

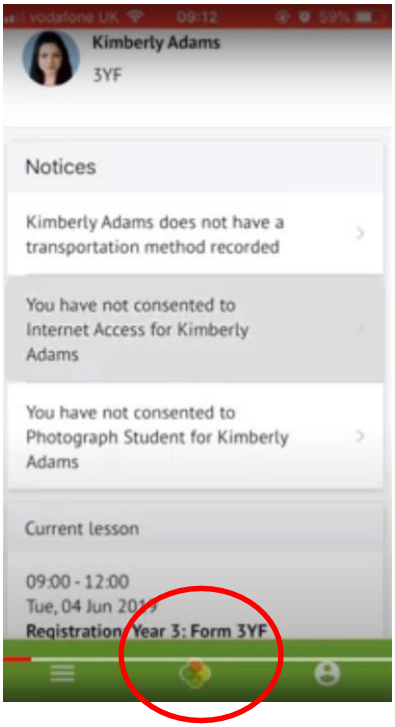
Parent Portal and The Arbor App

Parent Payment Guide

The Arbor App – Quick Overview

Homepage

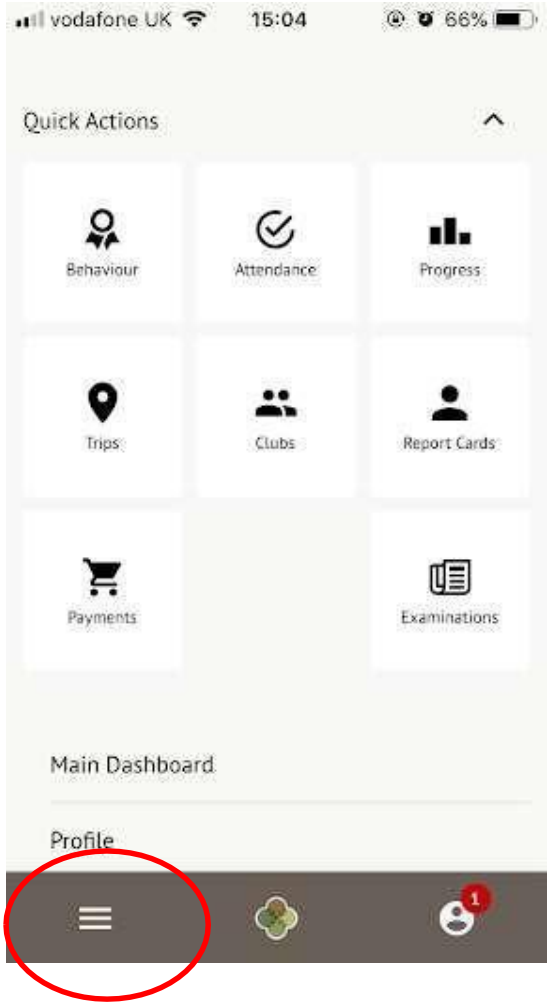
The homepage icon will allow you to access the student profile. Scroll down through this screen to see information about your child such as attendance, timetable and personal details.



Notices will inform you of what consents you have provided and will prompt you for any missing information.

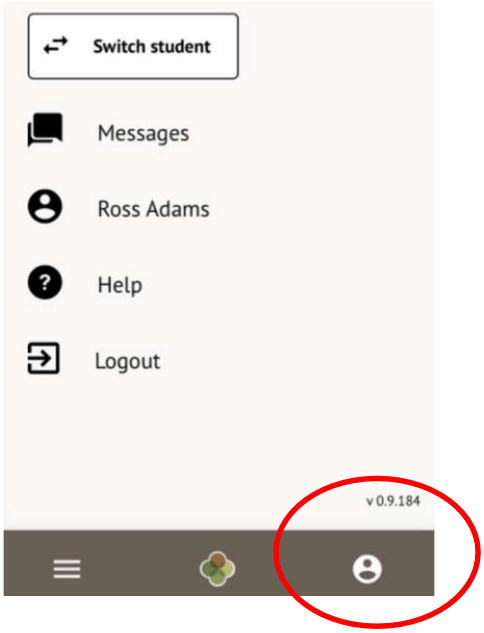
Menu page

Click on the menu icon on the left to see the screen below to see more detailed information about each item (the tiles which appear are set by the school and this will increase in the coming months).



Profile Page

Click the profile icon at the bottom right of your screen to toggle between multiple students you may have within the school.



