

Parent Portal Guide

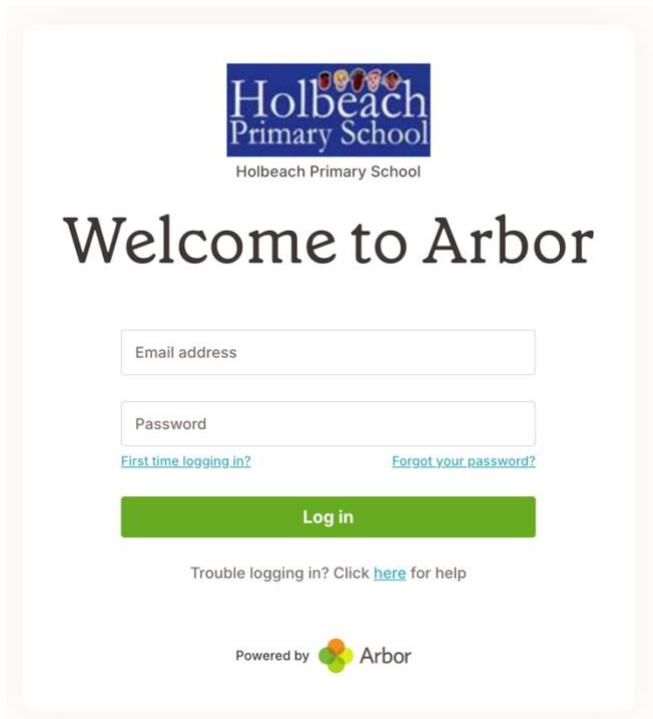
Holbeach Primary School

This guide will help you set up and use the Holbeach Primary School Parent Portal, powered by Arbor. The portal allows you to view and submit changes to your child's information and report same-day absences directly online. Additional features will be rolled out to the portal this year.

Part 1: Accessing the Parent Portal for the First Time

1. Visit the Parent Portal website

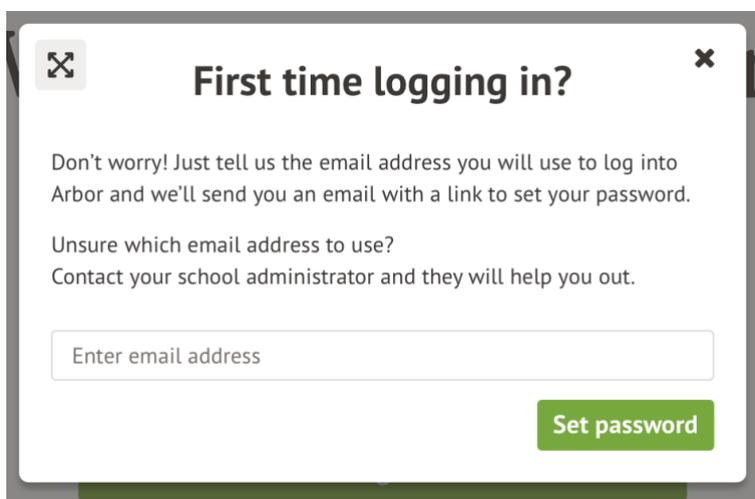
Open a web browser and go to: <https://holbeach-primary-school.uk.arbor.education>



The Parent Portal login page

2. Select "First time logging in"

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



Click 'First time logging in' on the login screen

3. Enter your email address and check your inbox

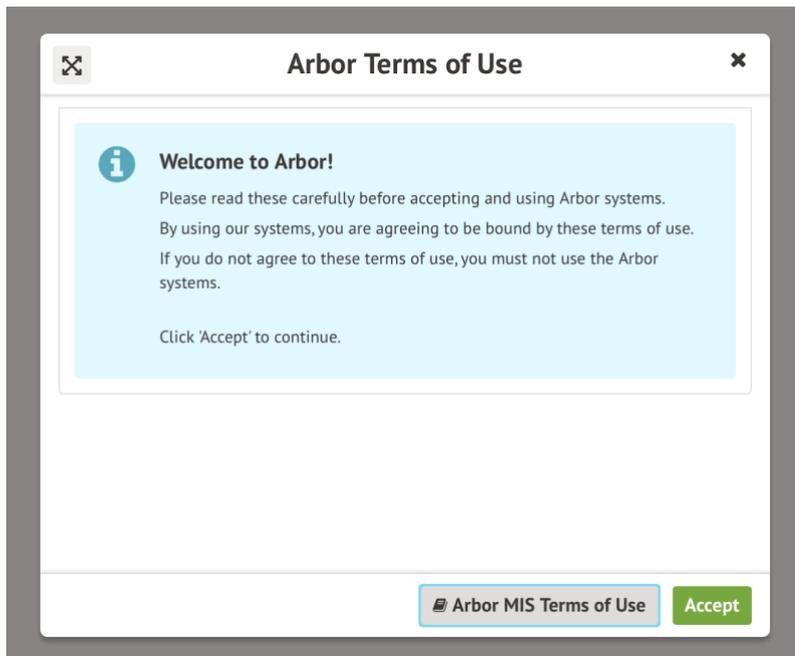
Type in the email address registered with the school. You will receive an email containing a secure link — click that link to continue.

