



## Parent Portal – Accessing two different schools

When a parent logs into the Parent Portal or the Parent App they can see details about their children that attend one school using Arbor. If they have two children attending the same school, they can switch between students in the app or on the website.

But how does the Parent Portal work for parents with children at more than one school who use Arbor?

If a parent has children at more than one school their experience of logging into the Parent Portal and Parent App will be a little different.

If they use the same email address on their profile at both schools they will be asked which school they want to log into when they visit

**login.arbor.sc** or go to **log into the Parent App**.

A screenshot of the Arbor login page. At the top left is the Arbor logo. Below it, a message box says: "It looks like you have an Arbor account at more than one school. Which school would you like to log in to?". The main heading is "Log in". Below this is a form with a text input field containing "laura.bailey@arbor-mail.com" and a link "Change E-mail". Below that is a dropdown menu labeled "Select a school". Then a password input field labeled "Enter your password" with a "Show" button. A large green "Log in" button is below the password field. At the bottom left is a checkbox labeled "Remember me". At the bottom right is a link "Forgot your password?".

Please note: The parent won't be able to switch between students on the Parent Portal or Parent App if the students attend two different schools. This is because each guardian at each school has a separate profile/account.

This means that if a parent has two students at different schools, they will have two separate accounts, and Arbor won't link these accounts, other than at the login stage on the Parent App or on the login.arbor.sc page. To view the information of each child at their respective schools, the guardian will need to log out of one account and into another.