


Guidance for adding funds to your child's account on the Parent Portal

To manage a meal account, go to **Accounts** and click **Meals**. For other accounts, select the account name.

Quick Actions ▾



Chloe Adams ♀
Form 9GU

View Student Profile

Guardians of Chloe Adams

- Harley Adams ▶
- Charlotte Adams

Notices

- Chloe Adams does not have a transportation method recorded - click to correct ▶
- Chloe Adams does not have a religion recorded - click to correct ▶
- Chloe Adams's lunch requirement has not been set. Please contact the school to arrange this.
- Chloe Adams does not have any details on hearing tests - click to correct ▶
- Chloe Adams does not have any details on vision tests ▶

Statistics

Attendance (2018/2019)
91.5%
91.5% Year
70.7% Last 4 weeks

Behaviour Points - this term
0
This year: 0 points
Last term: 0 points

Guardian Consultations
No guardian consultations for Chloe Adams

Overdue Assignments
early test4 (Due 24 Oct 2018) Extended

Accounts

- Chloe Adams: Meals Balance: -£61.36 ▶
- Chloe Adams: Snacks for students Balance: £3.40 ▶
- Chloe Adams: Breakfast Club Balance: £0.00 ▶

Activities

- Chloe Adams: Clubs ▶
- Chloe Adams: Trips ▶

Above the table on the **balance** page, the credit/debit amount of the student account will show. **Debt** amounts will show in **red**, **credit** amounts will show in **green**.

Meals Balance: £10.00

Meals Balance: -£10.00

Clicking on a Payment will load a slide over with details of the lunches taken that day.

View	Week beginning 01 Jan 2019: £0.00 ▾
Week beginning 01 Jan 2019: £0.00	
Tuesday	£0.00 ▶
Wednesday	£0.00 ▶
Thursday	£0.00 ▶

To make a **Card Payment**, click on the **Top up account** button.

Meals Balance: -£0.40

Term

Summer Term

Top up account

Summer Term Total Payments: £146.20

View

All Sections

Week beginning 19 Aug 2019: £4.40

Monday	£2.20	▶
Tuesday	£0.00	▶
Wednesday	£2.20	▶

Week beginning 12 Aug 2019: £11.00

Monday	£2.20	▶
Tuesday	£2.20	▶

A slide over will load, where you can select the bill payer and payment amount. Please note the minimum payment amount is £2.

You can choose to pay now or to [add your payment to your basket to pay later](#).

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Top Up Account by Card

Top-Up Details

Customer account	Molly Allen (Meals)
Bill payer*	<input type="text" value="Carly McKelvey"/> ✕ ▼
Payment amount*	<input type="text" value="£ 10"/> ▲ ▼
Narrative ⓘ	<input type="text"/>

Cancel

🛒 Add to basket

Pay now

In the pop-up, add in your card details then click **Pay**.

Make Payment



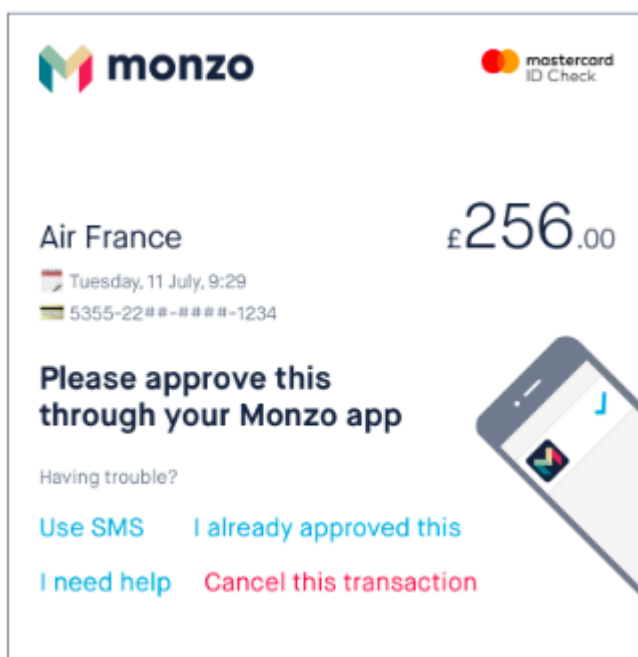
Card number	<input type="text" value="1234 1234 1234 1234"/>
Expiration date	<input type="text" value="MM / YY"/>
Name on card	<input type="text"/>
Security code (CVV/CVC)	<input type="text" value="CVC"/>

You may have to then authenticate your identity for the payment to go through. This is a requirement of the recently introduced [Strong Customer Authentication \(SCA\) regulations](#).


