

Hendon School



User Guide - Logging in to Arbor for the First Time

Arbor is our school's system for sharing important information with parents and guardians. This guide will help you log in for the first time.

You can access Arbor through either the Parent Portal or the Parent App. For your first login, you must set your password using the Parent Portal in a web browser. Please note: password reset links do not work in the app.

What is the Parent Portal?

The Parent Portal is our version of Arbor accessible to guardians on a laptop or computer.

What is the Parent App?

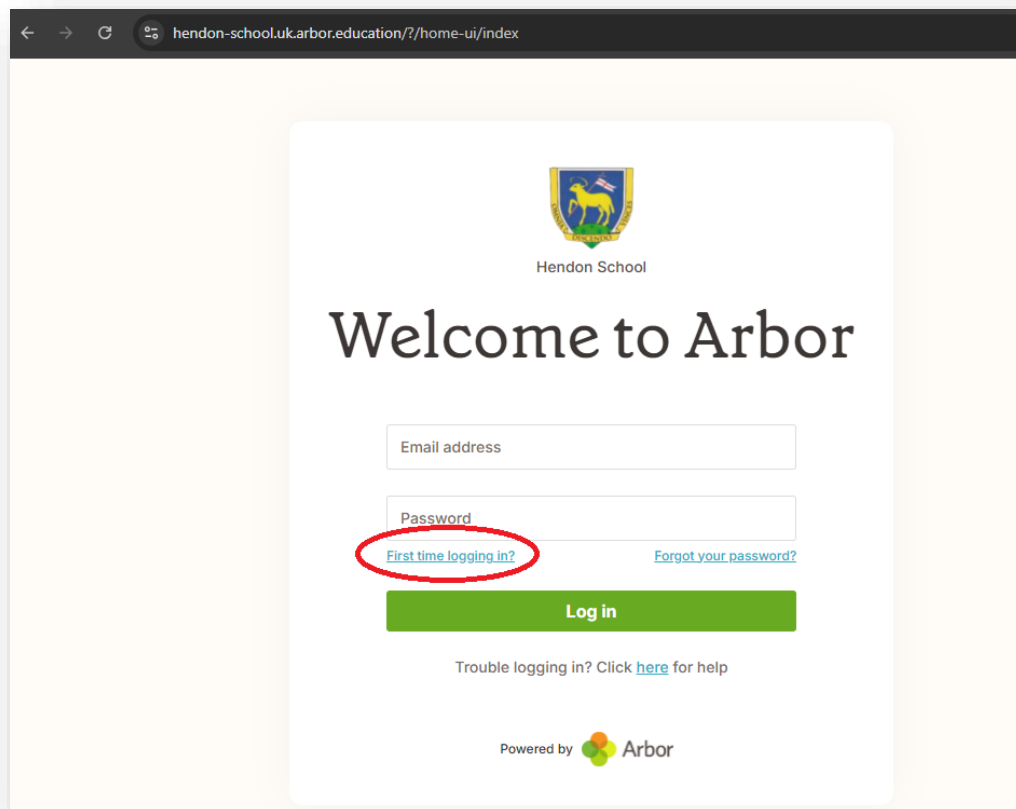
The Parent App is the mobile version of our Parent Portal, for use on mobile devices such as smartphones and tablets. If your school has switched on the Parent Portal, you can download the App and begin using it straight away.

How to Log in?

