

14 September 2023

Dear parents and carers

We've had a few enquiries about setting up Arbor accounts and hope this email can help.

Although Arbor is a really good Management Information System, they are still developing their App technology. There is **currently no App for students**, and a fairly limited one for parents. Therefore, everyone **uses the Arbor website to see account information**, whether using a mobile phone, a tablet, a laptop or a desktop computer.

### Instructions for parents

1. Use the link to Arbor on our [Quick Links page](#)
2. Click on the '**First time logging in?**' link. Use the email address we have registered for you (the one you receive school emails on)
3. Go to your email account and open the email from Carrington School titled **Change your Arbor Password**. Click the link in the email and **set password** according to the criteria specified
4. Once the password has been set, you will be directed to the log in page where you must **verify your account** by entering the **date of birth** of any of your children at Carrington
5. If you are using your Arbor account on a mobile phone it is viewed better when the phone is turned **sideways in landscape mode**.

### Instructions for students

1. Use the link to Arbor on our [Quick Links page](#)
2. You will need to click on the '**First time logging in?**' link. **You must use your school email address.**
3. You will receive an email from Carrington School titled **Change your Arbor Password**. Click the link in the email and **set your own password**
4. Once you have set your password you will be directed to the log in page where you need to click 'Accept'.
5. If you are using your Arbor account on a mobile phone it is viewed better when the phone is turned **sideways in landscape mode**.

Over the next week or so students will be supported to set up their Arbor accounts during their ICT lessons. In the meantime, they can do it independently by following these instructions, but **SHOULD NOT WORRY** if they are unsuccessful. Their tutor, or Hub Coordinator, or ICT teacher will be able to help here in school.

Best wishes  
The Carrington Team

