



RAINHILL
HIGH SCHOOL

Getting Started with Arbor

Setting up your account and accessing Arbor for the first time.



Create your account



Set your password



Use your school email



Download the app



Keep your account safe



Everything you need to get started with Arbor.



ALL YOUR SCHOOL LIFE. ALL IN ONE PLACE.



Set up

Create your account and get started.



Secure

Set a strong password and keep safe.



Access

Use your school email to log in with ease.



On the go

Download the app and take Arbor anywhere.



Protected

Tips to help keep your account secure.



Supported

We're here to help every step of the way.



Need help?

Speak to your Form Tutor or the IT Support team.



We're here to help.

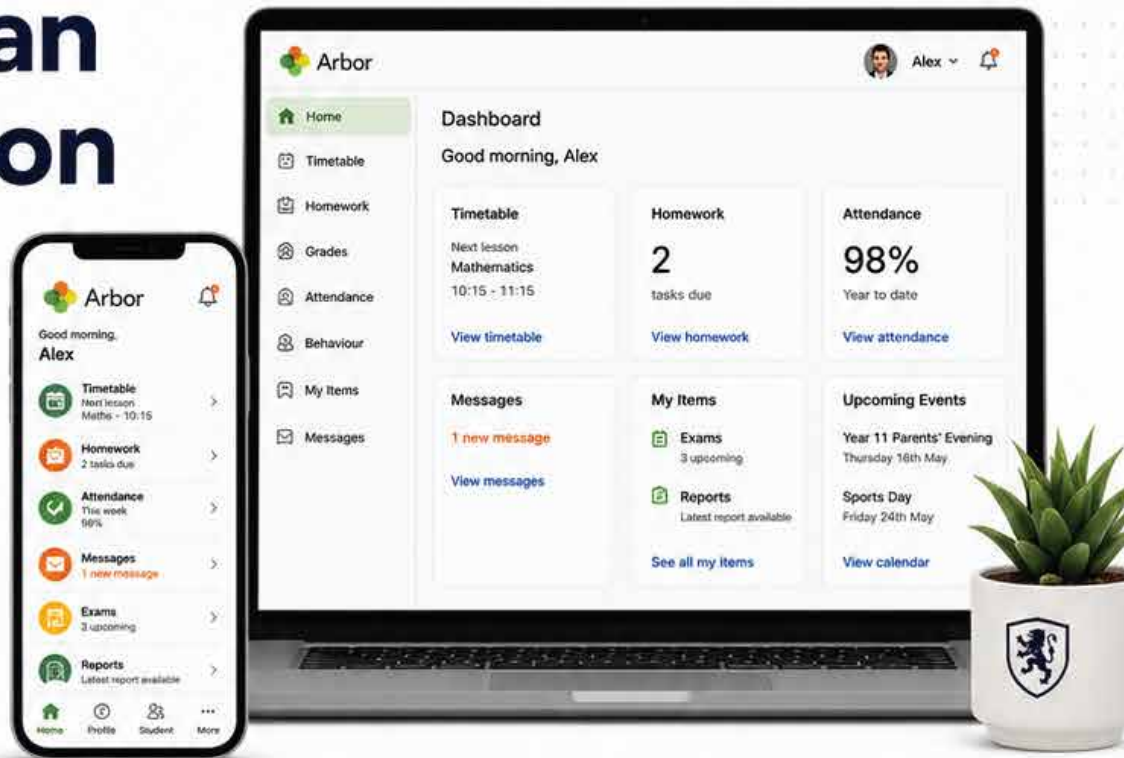


In Pursuit of Excellence



What Can You Do on Arbor?

The Arbor Student Portal
brings everything you
need for school into
one simple place.



View your timetable

Check your lessons and
see what's coming up.



Manage homework

See tasks, due dates and
submit your work.



Track attendance

Monitor your attendance
and punctuality.



Exam information

View exam timetables,
entries and results.



Reports & progress

Access your reports and
track your achievement.



Stay up to date

See important messages
and school events.



Timetable

See your full timetable,
including times, rooms
and teacher information.



Homework

View tasks set by your
teachers, check due dates
and submit your work.



Attendance

Check your attendance
percentage and see
your attendance history.



Exams

Access exam timetables,
entries and once available,
your results.



Reports

View your reports and
track your progress
throughout the year.



Events & Messages

Keep up to date with
important school news,
messages and events.



Need help?

Speak to your Form Tutor
or the IT Support team.



We're here
to help.



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Excellence*



First Login to Arbor

Follow these simple
steps to set up
your account.



