

Troubleshooting Login Issues for Arbor Parent Portal and App

This guide provides troubleshooting tips to help you log into your school's Parent Portal or Parent App. It's recommended you try these steps *before* contacting your school for assistance.

Please note: Only parents with a **guardian profile** added to the school's site can use the Parent App, and school staff and teachers cannot access it.

1. Verify Your Login Information

- Make sure you are using your email address as your username.
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2. Password Issues

Forgot your password?

- Click the **Forgot your password?** link on your login page to receive a password reset email.
- If the email does not arrive, contact your school to request one. They can manually send you a reset password email or set a new password that you can change after you log in.

Log in

Log in

☐ Remember me

[Forgot your password?](#)

Haven't received a login or password reset email?

- First, confirm with your school that the email address you are using is the one they have on file for your account. They can edit it if it is incorrect.
- If your email address is correct on their side but you still aren't receiving the email, ask your school to manually send you a reset email or set a new password for you.

- If your email address is used on more than one school site, you may not be able to get a reset password email for the most current site yourself. To prevent future issues, contact the *old* school to have them remove or change the email address from that account

Log in

t.campbell@arbor-mail.com
[Change E-mail](#)

✓ Select a school
AG Sunnyville (W10 5BN)
PM4 (W12 7FQ)
Enter your password

Expired Login Link

- If you are trying to log in using a link from an email, be aware that the link will not work if it was sent more than 96 hours ago



 You visited an expired reset password link. If you don't remember your password, please use "Forgot your password?" below

Log in

- To fix this, you will need to have a new reset link sent to you.

Hi Gav,

We've just received a request to change your password on your Arbor account.

If you requested this password change, please click the link below to set your password:

[https://\[redacted\].arbor.sc/auth/change-password/id/874/hash/Y2l0YmJiZjUtdZDNhYy00MjJjLWE2ZWEtMzE1ZmU0MWZmN2MzLjE2MDk4NTIzOTk=](https://[redacted].arbor.sc/auth/change-password/id/874/hash/Y2l0YmJiZjUtdZDNhYy00MjJjLWE2ZWEtMzE1ZmU0MWZmN2MzLjE2MDk4NTIzOTk=)

Use your email address when you log in next time:

Username: [redacted]@arbor-education.com

If you didn't ask to change your password, you can ignore this email. No changes will be made to your account.

All the best,
Team Arbor

3. Common Error Messages

"You don't have permissions to access Arbor" (or a suspended account message)

This means your account is suspended and you will not be able to log in. You must contact your **school** to ask them to enable your account.

Log in

c.allen@arbor-mail.com	Change E-mail
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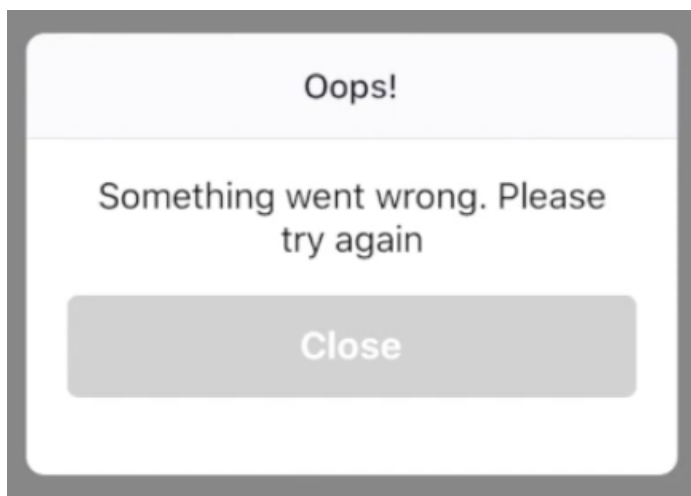
.....

It looks like you don't have permissions to access your Arbor. Please contact your school office for help.

Blank Screen or an error message

This can happen if your profile has not been linked to any students. Ask your **school** to check the following:

- What type of guardian you have been recorded as; only those marked as **Primary Guardians** can access the Parent App or Portal.
- That they have correctly linked you to your children.
- That they have not accidentally created duplicate profiles using your email address.



Info

It looks like you have no currently enrolled students at AG Sunnyville.
If you think this is a mistake, please contact the school office.

"Email or password incorrect" (in the Parent App)

- Try logging in on a web browser at login.arbor.sc.
- If the web login works but the app doesn't, ensure you are using the latest version of the app. If you don't see the version number on the login screen, you have an old version and need to download the latest one.



Welcome to Arbor Parent Portal

Enter your email address

arbor-staff-login

Enter your password



Remember my password

Log in

[Forgotten password?](#)



Trying to log in as a student or staff member?

This app is for parents or guardians, try [logging in here](#) instead.



Having issues logging in?

[Please press here](#) to see our troubleshooting article.