If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports. This could be:

- an SMS code,
- your mobile banking app
- another method

For example, here's what it may look like if you're using Monzo. *(Please note, we are not affiliated with Monzo, this is purely an example)*



Once we've been able to confirm your identity, the payment will be completed and your card will be charged. You'll see confirmation that the transaction has been successful.



Payment Successful

Thank you! Your payment is complete

Done

The meals balance will be updated to reflect the top-up right away.

Meals Balance: £9.60

What can you see on each page?

Payments

This will load a table with all the payments that have been made for the account. You can select a specific Term using the **Term** drop-down menu at the top-right of the page.

Term

Spring Term

▼

Autumn Term

Spring Term

A table will appear showing details of the payments.

View

Week beginning 01 Jan 2019: £0.00



Week beginning 01 Jan 2019: £0.00

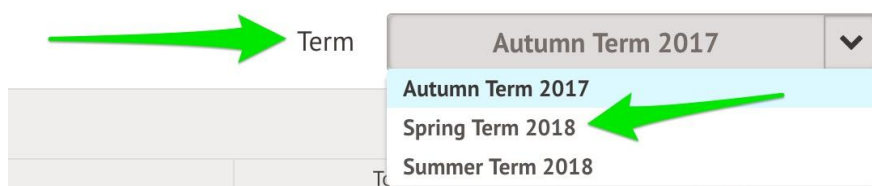
Tuesday	£0.00	▶
Wednesday	£0.00	▶
Thursday	£0.00	▶

Invoices

The **Invoices** section on the parent portal will load a table with all invoices for the current term.

You can select a specific Term using the **Term** drop-down menu at the top-right of the page.

You will be able to see details of the invoices and the status of each invoice - whether they have been Cancelled or Paid.



Top-ups

The **Top-ups** page on the parent portal will load the current terms top-ups made for that particular student.

You can select a specific Term using the **Term** drop-down menu at the top-right of the page.



The page will show the type of top-up made, this can vary from Cash, Cheque to Card.

Meals Balance: -£13.76

Term

Spring Term 2019



Top up account

Topups

02 Jan 2019	£12.00	Card Transaction
20 Dec 2018	£500.00 Bulk cancel	Cash
14 Dec 2018	£15.60 Lunch money	Card Transaction
14 Dec 2018	£20.00 Lunch money	Card Transaction
10 Dec 2018	£20.00 Mum has paid in school with Sharon	Cash
10 Dec 2018	£1.00	Card Transaction
06 Dec 2018	£10.00 Lunch money	Card Transaction

Guidance for adding funds to your child's account on the Parent App

On the main Arbor page, you can see your children's accounts. The accounts you can view and top u here will depend on what accounts your school has chosen to show and enable card payments for. You can also select the menu icon then click ***Payments***.

Click an account to see more information, or top up.

Accounts	
Sonia Adams : Meals Balance: £4.00	>
Sonia Adams : Morning Breakfast Club Balance: £10.00	>

Click the green button to top up the account by inputting your card details.

Meals Balance: £4.00

Term

Summer Term

Top Up Account

Input the amount to top up, then click to pay.

Payment amount

£ 10.00

Narrative

Dinner money

Cancel

Pay Now

Next, you'll be able to input your card details. **Please note that you must use a Visa or Mastercard.**

Make Payment



Card number

4000 0027 6000 3184

Expiration date

08 / 23

Name on card

Miss G Mayo

Security code (CVV/CVC)