Before you start

You'll need your school
email address.
This is usually your
school username
followed by
@rainhillhigh.co.uk

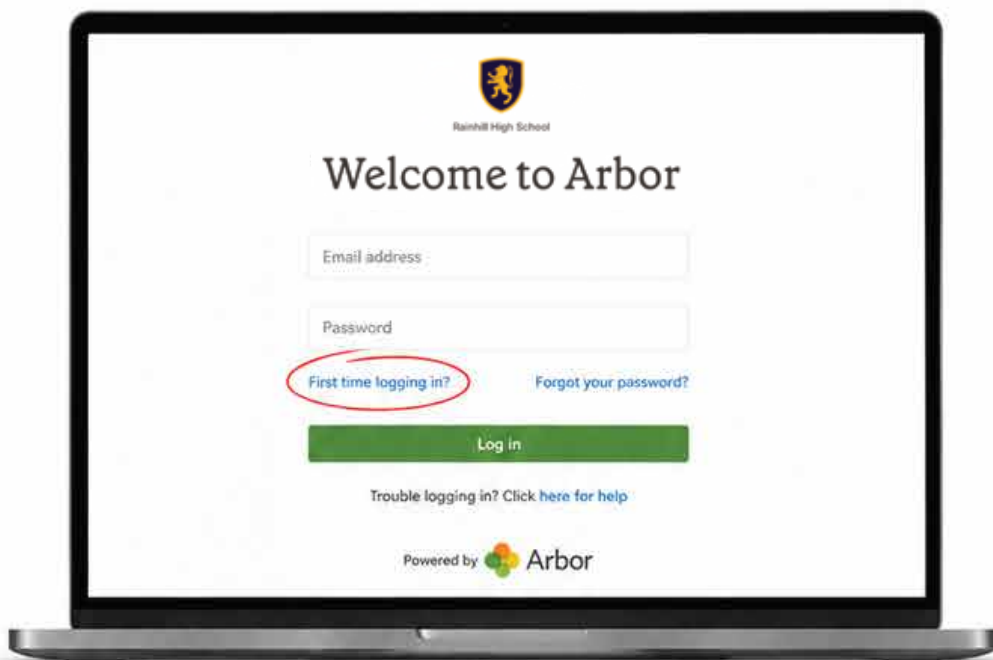
1

Go to the login page

Open your web browser and go to:



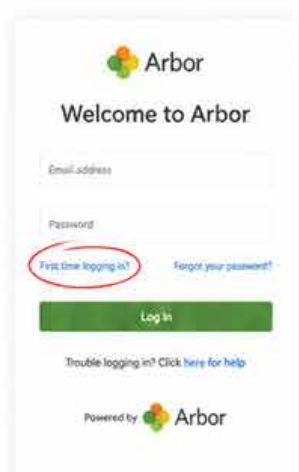
<https://rainhill-high-school.uk.arbor.education/?/home-ui/index>



2

Click "First time logging in?"

On the login page,
click the link
"First time logging in?"



3

Use your school email

Enter your school email address
and click **Set password**.

First time logging in?

Enter your school email address below and
we'll send you a link so you can set your
password.

School email address

alex.jones@rainhillhigh.co.uk

Set password



TOP TIP

Make sure you use your full
school email address, just as
you would for Microsoft 365.

Example:



alex.jones@rainhillhigh.co.uk



alex.jones

(this will not work)



Need help?

Speak to your Form Tutor
or the IT Support team.



We're here
to help.



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Excellence*



Set Your Password

A couple more steps
and you're all set!



Can't see the email?

Check your junk/spam folder. The email may take a few minutes to arrive.

Change your Arbor password Inbox



Arbor <no-reply@arbor.education>
to me ▾

09:15



Hi Alex,

We've 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.

[Set my password](#)

If you did not request this, you can safely ignore this email.

Thanks,
The Rainhill High School Team

1 Check your email

Open the email from Arbor and click the link to set your password.



2 Create your password

Choose a strong password that you'll remember.



Create password for
Alex Jones

Create password

Password must include:

- ✓ At least 8 characters in length
- ✓ At least one lowercase letter
- ✓ At least one uppercase letter
- ✓ At least one number

3 You're ready to go!

Return to the login page and sign in with your new password.



You're all set!

You can now access the Arbor Student Portal on your computer or the Arbor app.



TOP TIP

Make it strong, make it personal!

A strong password keeps your information safe and secure.



Use a mix of letters and numbers



Avoid common words or phrases



Don't share your password



Change it regularly



Need help?

Speak to your Form Tutor or the IT Support team.



We're here to help.



