RICHMOND HILL PRIMARY ACADEMY

Please email office@richmond.doncaster.sch.uk
1. **If you did receive the email which contained the link and you have previously accessed the Parent Portal - but now you need to be re-sent your log in details.**
   OR
2. **You have never activated access to the Parent Portal - and you need to be re-sent the link.**

ARBOR PARENT PORTAL

Our pupil management information and communication system is provided by Arbor.
A Quick Reference Guide can be found on the following page.

Our Arbor Parent Portal can be accessed via a desktop computer/laptop using chrome as your web browser. If you would prefer to access it on your phone you can download the Arbor App on Apple & Android devices from your app store.
The Arbor Parent Portal and Arbor App both show the same features. These include:-

- Allowing you to make amendments/changes to contact details;
- Consents to requests for your child(ren)- for example for photo/video permissions
- Viewing your child's dashboard to look at their attendance;
- Booking parents' evening appointments, also known as guardian consultations (to be confirmed at a later date);
- In-App messaging - this adds to our current communication methods of text and email - you can now message us via the Arbor App or Parent Portal.
- The email address office@richmond.doncaster.sch.uk can be used for parents for general enquiries/information. Absences should only be reported via the email address – absence@richmond.doncaster.sch.uk or by phoning school on 01302 782421 and leaving a voice mail.

These are some of the basic features included with the Parent Portal and Arbor App, as we develop our current system you will see more features become available.

For the very first time logging in you will need to use the Parent Portal accessed on a desktop computer/laptop via your internet browse. After your initial login you can use either the Parent Portal or Arbor App - they are both same, it's whichever device you prefer to use!

To clarify we are still using ParentPay for any payments and meal bookings (regardless if your child receives free school meals from Doncaster Council or is in Reception/Y1/Y2 and is eligible for UFSM (Universal Free School Meals).

To login into the Parent Portal for the first time and view your child's dashboard, you will need the email that came from school to welcome you to Arbor, which includes your log in details. You must log in for the first time on a desktop computer or laptop, using chrome as your web browser.

On your first login only, you will need to enter your child's date of birth to access the dashboard.

Your child's dashboard is the first screen that you will see. This gives a quick glance of your child's attendance. You can return to this page at any time by clicking on the school's logo or choosing Dashboard from any menu.

Statistics section shows information about your child's attendance.

Parent of more than one child - If you are the Primary Guardian for more than one child in the school, you can access and view each child through the same portal by clicking on the name at the drop-down menu with the children's names in the top-left of the home page, then change sibling.

Profile – this allows you to see basic information about your child, and highlights any unread notices or actions needed to be completed. You will be able to amend details such as your contact details, medical information, consents – pending approval by school.

STEP BY STEP TO ACCESSING THE PARENT PORTAL

- You will have received an email from school with a link to access Arbor. Click on the link. First time login must be done via a desktop computer/laptop – you cannot access the Arbor App until after this first login.
- Enter your email address
- For your password - Click on 'first time logging in'
- A reset link will be sent to your email address. Click on this and choose and enter a password
- Enter your child's date of birth – if you have more than one child just put one child's date of birth in). Then click verify
- If you have more than one child and you wish to view siblings, please view under Quick Actions and click on the first child's name and use the drop down arrow to select the siblings' profile
- If you prefer to access the Parent Portal via the Arbor App you can now download the Arbor App on Apple & Android devices from your app store.