Seeing and updating my child's information on the Parent Portal or Arbor App

The **Student Profile** on the Parent Portal gives you an overview of the student's personal details. To get to the student profile select the green **View Student Profile** button.
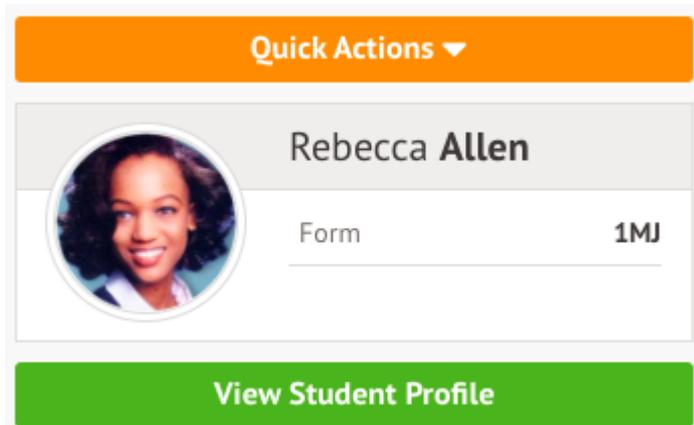
Notices and consents

This section contains a list of missing information (including consents) on the student's profile.

Top Tip: You'll still see these flag after you've filled in the information if your school needs to approve changes made. Please wait for your school to approve the changes without adding this information again.

On the Parent Portal

You can also see these on your Homepage, under the **View Student Profile** button.
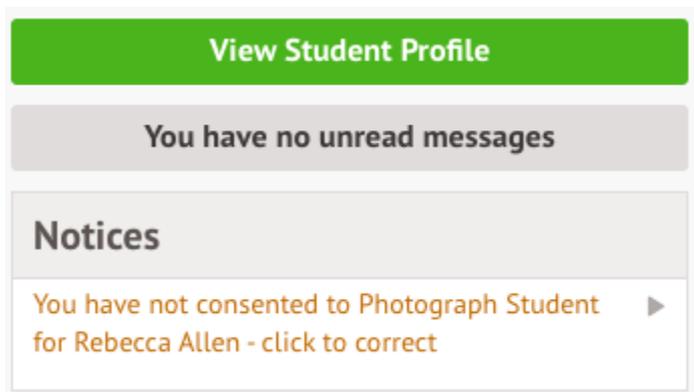
To update this information, click on a notice. A slide over will appear where you can add the required information.

Once you've filled in all the information, the notices will disappear - you can edit the information by clicking into the data further down your child's profile.

For consents, you need to either **Give** or **Decline** consent.

You'll need to contact your school if you need to change whether you've consented or not. This is not possible to change through the Parent Portal, but you can see your consents at the bottom of the page.

Consent

Consent Details	
Consent type	Photograph Student
Requested date	12 May 2021
Status	Declined (12 May 2021)
Response by	Jonathan Allen

Close

On the Arbor App

To update this information, click on a notice.

Mason Bell
2RH

Notices

Mason Bell does not have a transportation method recorded	>
You have not consented to Internet Access for Mason Bell	>
You have not consented to Photograph Student for Mason Bell	>

Add the information, then click **Confirm**.

Once you've filled in all the information, the notices will disappear - you can edit the information by clicking into the data further down your child's profile.

Update Religion

Religion

Buddhist

Confirm

For consents, you need to either **Give** or **Decline** consent.

Set Consent

Consent
Photograph Student

Note

Photos for internal purposes only

Decline Consent

Give Consent

If you choose to decline the consent, you will be asked to confirm your choice.
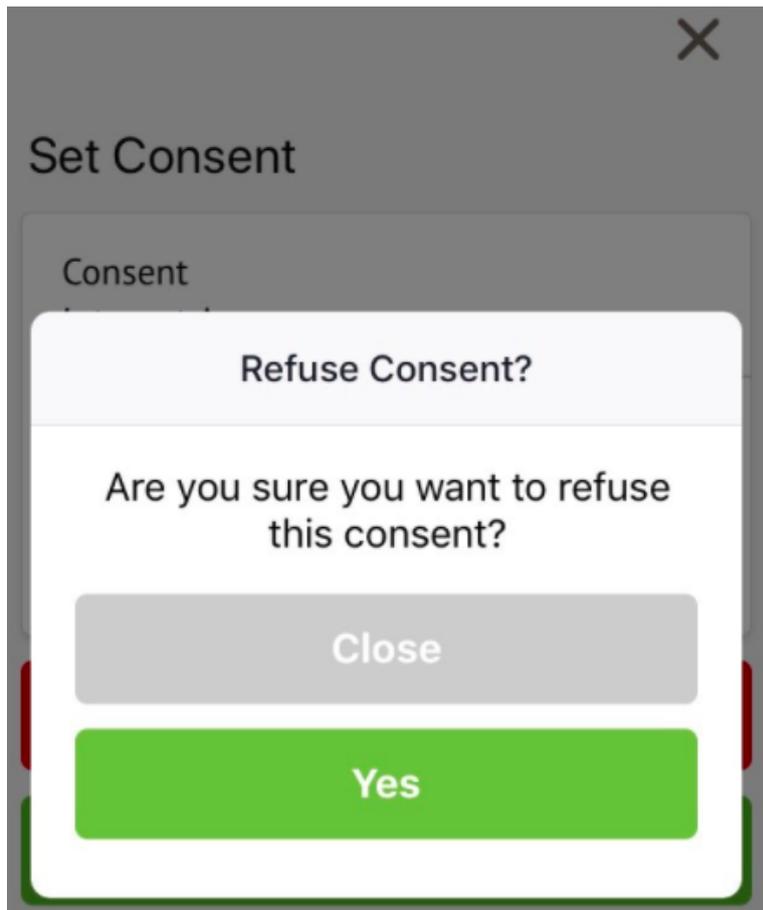
Set Consent

