

## Step by step guide to setting up Arbor

We use Arbor as our Management Information System (MIS) and we need you to set up your account prior to joining us in September.

Setting up your Arbor account is very simple. Please follow the steps below.

1. Download the Arbor app from your android or iphone device



2. Enter your email address (the email address provided on your Nursery application)
3. Click on 'Find your school' – Bridgewater School should automatically come up. Click on 'Select School'
4. The first time you log in you must click 'Forgotten password?'
5. Click on the password link in the email you receive and set a new memorable password
6. Go back to the Arbor app and enter your password
7. Accept the Terms & Conditions and enter your child's DOB (if you have more than 1 child at Bridgewater you can choose any/either of your children's DOBs)
8. Please ensure you turn on in-app notifications.

The Arbor app follows strict security requirements because it contains personal information about your child. This means you have to log into the app every time you use it. It won't allow you to use fingerprint recognition and it also cannot autofill your password immediately. We would therefore suggest you use a password that is memorable to you!

### **Congratulations - you are now logged in!**

Please note we do not send in app messages. Instead, we send all our communications via email so we suggest that you create a mailbox for all our comms as we send weekly emails and it makes it easier to keep track.

If you have any problems downloading the app or setting up your account, please don't hesitate to contact us at [admin@bridgewater.herts.sch.uk](mailto:admin@bridgewater.herts.sch.uk) for assistance.