Step 1: Access the Hendon Arbor Site

Visit: <https://hendon-school.uk.arbor.education/?/home-ui/index>

Click **"First time logging in?"** and enter your email address.



hendon-school.uk.arbor.education/?/home-ui/index


Hendon School

Welcome to Arbor

Email address

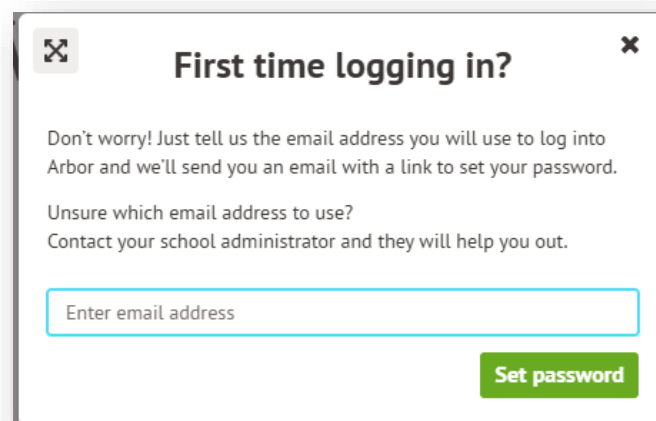
Password

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

Log in

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

Powered by  Arbor



 **First time logging in?** 

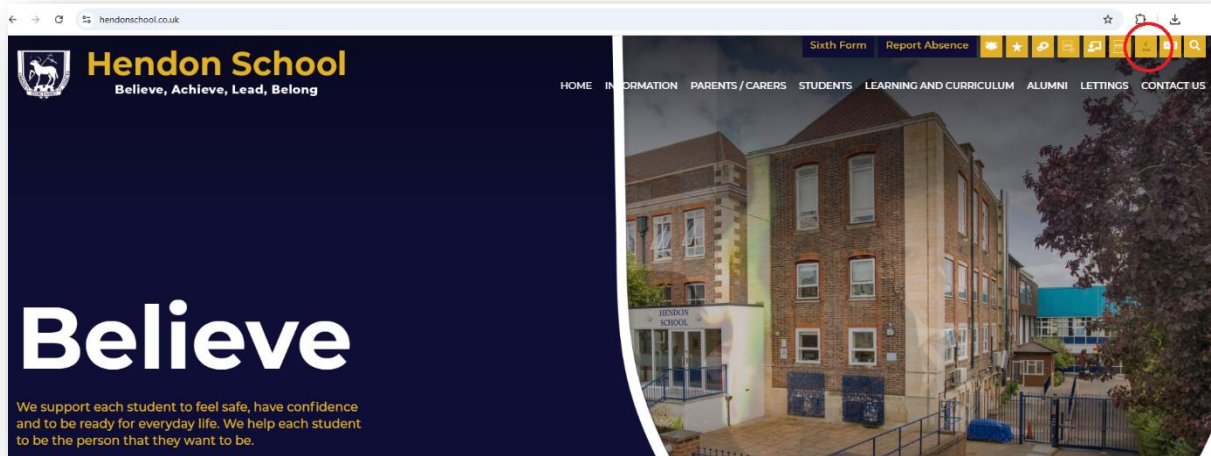
Don't worry! Just tell us the email address you will use to log into Arbor and we'll send you an email with a link to set your password.

Unsure which email address to use?
Contact your school administrator and they will help you out.

Enter email address

Set password

You can also find the login link on the school website.



Important: Avoid using search engines with keywords like "Arbor" or "Arbor login," as this may direct you to other schools' login pages.

Step 2: Check Your Email

After entering your email, you'll receive a message with a link to set your password.

We've just received a request to change your password on your Arbor account.

If you requested this password change, please click the link below to set your password:

<https://gwyn1.uk.arbor.sc/auth/change-password/id/2008/hash/MTBkNzlwOWMtMDg1MS00N2VjLWl3MzAtNGVmZTUwOGM3Yjc5LjE2MjA4MDkzMDE=>

Use your email address when you log in next time:

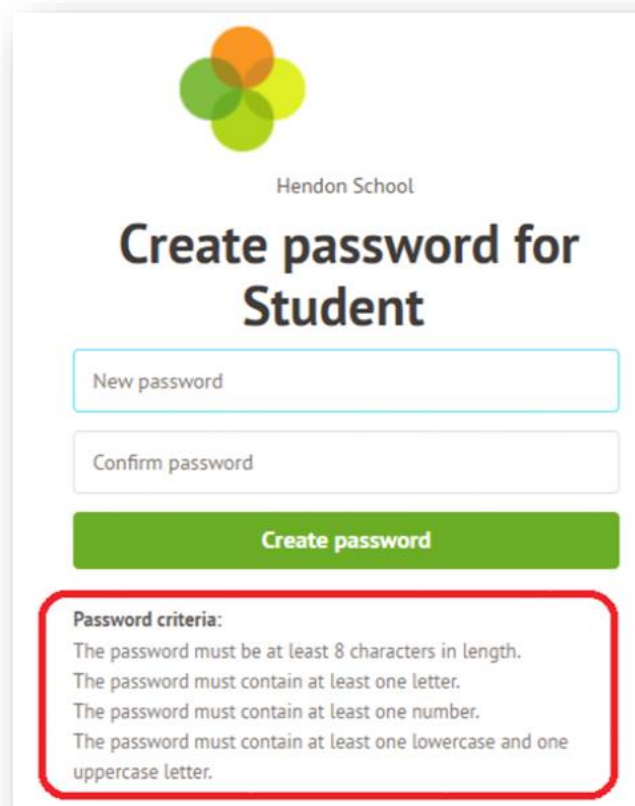
Username: gwyn.mabo@arbor-education.com

If you didn't ask to change your password, you can ignore this email. No changes will be made to your account.

All the best,
Team Arbor

Step 3: Create password

Follow the password criteria provided, then click **Create Password**.



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Create password for Student

New password

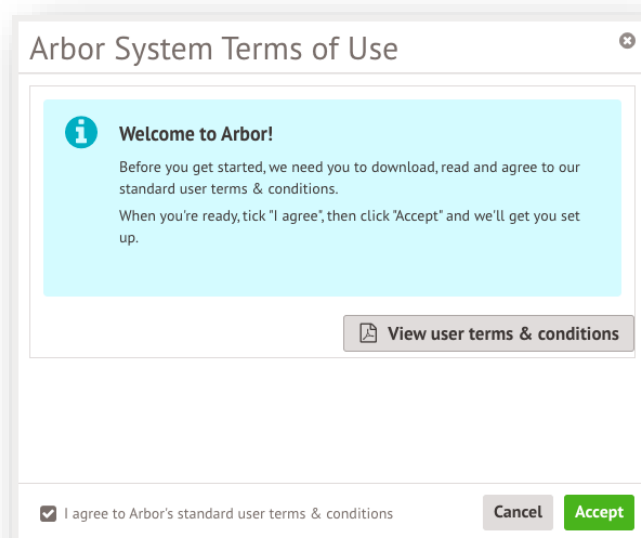
Confirm password

Create password

Password criteria:

- The password must be at least 8 characters in length.
- The password must contain at least one letter.
- The password must contain at least one number.
- The password must contain at least one lowercase and one uppercase letter.

Accept the terms and conditions when prompted.



Arbor System Terms of Use

Welcome to Arbor!

Before you get started, we need you to download, read and agree to our standard user terms & conditions.

When you're ready, tick 'I agree', then click 'Accept' and we'll get you set up.

[View user terms & conditions](#)

☒ I agree to Arbor's standard user terms & conditions

Cancel **Accept**

As a security precaution, you will then be asked to confirm one of your children's dates of birth. Once you click verify, you will now be logged in!

Verify Account

As this is your first time using the system we need you to verify your account.

To verify you account, please enter the date of birth of one of your children at the school

Date of birth*

You can then close your browser and switch to using the app.

Downloading the Parent App

You can download the Arbor Parent App by scanning the QR codes below, or by searching for it on the Google Play Store and the Apple App Store. This will allow you to access Arbor on your mobile device.

Android Play Store



iOS App Store



Further details on using the app can be found in the guide titled “**Parent User Guide for Arbor**”, which is attached to this email.