Consent

Refuse Consent?

Are you sure you want to refuse this consent?

Close

Yes

You'll need to contact your school if you need to change whether you've consented or not. This is not possible to change through the Parent Portal, but you can see your consents at the bottom of the page. Click for more information.

Consents

Internet Access
Rejected by Jeremy Bell on
17 May 2019   >

Photograph Student
Consented by Jeremy Bell on   >
17 May 2019

✕

Consent

Consent Details

Consent type
Photograph Student

Requested date
11 Oct 2018

Status
Consented (17 May 2019)

Response by
Jeremy Bell

Guardian Notes

Photos for internal purposes only

When you have provided all the information required, the page will display that there are no more notices.

Mason Bell
2RH

Notices

No notices

Contact Details

Student contact details

As a primary guardian, you can see and amend the child's contact details. You can only see postal addresses that you also live at with the child.

New contact details can be added by clicking **+Add**.

You can edit or delete any contact details where there is an arrow symbol. Just click the field, click the **Edit** button, then edit or delete.

Mine and other guardian's contact details

The **Family, Guardians & Contacts** section displays all guardians linked to the student's profile. You can only see and update your own details.

You can add new contacts by following these instructions: How to add new guardians and contacts for your child

If you need to update another guardian's details, they will need to log in and update if they are a primary guardian, or you can contact your school to make any changes for you.

Family, Guardians & Contacts

Jonathan Allen ❷ Father
07700 900572 (Mobile)
020 8467 3814 (Home)
jonathan.allen@arbor-mail.com (Personal)
29 Melrose Gardens, London, London, W6 7RN
Access Options
Primary guardian
Can collect
Emergency contact

Megan Allen *You cannot see this guardian's details for security reasons*

On the Arbor App

On the **Student Profile** page, scroll down to the **Family, Guardians & Contacts** section. It will show only the names of your child's other family members, and your information.

- To add a new contact click **Add Family member, guardian or contact.**
- To amend your information, click your name.

< **Evie Davies**

Family, Guardians & Contacts

⊕ Add Family member, guardian or contact

Christian Davies

Stephanie Davies
Mother (natural or adoptive)
07700 900678 (Mobile)
020 8815 9677 (Home)
stephanie.davies@arbor-
mail.com (Personal)
1 Hebron Road, London, London,
W6 0PQ
Access Options
Primary guardian
Can collect
Emergency contact

>

≡   ✿   👤
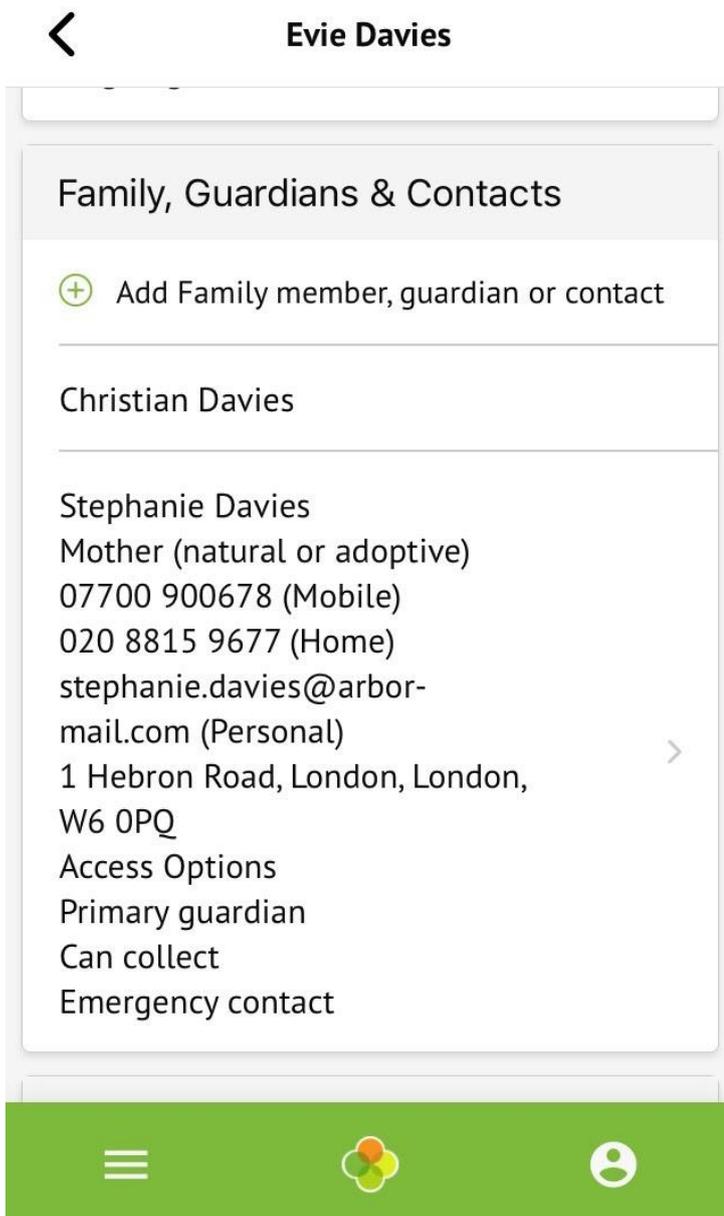
On your profile, click the **Quick Actions** button to add key information quickly.

