

The Essential Guide to the Arbor Parent App

St Edward's Primary School • E13 9AX



1 Introduction: What the Arbor App Does

The Arbor Parent App is the quick, easy, and efficient way to stay up-to-date with your child's life at St Edward's Primary School. It helps you manage key school tasks directly from your phone or tablet, providing you with real-time access to important information.

With the App, you can:

- Check your child's daily and historical **attendance record**.
- View the school **calendar**, including term dates and specific events.
- Book and **pay for clubs, trips**, and manage **school meal money**.
- View and respond to school **communications and messages**.
- Instantly **update your contact details** for the school records.

2 Getting Started: Download and Log In

2.1 1. Downloading the Application

The Arbor Parent App is available for free on both Apple iOS and Android devices. You can download it by searching the relevant app store, or by using the QR code links (image placeholders below).

- **For Apple iOS:** Search for **Arbor** in the App Store.
- **For Android:** Search for **Arbor** in the Google Play Store.



Figure 1: Apple App Store Download



Figure 2: Google Play Store Download

2.2 2. First Time Logging In

You must have an email address registered with St Edward's Primary School to log in. Please contact the school office if you are unsure which email address is on file.

1. Open the Arbor App on your device.
2. Search for **St Edward's Primary School, E13 9AX**.
3. **If this is your first time:** Click the **First Time Logging In?** link to receive a password set-up email.
4. **Subsequent logins:** Enter your registered email address and password.



St. Edwards RC School

Welcome to Arbor

[First time logging in?](#)

[Forgot your password?](#)

Log in

Trouble logging in? Click [here](#) for help

Powered by  **Arbor**

3 Communication and Push Notifications (Crucial)

It is essential that you receive school communications and urgent alerts quickly. This section explains how the Arbor App delivers messages and, critically, how to enable real-time notifications. Also covers notification issues and how to resolve them.

3.1 Common Notification Issues

There are several common reasons why you might stop receiving or become overwhelmed by push notifications:

System-Level Block (Accidental Disablement)

The most frequent cause of missing notifications is that the app's permission to send alerts was accidentally denied or switched off in your phone's system settings. This may occur if *Don't Allow* was selected during the initial app installation.

Device Token Errors (iOS - Too Many Notifications)

Some iOS devices (iPhone/iPad) may begin to block or experience issues with notifications if the phone has received a high volume of push alerts. In some cases, this causes notifications to stop entirely.

Connectivity or Power Restrictions

Poor or unstable internet, or battery-saving mode preventing background data, may stop the Arbor App from receiving push notifications.

3.2 Common Fix: Disable and Re-enable Push Notifications

This is the most effective fix for both situations receiving *too many* notifications or receiving *none* at all.

1. Close the Arbor Parent App completely (ensure it is not running in the background).
2. Open **Settings** on your phone and go to **Notifications**.
3. Find **Arbor** and turn **Allow Notifications OFF**.
4. Restart your phone.
5. Go back to **Settings > Notifications > Arbor** and turn **Allow Notifications ON** again.
6. For iOS devices, it is recommended to restart your phone once more.
7. If issues continue: uninstall and reinstall the Arbor Parent App, and select **Allow Notifications** when prompted.

3.3 The Communications Log

The Communications tile provides a history of all messages, letters, and emails sent by St Edward's.

Please check this regularly for important updates, including weekly newsletters and school news.

3.4 Setting up Urgent Push Notifications For Apple iOS Devices

1. Open **Settings**.
2. Scroll down and select **Arbor**.
3. Tap **Notifications**.
4. Ensure **Allow Notifications** is enabled.

For Android Devices

1. Open **Settings**.
2. Go to **Apps** (or **Applications/App Manager**).
3. Select **Arbor** from the list.
4. Tap **Notifications** and ensure the toggle is ON.

3.5 Payments, Trips, and Clubs

This is the central area for managing school finances and booking activities.

- ♦ **Top Up Dinner Money:** Use the **Payments** tile to select the meal pot (e.g., School Dinner Money) and add funds using your card.
- ♦ **Pay for Trips/Clubs:** Any outstanding payments or required consents for activities will be listed under the relevant **Trips** or **Clubs** tiles. Follow the prompts to either **Give Consent** or **Book/Pay** for the activity.

3.6 Updating Contact Details

You can update your own contact details directly within the app. On the main dashboard, look for the **My Items** or **Student Information** section. You can suggest changes, which the school office will then review and approve.

4 Frequently Asked Questions (FAQ)

Table 1: Common Queries and Solutions

Question	Answer
I forgot my password.	Click the Forgot Password link on the login screen. An email will be sent to your registered address to set a new password.
I have children at different schools that use Arbor.	Arbor is designed to handle this. You should be able to see all your children from different Arbor schools using the same login. Use the drop-down selector at the top of the homepage to switch between children.
I have multiple children at St Edward's.	You should see both children on your homepage. Use the drop-down menu (if applicable) or the app's navigation to switch profiles and manage their specific data (e.g., separate payment accounts).
I need to update my details.	This can be done in the app! Look for the My Items or Student Information section on the dashboard to suggest changes for school approval.

5 School Contact Information

If you require technical support or cannot log in after following the steps in this guide, please contact the school office directly for assistance.

St Edward's Primary School Office

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