Click **Switch student**. Choose which child you would like to view.



If this is the first time you are viewing information for this child, you will have to confirm their birth date.



1. Payment accounts and topping up the meal account on the Arbor App

You can manage accounts for any area of Arbor your school has set up to receive payments for. Here you can also make payments and top up accounts.

Please note that once you have topped up, you will need to contact your school if you would like to move money to a different account or would like a refund.

On the Arbor App

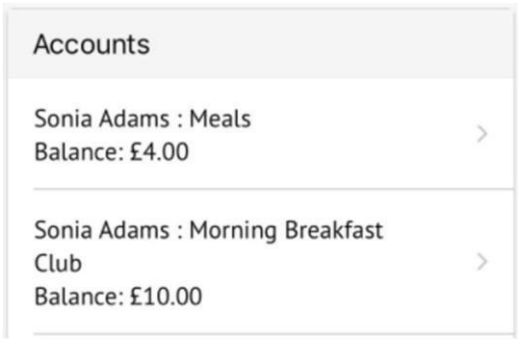
On the main Arbor page, you can see your children's accounts. The accounts you can view and top up here will depend on what accounts your school has chosen to show and enable card payments for. You can also select the menu icon then click ***Payments***.

Under payments you may have the following options:

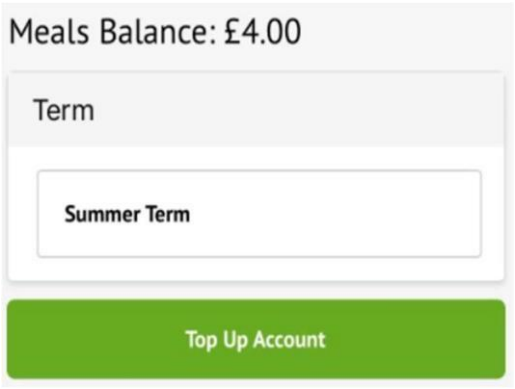
Clubs: Clubs available to students
Meals: Used to purchase meals
Trips: Trips students are enrolled in
Music lessons: Only for students currently taking music lessons
School shop: Purchases of various items to be collected from the main admin office, unless otherwise stated.

How to top up accounts:

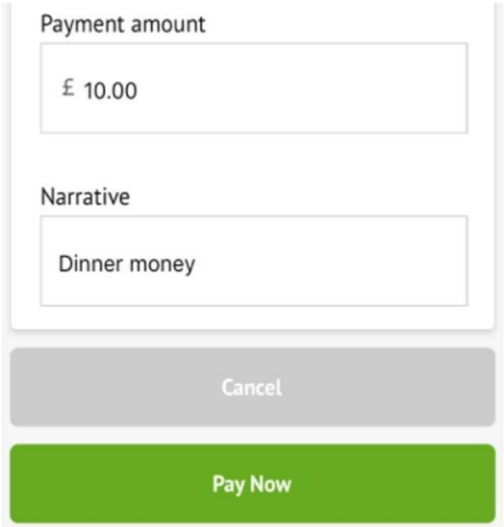
Click an account to see more information or top up.



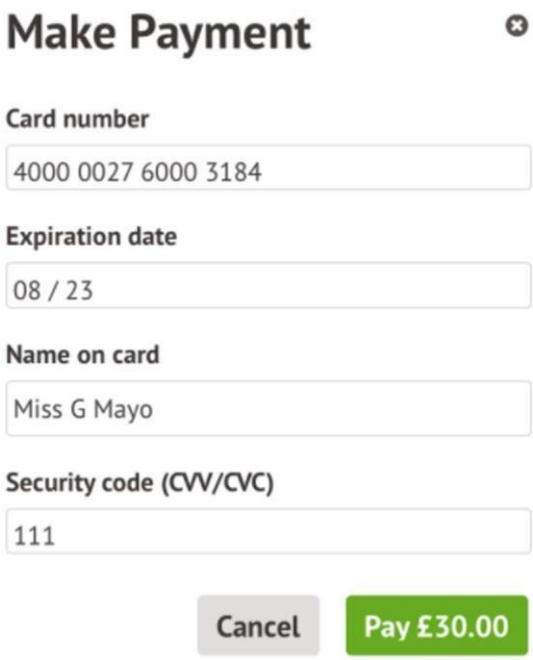
Click the green button to top up the account by inputting your card details or choose Apple Pay.



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



Next, you'll be able to input your card details or choose Apple Pay.



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

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.

