

# Unable to login - Parent/Guardian's Guide

There may be a number of reasons a parent cannot log in to Parent Portal.

Before looking at troubleshooting steps, please have a look at the email you received from the school with your initial login details enclosed to make sure you're using the right username and password.

If your details are correct and you are still not able to access Parent Portal, here are some steps to take:

- Make sure the site address is as follows: [http://\[exampleschoolname\].uk.arbor.sc](http://[exampleschoolname].uk.arbor.sc)
- Recheck your login details and ensure that your username is the email address you use for Arbor.
- Ask the school's administrative staff to check the email address linked to the account. Confirm your email address to them, and once you're sure it's correct on your Arbor profile, ask them to reset your password. They'll find this under your user details on your Arbor profile.
- If you do need to reset your password, you must ensure that you have included at least 8 characters, one uppercase letter and one lower case letter, and a number in your password.
- Ask the school's administrative staff to check that the email address has not been used twice - eg, another guardian or the child's profile.
- It may be that you need to refresh your browser in order to get onto Arbor. To do this, you need to clear the cache and possibly delete cookies related to Arbor - [click here for instructions on clearing your cache](#).
- If this doesn't work, you can then clear the cookies for Arbor - [click here to see instructions on how to do this for the most widely used browsers](#). Please note you will need to delete Arbor cookies and might need to search for these as instructed.

If none of these steps result in you being able to log in to Parent Portal, please contact the school.