



We're using Arbor's Parent Portal and Parent App

Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school. The Parent App and Parent Portal means we can keep you informed about your child's life at school in a much more accessible way. Log into Arbor to see and update your child's information, and make payments or bookings on the go!

The Parent Portal works on Google Chrome (computer or laptop) and you can download the Parent App from the App store or Google Play store on your phone (Android 5.0; ios 10.0 and upwards).

How to get started

1. **Wait for your welcome email from Fair Oak Junior School (adminoffice@fairoak-jun.hants.sch.uk), telling you Arbor is ready – you won't be able to log in before**
2. Click the link in your welcome email to set up your password
3. Go to the App or Google Play Store on your phone and search 'Arbor'
4. Click 'Install' on Android or 'Get' on iPhone then open the App
5. Enter your email, select the school, then enter your password
6. Accept the Terms & Conditions and enter your child's birthday

Fair Oak Junior School

Enter your password

Log in

[Forgotten password?](#)

Need help using Arbor?

Are you facing challenges logging into the Parent App or Parent Portal? Before reaching out to your school, use the troubleshooting tips below.

Please note that only parents with a guardian profile added to our school site can use the Parent App, and school staff and teachers cannot access it.

Some tips to try:

1. Ensure your username is the email address you use for Arbor. **Ensure we have your correct email address recorded?**
2. **Reset your password** from the login page, or ask us to do this.
3. If the login email was sent to you more than 96 hours ago, the **password link will have expired**. Ask us to send it again.
4. **Enter the birthday** of one of your children to log in.
5. I see a blank screen or an error message when I log in. **Check what type of guardian you have been recorded as**. Is your child linked to your account, or do you have an email address on another profile?
6. **I can see both the new school and old school** – You are unable to remove accounts yourself. You will need to contact your old school and ask them to remove your email address from your old profile.

