



Parent Guide to Arbor



Welcome to Arbor

We are delighted to introduce Arbor, our new school Management Information System and Parent Portal. Arbor replaces our previous systems and brings all your child's school information together into one secure, easy-to-use platform. By logging into the Arbor Parent Portal or downloading the free Arbor App, you will be able to stay closely connected with your child's school life.

What Can You Do on Arbor?

- **Track Attendance:** View your child's daily and historic attendance figures in real time
- **View Behaviour & Achievements:** See positive points, badges, and any behaviour notes instantly
- **View Your Child's Homework**
- **Update Information:** Keep your contact details, emergency contacts, and medical information up to date without needing to fill out paper forms.
- **School Meals Function:** Not Available Until Sept 2027 for Secondary & Sixth Form Students only
- **Manage Communications:** Not Available Until Sept 2027 for Secondary & Sixth Form Students only

How to Get Started

Parent Login

First-time Arbor users must create their password on a web browser before logging into the mobile app

Step One: Create your Password

1. **Open a web browser** (Safari, Chrome, Edge) and go to <https://helena-romanes-school.uk.arbor.education/?/home-ui/index> (or click the link in your school welcome email).
2. **Click Forgot your password?** Enter the email address registered with your school and click Reset Password.
3. **Open your email inbox**, find the message from Arbor, and click the reset link.
4. **Create your password**, type one of your children's dates of birth to verify your identity, and click **Accept**.

WHS

Welcome to Arbor

Log in with Google

or log in with your email

[First time logging in?](#) [Forgot your password?](#)

Log in

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

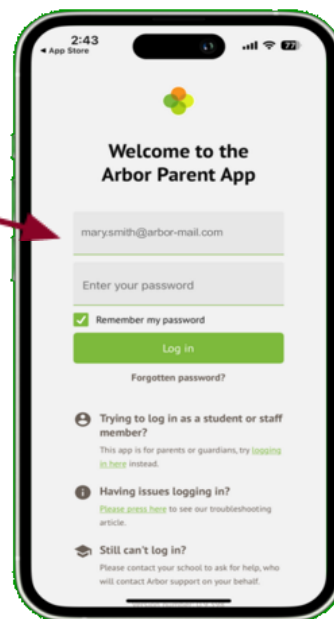
Step Two: Log in to the Mobile App

1. Download the **Arbor** app from the App Store (iPhone) or Google Play Store (Android).
2. Open the app and enter your email address.
3. Select your child's school from the drop-down list.
4. Enter your newly created password.

We recommend enabling **push notifications** on your mobile device so you never miss an important update from us.

Viewing and Managing Homework (Assignments) - Parent View

Parents and students access homework on Arbor through separate views tailored for progress tracking and task submission.



- **Where to find it:** Log into the Arbor App or Parent Portal on a browser, then locate the **Assignments** section on the main Dashboard (or navigate to **View Student Profile > Assignments**).
- **What is visible:** A summary of assigned tasks divided into upcoming, overdue, and completed homework. Clicking any assignment reveals the teacher's instructions, due date, subject, attached reference materials, and the student's submission status.
- **Parent capability:** Read-only tracking. Parents cannot turn in assignments on a student's behalf

Marking your Child As Absence

Parents can report same day absence through the Arbor App or Parent Portal. Future or multi-day absences cannot be logged in this way and parents must report these types of absences directly to the school.

Step One

1. Navigate to Attendance: Log into the App or portal, tap quick actions and select Attendance.
2. Open the Absence Form and tap the **GREEN** Log absence Button - an absence details form will pop up on your screen.
3. Enter

Parent Trouble Shooting Checklist

- **App Rejects Password Setup:** You cannot set up your initial password inside the mobile app - you must use a browser first.
- **No reset email arrived:** Check your Spam/Junk folder. If nothing arrives, contact the school office to confirm they have your correct email address registered on their system.
- **Multiple Children or Schools:** Log in using your email address, and Arbor will ask you to select which child or school profile you want to view

Student Login

Students must log into their GMail account before logging into Arbor, so that they can receive their password reset email from Arbor.

First-time Arbor users must create their password on a web browser before logging into the mobile app

Step 1: Create Your Password Open a web browser and go to <https://helena-romanes-school.uk.arbor.education/> (from the school welcome email).

1. Click **First time logging in?** or **Forgot your password?**
2. Type your official **school email address** and click **Reset Password**. (First letter of your legal name, followed by your surname followed by the year you enrolled at HRS. i.e.- 2026 =26, then @hrs.education, for example; jblogs26@hrs.education)
3. Open your school email account (e.g., through Outlook or Gmail) and open the email from Arbor.
4. Click the link inside, create your password, and accept the Terms of Use.