111

Cancel

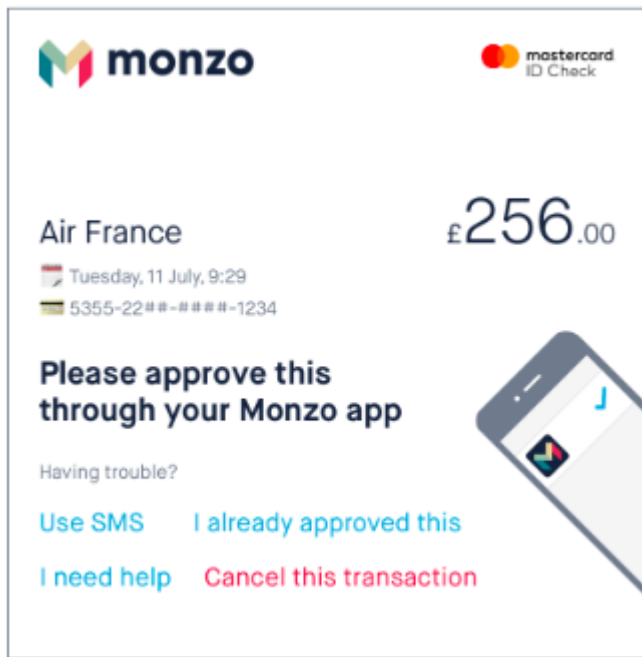
Pay £30.00

You may have to then authenticate your identity for the payment to go through. This is a requirement of the recently introduced [Strong Customer Authentication \(SCA\) regulations](#).

If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports. This could be:

- an SMS code
- your mobile banking app
- another method

For example, here's what it may look like if you're using Monzo (we are not affiliated with Monzo, this is purely an example).



Once we've been able to confirm your identity, the payment will be completed and your card will be charged. You'll see confirmation that the transaction has been successful.


Payment Successful
Thank you! Your payment is
complete

Done

Guidance for Meal Selection of the Parent Portal

From the main Parent Portal page, click **Quick Actions** and select **Meals**.



You'll be taken to the **Meal Choices** page, where you will be presented with a list of Meals that have available menus to choose from. You can see past meals by using the Academic Year drop-down menu.

Click on a meal.

Meal Choices

		Academic Year	2022/2023 ▼
Meals available to Anna Adams			
Autumn Term Lunch	Meal choices available		▶
Spring Term Lunch	Meal choices available		▶
Summer Term Lunch	Meal choices available		▶

You can then see the **Meal Choices** page:

- You can see your child's meal account balance at the top - if this balance is negative it will be highlighted in red.
- You can top up the balance via card payment using the **Top up account** button. You can see more about topping up here: [Topping up the meal account on the Parent Portal or Arbor App](#)

On the page you can see all future dates you can select a meal for:

- **Deadline passed** - the deadline your school has set to make a meal choice has passed and cannot be edited by you. Your child's teacher can amend their choice while taking the register, or you can contact your school if you'd like to specify what meal your child is going to have.
- **No choices made** - click to select the meal your child will have.
- **Meal Choice** - you've set a meal choice already, but you can click it to change your choice.

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Meal Choices - Lunch

Meals Balance: £80.00

[Top up account](#)

Term Spring 2022/2023

Week beginning 02 Jan 2023

Wednesday	No choices made	▶
Thursday	No choices made	▶
Friday	No choices made	▶

Week beginning 09 Jan 2023

Monday	No choices made	▶
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When choosing a meal, click on the day. In the slide over, you'll see when the deadline for making your choice is.

You can also select your Meal Choice, and whether to apply this to all future dates. For example if you select Pizza and your school has Pizza as an option every Wednesday and Friday, their choice for every upcoming Wednesday and Friday will be automatically set to be Pizza.

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22 Sep 2022

Deadline date

The deadline for making choices for this meal is 21 Sep 2022, 23:40

Add Meal Choice

Meal choice*

Pizza

✕ ▼

Pick for all future available dates*

☒

Cancel

Confirm choice

To edit or remove a meal choice that has already made, click on the day to open the edit slide over. Update the meal choice, or click **Remove choice** to delete the choice and revert it to **No choices made**.

