



Dear parent/carer,

Welcome to Arbor!

We are excited to introduce the Arbor Parent Portal system.

Arbor is available on the web via a computer or tablet, or through the app that can be downloaded on the Google Play Store or iOS App Store on mobile or tablet devices. When accessing Arbor from a computer, we recommend using the Google Chrome web browser. If you have more than one child at Bridgewater, you'll have access to information for all your children, all from the same login.

This system, which can be accessed via the Arbor website or through the Arbor App, will allow you to do the following things:

- View your child's daily timetable
- See your child's attendance, behaviour and lesson scores data in real time
- Change your phone number, address and contact information
- Give various consents (e.g. or photo, data, medical and other permissions for your child)

As our use of the app grows over time its functionality will also include receiving messages from school or accessing your child's school reports and other assessment data.

Getting started:

It is recommended that you log in for the first time on a desktop or laptop computer, we recommend using Chrome as your web browser. Important - In order for you to receive an invitation, we must have your up to date email address. Please check your junk folder before contacting us if you do not appear to have had an invitation. If you need to update your email address, please email enquiries@bridgewaterhigh.com or call us on **01925 263919**.

Getting started for the first time is really easy. Please follow the steps below:

1. To login into the Parent Portal for the first time, you need to read the email that came from Bridgewater High to welcome you to Arbor.
2. The email will contain a link for you to click on that will take you directly to the Bridgewater Arbor site.
3. Click the "First time logging in" option in the bottom left corner.
4. Enter your email address.
5. Click "Set Password"
6. Remember, you need to set up your Arbor parent/carer account in a normal browser so that you can enter your child's date of birth when the pop-up window appears.
7. Once you have set your password, you need to agree to the terms and conditions to proceed to your dashboard.



Should you have any issues, please first repeat the steps above starting at step 1. If you continue to have difficulties logging in, then please contact school as above and we will help you to resolve your issue.

Once you have logged in, we recommend that you save the Arbor Log In page to your favourites or bookmarks, so you can access it easily in future.

Logging into the Portal or App once registered:

Whilst you can access Arbor from a browser window on an iPad, iPhone or other mobile device, it works better through the Arbor Parent App or via the Parent Portal on a computer.

1. Visit the Arbor login page or Download the Arbor Parent Portal App to your mobile phone or tablet either the Apple App Store or the Google Play Store.
2. Enter your email address.
3. Enter the password you set when you first registered*.

* if you have forgotten your password, click 'Forgot your password' and enter your email address. You will then receive an email with a link to click to reset your password.

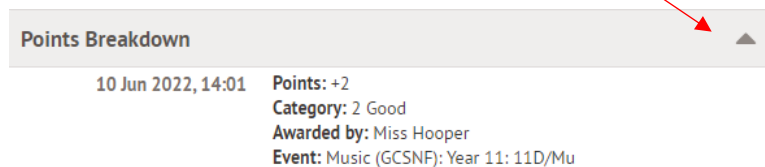
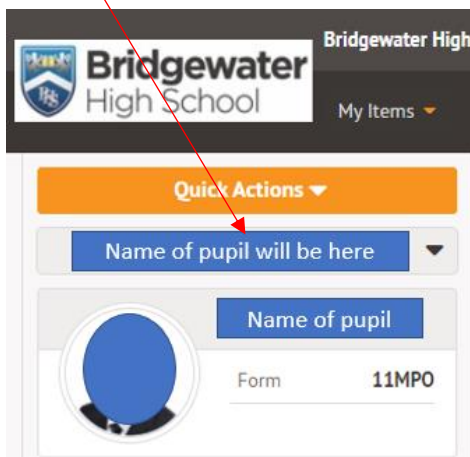
Consent

When you have logged into the portal or app, please can you check your child’s details are up to date and you may also be able to agree to some consents (e.g. photographs), should you wish to.

Lesson Scores

Parents/carers can monitor the lesson scores (see more info on this later) given to their son/daughter throughout the day: If on the Parent Portal on a web browser, select the son/daughter you want to look at then click on Behaviour from under Quick Actions:

From there simply expand the **Points Breakdown** box under **Lesson Scores**:





This will look slightly different on a phone, but again select **Behaviour** then **Lesson Scores: Points Breakdown**.

App Notifications

Please Turn on Notifications! We would like to encourage all parents/carers to make full use of the Arbor Parent App and to turn on notifications. This will ensure that your mobile phone will present you with an alert when you receive a message from Bridgewater High.

More information and help

There are a number of information pages guides and troubleshooting guides, which you can access below:

[A quick introduction to Arbor for guardians and parents](#)
(please be aware we are not using all of the Arbor functionality just yet)

[Getting started - Log into the Parent Portal and the Arbor App](#)

[Parent Portal and the Arbor App FAQs](#)

[Troubleshooting login issues for parents - why can't parents log in?](#)

You can also [click here](#) for a quick start guide or [here](#) a brief parent/carer guide (please be aware we are not using Progress or Report Cards yet).

If you require more information about our Lesson Scores then [click here](#) to see what the numbers represent. Remember that all pupils start on a 2 at the beginning of each lesson and then teachers can feel free to adjust as necessary.

If you still require help from us then please contact enquiries@bridgewaterhigh.com making clear exactly what your query is about so that we can re-direct it appropriately.

We are sure you will embrace this new step towards increased communications with parents/carers which will certainly grow over time.

Yours sincerely,

Keiron Powell
Principal

Tracey Hatton
Headteacher