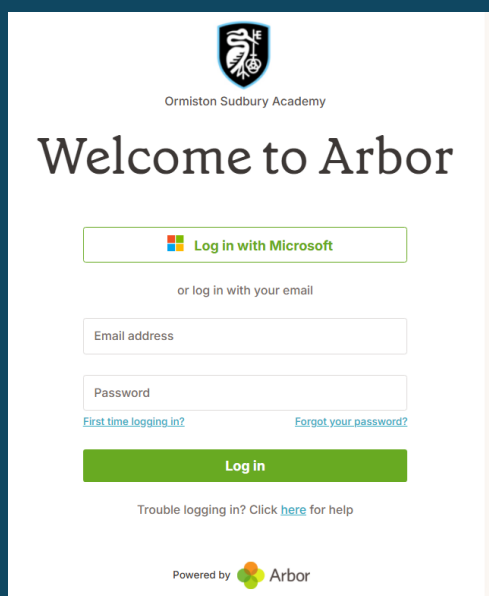


Arbor Student Portal How to reset your password

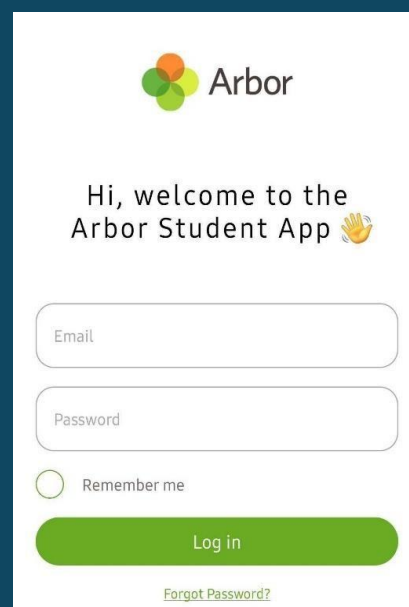
Open the login page by clicking the [Arbor link](#) on our school website, or opening the Arbor Student app:

Website view



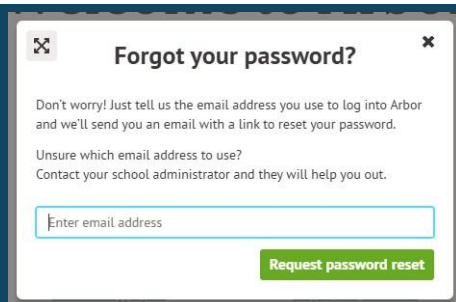
The website login page for Ormonston Sudbury Academy. It features the school crest and name at the top. Below is a 'Welcome to Arbor' heading. There is a 'Log in with Microsoft' button, followed by a link to 'or log in with your email'. Below this are input fields for 'Email address' and 'Password'. There are links for 'First time logging in?' and 'Forgot your password?'. A green 'Log in' button is at the bottom. At the very bottom, it says 'Powered by Arbor'.

App view



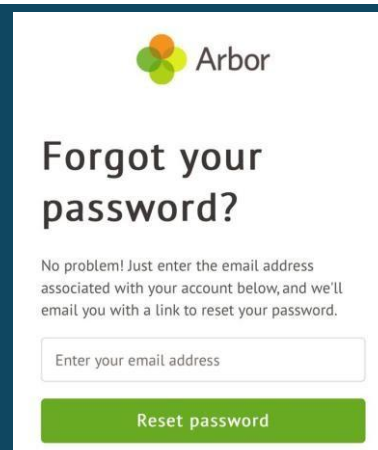
The app login page for Arbor. It features the Arbor logo at the top. Below is a greeting 'Hi, welcome to the Arbor Student App' with a hand icon. There are input fields for 'Email' and 'Password'. Below these is a 'Remember me' checkbox. A green 'Log in' button is at the bottom. A link for 'Forgot Password?' is at the very bottom.

Click **Forgot your password?**



A modal window titled 'Forgot your password?'. It contains the text: 'Don't worry! Just tell us the email address you use to log into Arbor and we'll send you an email with a link to reset your password. Unsure which email address to use? Contact your school administrator and they will help you out.' Below this is an input field labeled 'Enter email address' and a green 'Request password reset' button.

Tap **Forgot Password?**



The app screen for 'Forgot your password?'. It features the Arbor logo at the top. Below is the heading 'Forgot your password?'. The text says: 'No problem! Just enter the email address associated with your account below, and we'll email you with a link to reset your password.' Below this is an input field labeled 'Enter your email address' and a green 'Reset password' button.

Enter you **school** email address and click
Request password reset

Enter your **school** email address and tap
Reset password

Now access your school email account. You can do this by opening Outlook on a school computer, or visiting this page: <https://outlook.office.com/mail/>

Look out for an email with the subject 'Change your Arbor password' and follow the link provided.

You will then be taken to a webpage where you can set your own password:

Create password

Set your new password by typing it into **both** fields and click **Create password**. Your new password must follow the criteria below -

Password criteria:

The password must be **at least 8 characters** in length.

The password must contain at least **one letter**.

The password must contain at least **one number**.

The password must contain at least **one lowercase and one uppercase letter**.

If you receive an error when setting your password, simply look down the page to see how to resolve e.g.

Please correct your errors:

The password must contain at least one letter.

The password must contain at least one lowercase and one uppercase letter.

Valid password criteria:

The password must be at least 8 characters in length.

The password must contain at least one number.

When you create a valid password you will be logged straight in to Arbor. Make sure you remember this password for next time you log in, or to log in on the Student App as you will need to type it again.

Troubleshooting

I can't find the email from Arbor

Check your **Junk** folder or and subfolders of your inbox.

Check your Deleted Items folder in case you have deleted it by mistake.

If you still can't find anything, try requesting a new password reset. Make sure you enter your **school** email address carefully and correctly as you won't be informed if this is wrong.

I click the link in the email, but it has expired



You visited an expired reset password link. If you don't remember your password, please use "Forgot your password?" below

The reset links are only valid for a certain amount of time. Please follow previous steps to request another link and carry out the password reset as soon as possible.

If you still have trouble, please let your tutor know and IT services will support