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Using the Arbor App

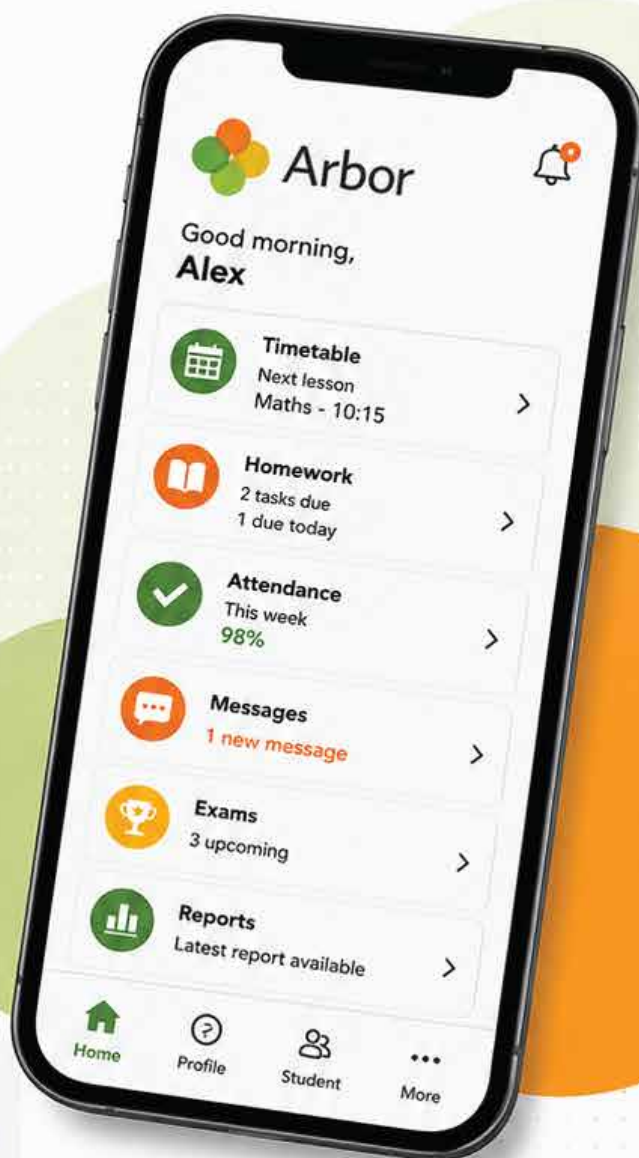
The Arbor Student App puts everything you need right at your fingertips.



Take Arbor with you anywhere

Stay organised, get updates and keep on top of your school life – on the go.

Download the Arbor App available for iOS and Android.



Everything you need, right in your pocket



Timetable

View your lessons and see what's coming up.



Homework

See tasks, due dates and submit your work.



Attendance

Check your attendance and punctuality.



Messages

Stay up to date with messages from school.



Exams

Access exam timetables, entries and results.



Reports

View your reports and track your progress.



Need help?

Speak to your Form Tutor or the IT Support team.



We're here to help.



In Pursuit of Excellence



Need Help?

We're Here to Help.

If you need support using Arbor, follow the steps below or speak to a member of our team.



Forgotten Password?

Click "Forgot your password?" on the login page and follow the steps to reset it using your school email address.



Still need help?

Contact us using the details below.

Reset or Change Your Password

You can reset or change your password at any time.

- 1 Go to My Items**
Click on **My Items** from the left-hand menu.
- 2 Select My Account**
Click on **My Account**.
- 3 Change Password**
Click **Change my password** and follow the on-screen instructions.

My Items

- Exams
3 upcoming
- Reports
Latest report available
- My Account**



Tip: Make sure your new password is strong and easy for you to remember.

Who can help?



Form Tutor

Your first point of contact for any questions or issues. They're here to help.



IT Support Team

For technical support or login issues.

rainhillcit@rainhillhigh.org.uk



Student Services

For general enquiries or if you need additional support.



Keep Your Account Safe

Your Arbor account contains personal information. Help keep it secure by following these tips:

- ✓ Don't share your password with anyone.
- ✓ Use a strong password with letters, numbers and symbols.
- ✓ Log out when using a shared or public device.
- ✓ Let us know if you think someone has accessed your account.



Need help?

Speak to your Form Tutor or the IT Support team.



We're here to help.

Don't struggle on your own – reach out, we're here for you.



In Pursuit of Excellence



IMPORTANT

Make sure you use your full school email address when logging in or resetting your password.



alex.jones@rainhillhigh.co.uk



alex.jones (this will not work)