You can also add or amend information anywhere where you see an arrow icon on the right-hand side. Click the information to amend it.

Identity

Name
Ms Stephanie Davies

Relationship to pupil
Mother (natural or adoptive)

Legal guardian
Yes

For example, when amending an email address, you will see this page. Please be aware that if you amend your default email address, you will have to log in using the new email address.

Edit email address

Email address owner
Stephanie Davies

Type
Tap to pick

Email address
stephanie.davies@arbor-mail.com

Delete

Confirm

Other information you can view and amend

On the Parent Portal

The **Student Details** section contains the student's personal information. Any information with the ▶ symbol to the right of it can be amended.

Click on the student details you would like to amend, a slide over will then appear for you to update the information, once updated select **Save Changes**.

The **Meal Preferences & Dietary Requirements** section shows what any dietary requirements the student has and displays the current meal preferences.

To add another dietary requirement, click **+Add** and update the slide over.

The **Previous Schools** section will list the student's previous enrollment into past schools. To view details of a previous school listed, select it, a slide over will appear displaying all of the school's details.

To add a new historic school click **+Add.**

The **Medical** section will load all of the medical details linked to the students profile. This includes the student's Doctor, Medical Conditions, Immunisations etc depending on what you have added.

To update any of the sections, click on one of them. Amend the details on the slide over and click on **Save Changes**.

Medical		⊕ Add
Doctor	Not recorded - click here to add	▶
New medical condition	Penicillin Allergy	Pending ▶
Allergies	None recorded - click here to add	▶
Immunisations	None recorded - click here to add	▶
New hearing test	05 May 2021	Pending ▶
Hearing tested	Not recorded - click here to add	▶
New vision test	New Vision Test	Pending ▶
Vision tested	Not recorded - click here to add	▶
Handedness	Not recorded - click here to add	▶

On the Arbor App

You can quickly add information by clicking the **Add Information** button and selecting the information you would like to add.

Evie Davies

Add Information ⌃

Add Allergy

Add Another Spoken Language

Add Guardian/Contact

Add Immunization

Add Mode Of Travel

Add Medical Condition

Once you have added the information, click the green button at the bottom.

Add Allergy

Medical Condition

Dairy Allergy

Severity

Moderate

Quick summary

Symptoms

Rash

Treatment

Antihistamines

Add Allergy

You can also add or amend information anywhere where you see an arrow icon on the right-hand side. Click the information to amend it.

Stephanie Davies

Student Details

Name
Evie Davies >

Gender
Female >

Date of birth
12 Apr 2004

If you click on an item that is waiting for confirmation by your school for the changes to take effect, you can see the information, or cancel the change request.

Changes made from the parent portal will be reviewed by school staff before being applied to the student profile.

Change
Update Religion

Requested
Mother (natural or adoptive)
17 May 2019, 10:27, by Stephanie Davies

Changes

Religion
Old Value:
New Value: Buddhist
Changed

Cancel Change Request

The child's name

You can edit your child's preferred first and last names.

Please note you will need to contact your school to request they change the legal first name, middle names or legal last name.

Student Details

Name	Dora Debney
Gender	Female
Date of birth	08 Jan 2017
Ethnicity	Information Not Yet Obtained
Religion	Not recorded - click to add
Language	None recorded - click here to add
Service child ❓	No

Student Contact Details

Edit Student Names

Legal first name	Dora
Preferred first name	Dora
Legal middle names	
Legal last name	Debney
Preferred last name	Debney

Cancel Save Changes