Step Two: Log in to the Mobile App

1. Download the **Arbor** app from the App Store (iPhone) or Google Play (Android).
2. Open the app and enter your email address.
3. Enter your newly created password.

Please NOTE that HRS is a Phone Free School, so during School Time you will only be able to access Arbor via your Chrome Book.

Quick Tips for Students

Once you've logged in to the student portal, you can start to explore! Using the student portal, you can:

- See what events you have coming up
- See which classes you're taking
- View your attendance and behaviour stats



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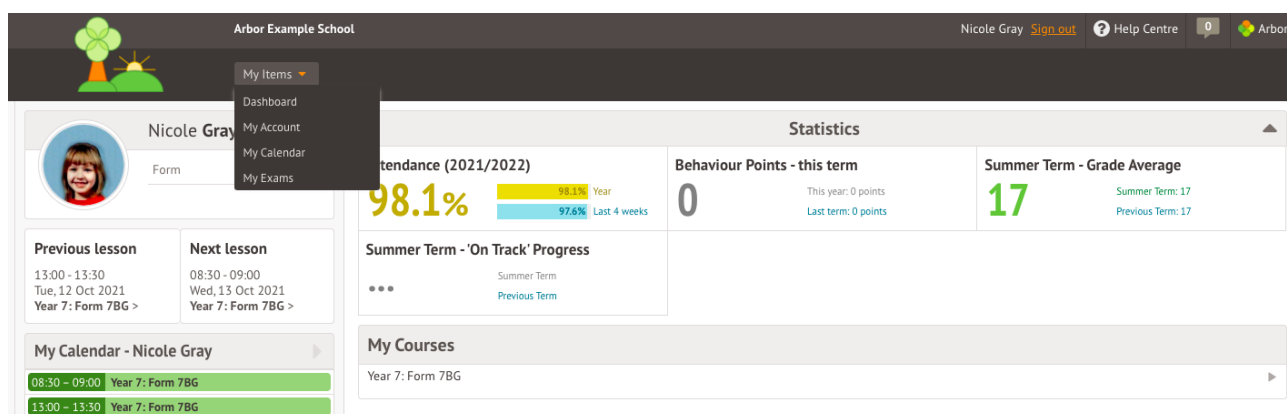


- View Statements of entry, Exam timetables and Statements of results
- View report cards your school has shared with you
- See which homework assignments you've got coming up, and which are overdue
- Submit completed assignments
- View your assignment marks and comments

Arbor Dashboard

When you log in, the first page you'll see is your Arbor Dashboard, from which you can access all of the areas of the Student Portal.

Using the menu at the top you can access your items to access your calendar or your account, take a look at the sections below for further details. You can also sign out.



Viewing and Managing Homework (Assignments)

Student View

- **Finding tasks:** Log into the **Arbor Student Portal** (web) or **Student App**. All active homework tasks appear on the main Dashboard under **Assignments**.
- **Reviewing details:** Selecting an assignment opens its task page, which displays the instructions, due date, class name, and downloadable attachments or worksheets provided by the teacher.



Parent Guide to Arbor



Assignment: Maths research project

Maths research project	
Title	Maths research project
Due	20 Mar 2020
Course	Mathematics: Year 9: Y9Set2
Marking	Grade
Status	Waiting for student to submit
Submission Type	Submit via Arbor

Student Instructions	
Instructions	Produce a presentation on your favourite regular polygon. Include details about the number of sides and lengths they have and the size of their angles. Demonstrate if and how the shape tessellates. Show some examples of where this shape occurs in nature and how we use this shape in society e.g. triangles in pyramids.

Student Upload & Submission Process

1. Open the specific assignment on the Student Portal or App.
2. Scroll to the submission section at the bottom of the page.
3. Click the upload field to attach the completed file (e.g., Word document, PDF, photo of written work).
4. Double-check that all required files are attached before continuing—additional files cannot be added after submitting.
5. Click **Mark as Submitted**.

My Submissions



Drag or [click to upload](#)

 Capture with webcam

Dennis' maths research project.pptx
Unknown, 28.44 KB



Mark as submitted

Don't press Mark as Submitted until you've uploaded all your files, as you won't be able to go back and add more later!

To delete a file, just click the bin icon.

Viewing Feedback

After turning in an assignment, the status updates to "Waiting for teacher to mark". Once marked by the teacher, the status updates on the Dashboard to "Marked," where students can click the assignment to review their grade, score, and teacher feedback.