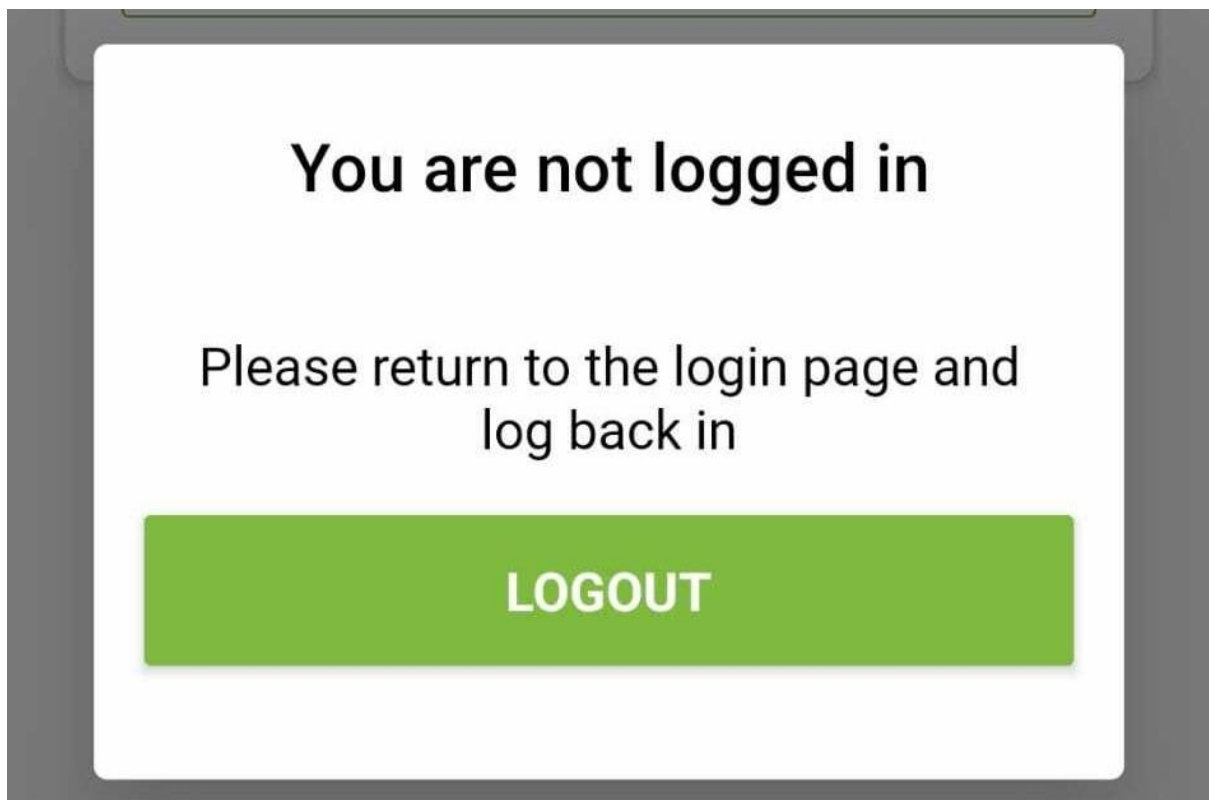
Still can't log in?

Please contact your school to ask for help, who will contact Arbor support on your behalf.

Version number: 0.9.376

- If you can't log in via the web browser, try resetting your password.

"You are not logged in" or "Multiple users found with the same email address. Please contact the school office to resolve the issue." error messages



If you see either of these error messages when signing in **via the Parent App**, it is because your email address is registered on more than one user profile in the school's system. When this happens, the app is unable to identify which account to log in to, and access is blocked entirely.