Week beginning 26 Sep 2022

Monday	No choices made
Tuesday	No choices made
Wednesday	No choices made
Thursday	Pizza
Friday	Fish & Chips

Week beginning 03 Oct 2022

Monday	No choices made
Tuesday	No choices made
Wednesday	No choices made
Thursday	Pizza

[« Back](#)**29 Sep 2022**

Deadline date

The deadline for making choices for this meal is 28 Sep 2022

Edit Meal Choice

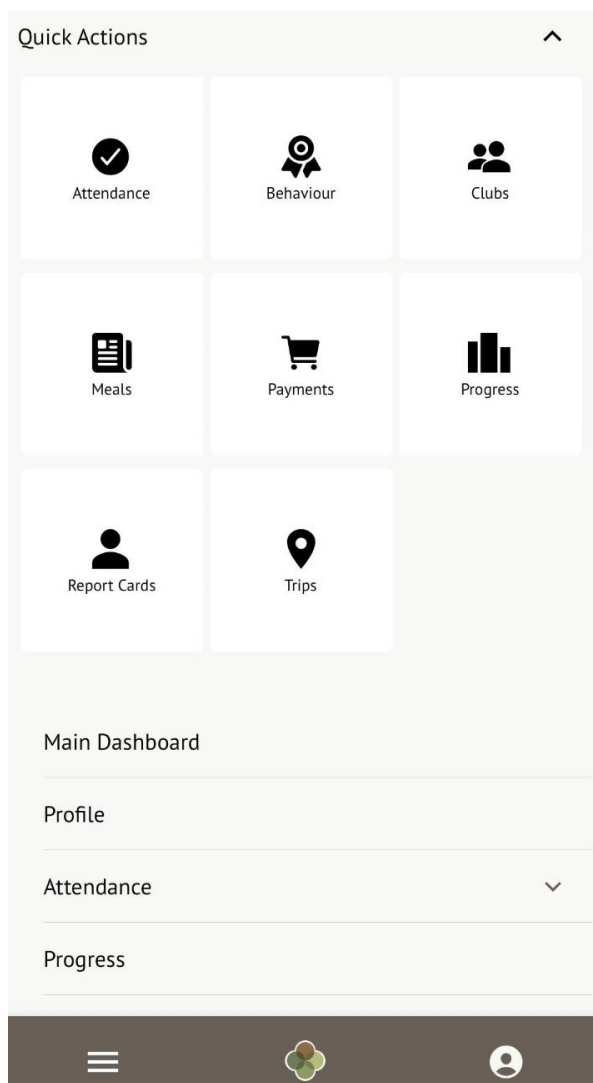
Meal choice* 

Pick for all future available dates* ☐

[Remove choice](#)[Cancel](#)[Confirm choice](#)

Guidance for Meal Selection of the Parent App

Click the three lines to access your main menu, then click on **Meals**.



You'll be taken to the ***Meal Choices*** page, where you will be presented with a list of Meals that have available menus to choose from. You can see past meals by using the Academic Year drop-down menu.

Click on a meal.

Meal Choices

Academic Year

2022/2023



Meals available to Ella Young

Autumn Term Lunch

Meal choices available



You can then see the **Meal Choices** page:

- You can see your child's meal account balance at the top - if this balance is negative it will be highlighted in red.
- You can top up the balance via card payment using the **Top up account** button. You can see more about topping up here: [Topping up the meal account on the Parent Portal or Arbor App](#)

On the page you can see all future dates you can select a meal for:

- **Deadline passed** - the deadline your school has set to make a meal choice has passed and cannot be edited by you. Your child's teacher can amend their choice while taking the register, or you can contact your school if you'd like to specify what meal your child is going to have.
- **No choices made** - click to select the meal your child will have.
- **Meal Choice** - you've set a meal choice already, but you can click it to change your choice.

Meal Choices - Lunch

Meals Balance: £80.00

Top Up Account

Term

Spring [2022/2023] ▼

Week beginning 02 Jan 2023

Wednesday

No choices made

>

Thursday

No choices made

>

When choosing a meal, click on the day. In the slide over, you'll see when the deadline for making your choice is.

You can also select your Meal Choice, and whether to apply this to all future dates. For example if you select Pizza and your school has Pizza as an option every Wednesday and Friday, their choice for every upcoming Wednesday and Friday will be automatically set to be Pizza.

To edit or remove a meal choice that has already made, click on the day to open the edit slide over. Update the meal choice, or click **Remove choice** to delete the choice and revert it to **No choices made**.



29 Sep 2022

The deadline for making choices for this meal is
27 Sep 2022, 12:00

Add Meal Choice

Meal choice

All Day Breakfast



Pick for all future available dates

Cancel

Confirm Choice