check or complete	Why we need it
☐	Legal guardian status / relationship	Legal guardian status and relationship Scroll to Family, Guardians & Contacts. You can see the names of other people linked to your child, but you can only edit your own details. If another guardian's information is wrong, they should update it themselves if they have access, or you should contact the school. Where Arbor asks whether you are a legal guardian, please answer accurately. This should reflect your legal relationship to the child, rather than simply who usually brings them to school or collects them. Please also make sure the relationship shown on your record is correct. If parents or carers live separately, please make sure each person who should receive school communications has their own correct email address and mobile number. Please do not share Arbor login details. If there are court orders or restrictions that the school needs to be aware of, please contact the school office directly
☐	Your address, phone and email	Contact details Check your mobile number and email address. If you change your default email address in Arbor, you will need to use the new email address next time you log in. Check your home address. Arbor advises parents not to delete old address records because schools need a full address history. Add the new address and let the school know if you have moved. Keep personal details accurate If your phone number, email address, home address or family circumstances change, please update Arbor promptly. Accurate contact details are especially important if we need to reach you urgently.

☐	Emergency Contacts	Emergency Contacts and Authorised to Collect Please make sure that legal guardians are marked as the 1st and 2nd emergency contacts where appropriate. These are the contacts who will receive correspondence about your child from the school. Please add any other family members, childminders, nannies or emergency contacts who may need to be contacted. If they are authorised to collect your child from school, please make sure this is also recorded.
☐	Parent/carer date of birth & National Insurance Number	Parent/carer date of birth and National Insurance number Please complete your date of birth and National Insurance number where Arbor asks for them. These details are needed for eligibility checks linked to benefits-related entitlements, including checks that may lead to additional funding for the school. Coleridge encourages every family to check eligibility even where a child already receives a universal free meal.
☐	All permissions and consents	Please answer every consent. Please do not leave this blank. Notices on your child's profile will show any missing consents. Please open each one and choose either Give or Decline. Do not leave permissions unanswered. - Photo consent can be managed through Arbor. - Trips consent can be managed through Arbor and is used by Coleridge for school trips and activities. - Other permissions may appear depending on your child and the activities available. Changing your mind later Arbor does not allow parents to change a consent response themselves once it has been submitted. If you need to change a permission or consent, contact the school office.
☐	Child's first language	First language Please do not leave this blank Please record your child's first language accurately. For school census purposes, <u>first language is the language your child was exposed to during early development and continues to be exposed to at home or in the community</u>. Please answer this accurately, even if your child speaks English fluently. Schools must report pupils' first language as part of the school census. Information about pupils who have English as an additional language can also affect the funding available to support pupils in school.

☐	Child's ethnicity	Ethnicity Please do not leave this blank Please select the ethnicity that best reflects your child. This is required school census information. The school must not choose or assume a pupil's ethnicity, so the information needs to come from you or from the pupil.
☐	Medical conditions and allergies	Medical information Please check and update all relevant medical information, including medical conditions, allergies and any other important health information. Arbor may also hold details such as your child's doctor and immunisations depending on what has been entered. Medication still needs the school's normal medical process Updating Arbor does not replace any health care plan, medication form or medication arrangements that Coleridge has asked you to complete. If your child needs medication in school or has a significant medical need, please contact the school office on admin@coleridgeprimary.net.
☐	Dietary requirements / intolerances	Dietary requirements, allergies and intolerances Please record genuine dietary requirements that the school needs to know about, including allergies and intolerances. Give enough detail for the school to understand the requirement. Please do not use this section for food likes, dislikes or general preferences, as the school cannot accommodate individual food preferences in Arbor. A range of choices are always available at school meal times to suit different preferences.
☐	Mode of Transport	How your child usually travels to school Please record the usual main way your child travels to school, for example walking, scooter, bicycle, bus, train/tube or car. Haringey uses school travel information to understand travel patterns and support sustainable school travel planning.

Need help?

Coleridge Primary School

Crouch End Hill, London N8 8DN

020 8340 3173

Office Team: admin@coleridgeprimary.net

Wraparound queries: wraparound@coleridgeprimary.net

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