4. Create your password

Enter a password of your choice and then confirm it by entering it again in the second field.

5. Accept the Terms of Use

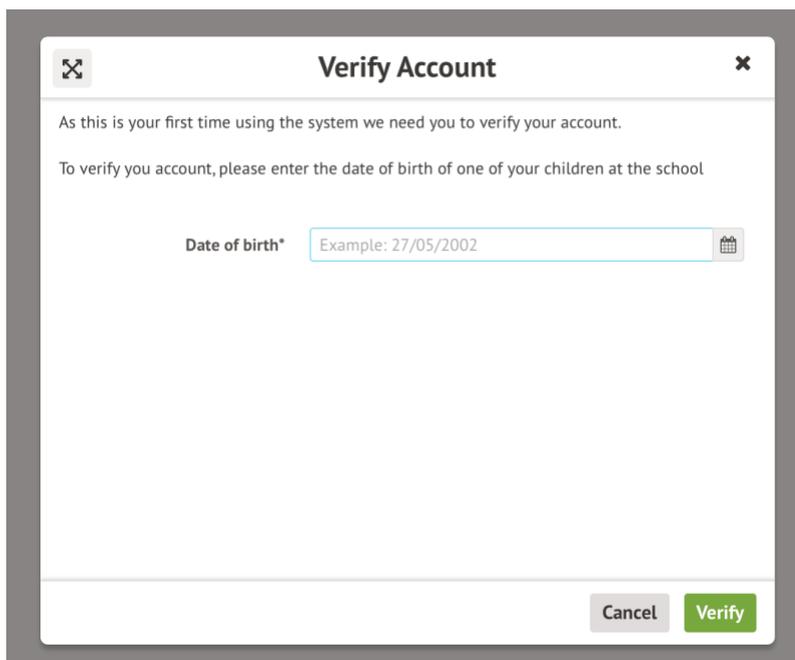
Read and agree to the portal's terms of use to proceed.



Create your password and accept the Terms of Use

6. Verify your identity

As a security check, you will be asked to enter the date of birth of one of your children.



Enter your child's date of birth to verify your identity

7. You're in!

You will now be logged in to the Parent Portal and able to view your child's information.

⚠ Troubleshooting: If you log in and see a message saying you have no child enrolled, this is likely caused by a duplicate email address in our system. Please contact the school office and we will resolve this for you.

Part 2: Reporting an Absence

Instead of emailing or calling the school, you can now follow the steps below to notify the school of same-day absences (note at present you are unable to log future absences via the portal):

1. Navigate to Attendance

Once logged in, go to Quick Actions » Attendance » Log Attendance.

2. Enter the absence details

Complete the form with the relevant details for today's absence, including the reason.

Log Absence

This form lets you notify that Leszek (TEST) will be absent today, Fri, 13 Feb 2026.
If you need to record an absence for a future date, you will need to contact the school.

Student	Leszek (TEST) Baptie (TEST)
Date	Fri, 13 Feb 2026
Absence start*	<input type="text" value="08:45"/> ✕ ▼
Absence end*	<input type="text" value="11:30"/> ✕ ▼
Reason*	<input type="text" value="Please provide a reason for the absence"/>

CancelLog Absence

Complete the absence log form with the relevant details

3. Click 'Log Absence' to submit the absence

After submitting, the absence will appear as a Pending absence note until the school's admin team reviews and confirms the absence report



The absence will show as 'Pending' until reviewed by the school

4. Await confirmation

Once the absence has been reviewed, the status will update to Absence note in your portal.



The absence will show as confirmed once reviewed by the school

Part 3: Using the Parent App

The Arbor Parent Portal is also available as a mobile app for added convenience.

1. Download the Arbor app from the App Store (iPhone) or Google Play Store (Android).
2. Log in using the same email address and password you set up on the website.

i Important — First-time users: You must complete the initial account setup (password creation and Terms of Use) through the **website** first before using the app. This step cannot be completed within the app itself.

Need Help?

If you experience any difficulties accessing the portal or using any of its features, please do not hesitate to contact the school office and a member of staff will be happy to assist you.