

How to Add the Arbor Portal to Your Phone Home Screen

A quick guide for parents and students

If the Arbor Parent or Student app is not working reliably on your phone, you can use the web version of Arbor instead. The web version offers all the same information and is often more dependable when the app is having problems.

You can sign in to the web portal at any time by visiting <https://cams-hill-school.uk.arbor.education/>

If you would prefer something that opens like an app rather than going through your browser each time, you can save Arbor as a shortcut on your phone's home screen. Once added, tapping the icon will open Arbor straight away - exactly like a normal app. Step-by-step instruction for both Apple and Android phones are below.

Before you begin

Make sure you can already sign in to the Arbor web portal using your usual email address and password. If you have forgotten your password, use the 'Forgot password?' link on the sign-in page or contact the school office.

For Apple devices (iPhone and iPad)

On Apple devices you must use the **Safari** browser — the 'Add to Home Screen' feature is not available in Chrome or other browsers on iPhone.

1. **Open Safari** and go to <https://cams-hill-school.uk.arbor.education/>
2. Tap the **Share button** at the bottom of the screen it looks like a square with an arrow pointing upwards.
3. In the menu that appears, scroll down and tap **Add to Home Screen**.
4. Type a short name for the shortcut (for example, *Arbor*) and then tap **Add** in the top-right corner.
5. The new icon will now appear on your home screen. Tap it any time to open Arbor - it will look and behave just like a normal app.

For Android devices (Samsung, Google Pixel, etc.)

On Android phones the easiest browser to use is **Google Chrome**, which is installed on most devices by default.

1. **Open Chrome** and go to <https://cams-hill-school.uk.arbor.education/>
2. Tap the **three-dot menu** in the top-right corner of the browser.
3. Scroll down the menu and tap **Add to Home screen** (on some devices this is shown as *Install app*).
4. A box will appear with a suggested name. You can keep this name or type your own - for example, *Arbor*.
5. Tap **Add**, then confirm by tapping **Add** again if you are asked to.
6. The icon will now appear on your home screen. Tap it whenever you want to open Arbor.

Troubleshooting

- **I can't see 'Add to Home Screen' on my iPhone.** Make sure you are using the Safari browser, not Chrome or another browser. The option only appears in Safari.
- **The icon opens the wrong page.** Delete the shortcut, then repeat the steps above making sure you are on the Arbor sign-in page (login.arbor.sc) when you add it.
- **I'm being asked to sign in every time.** Tick the 'Remember me' option (if shown) when signing in, and make sure your browser is allowed to save cookies for arbor.sc.
- **I can't remember my password.** Use the 'Forgot password?' link on the Arbor sign-in page or contact the school office for help.

Need more help?

If you are still having trouble accessing Arbor, please contact the school office: office@camshill.com