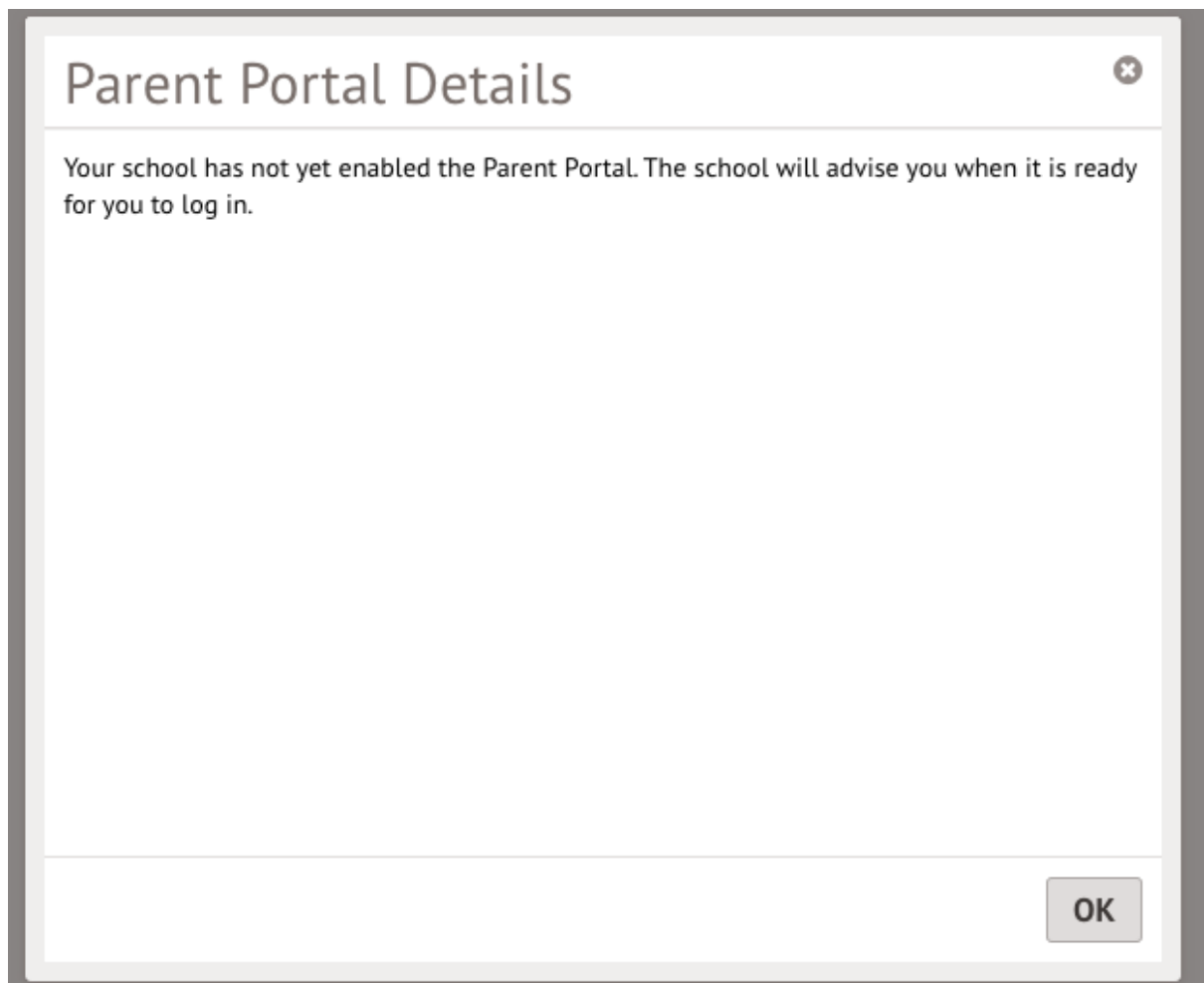
To resolve this, please **contact** the school and ask them to review the duplicate versions of the email address and ensure that the email address you wish to sign in with is only linked to your profile.

You can share this guidance with the school to assist them: [Check for duplicate email addresses to stop users from getting sign in errors or signing into the wrong account](#)

In the meantime, you are still able to sign into Arbor using the Parent Portal. Just visit your school's specific link or head to <https://login.arbor.sc/> and sign in from there.

4. Other Login Issues

- **The Parent Portal is not enabled:** You won't be able to log in if your school has not yet enabled the Parent Portal. Contact your school to ask them to turn it on.



- **Logged into the wrong account:** This means your school has mistakenly used your email address on another guardian, student, or staff member's profile. Contact your school to have them fix this. They will also need to check for duplicate guardian profiles.
- **Can't see your child or switch between children:**
 - Make sure you have agreed to the Terms & Conditions the first time you accessed the app or portal.

Welcome to Arbor!

Arbor System Terms of Use

Welcome to Arbor!

Please read these Terms of Use carefully before using the Arbor System ("System") provided by Arbor Education Partners ("Arbor", "we", "Us", "Our"), 407 Canalot Studios, 222 Kensal Road, London, W10 5BN. By using the Arbor System, you are agreeing to be bound by these terms of use. If you do not agree to these terms of use, you must not use the Arbor system. You must follow any policies made available to you within the System or provided by your Institution in relation to the data controlled by them. For any further queries about license terms and conditions, please consult your Arbor administrator (usually the Headteacher or School administrator). These terms were last updated on 6th September 2017.

Arbor System Terms of Use

PLEASE READ THESE TERMS OF USE CAREFULLY
BEFORE USING THE ARBOR SYSTEM BY USING



I agree to Arbor's standard User Terms & Conditions

Accept

- Make sure you have correctly entered your child's date of birth.

Verify Account

As this is your first time using the system we need you to verify your account. To verify your account, please enter the date of birth of one of your children at the school



Date of birth

2019-04-19

Verify

5. Still can't log in?

If none of these steps work, you will need to contact your **school** for help.