

## Payment accounts and topping up the meal account on the Arbor App

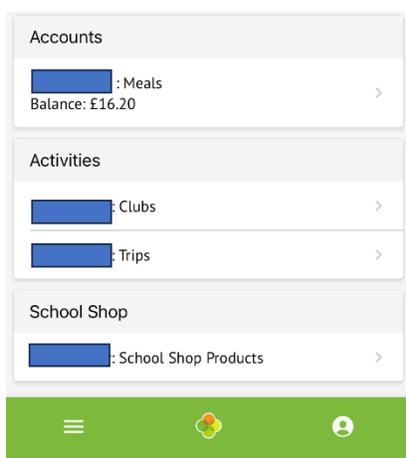
You can manage accounts for any area of Arbor your school has set up to receive payments for. Here you can also make payments and top up accounts.

**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.**

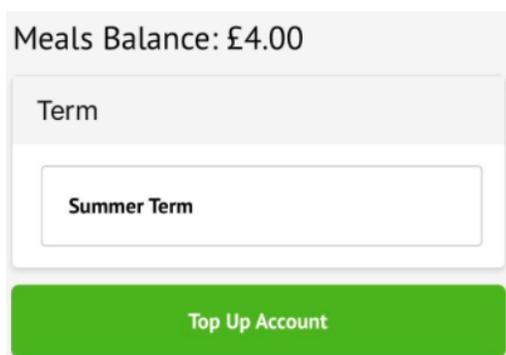
### Via the Arbor App

On the Arbor dashboard page (click on this icon ) , you can see your children's accounts.

Click on the 'Meals' account to see more information, or top up.



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



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

Payment amount

Narrative

Cancel

Pay Now

Next, you'll be able to input your card details.

## Make Payment ✕

Card number

Expiration date

Name on card

Security code (CVV/CVC)

Cancel

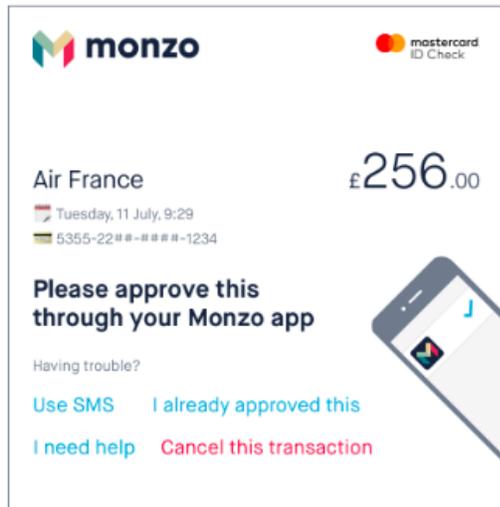
Pay £30.00

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.



## Paying via the Parent Portal (website)

[Payment accounts and topping up the meal account on the Parent Portal or Arbor App](#)

To see accounts for one of your children, you can either:

- Select **Payments** from your **Quick Actions**.
- Select the child from the drop-down in the top left and select the account from your homepage.
- Click on the child's name to go to their profile and select **Payments > Active Payments** from the left-hand menu. You can then select the account.

**Quick Actions** ▾

Adam Allen ▾



**Adam Allen**  
Form 6LJ

[View Student Profile](#)

You have no unread messages

**Notices**

You have not consented to Social media image publication for Adam Allen - click to correct ▶

**Statistics** ▲

<b>Attendance (2023/2024)</b> <span style="font-size: 2em;">73.3%</span> <div style="display: flex; align-items: center;"> <div style="width: 73.3%; height: 10px; background-color: #00a651; margin-right: 5px;"></div> <span style="font-size: 0.8em;">73.3%</span> </div> <p style="font-size: 0.8em;">Year Last 4 weeks</p>	<b>Golden Time - this term</b> <span style="font-size: 2em;">0</span> <p style="font-size: 0.8em;">This year: 0 points Last term: 202 points</p>	<b>Summer - Grade Average</b> <span style="font-size: 2em;">3</span> <p style="font-size: 0.8em;">Summer: 3 Previous Term: 2</p>
<b>Summer - 'On Track' Progress</b> <span style="font-size: 2em;">66.7%</span> <div style="display: flex; align-items: center;"> <div style="width: 66.7%; height: 10px; background-color: #00a651; margin-right: 5px;"></div> <span style="font-size: 0.8em;">66.7%</span> </div> <p style="font-size: 0.8em;">Summer Previous Term</p>	<b>Positive Behavioural Incidents - this term</b> <span style="font-size: 2em;">3</span> <p style="font-size: 0.8em;">This year: 3 incidents Last term: 6 incidents</p>	<b>Negative Behavioural Incidents - this term</b> <span style="font-size: 2em;">2</span> <p style="font-size: 0.8em;">This year: 2 incidents Last term: 0 incidents</p>

**Guardian Consultations**

No guardian consultations for Adam Allen

**Accounts (All Students)**

**Adam Allen : Meals** Balance: -£502.71 ▶

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### Adam Allen - Active Payments

Student

Adam Allen ▾

#### Active Payments

Christchurch Gang Show	<b>Trip date:</b> 31 Mar 2023, 18:00 - 21:00 <b>Account:</b> Adam Allen <b>Amount outstanding:</b> £8.00	<a href="#">Click for details and to make a payment ▶</a>
Croatia Trip	<b>Trip date:</b> 19 Feb 2024, 08:42 - 22 Feb 2024, 08:43 <b>Account:</b> Adam Allen <b>Amount outstanding:</b> £200.00	<a href="#">Click for details and to make a payment ▶</a>
Meals	<b>Account:</b> Adam Allen <b>Account balance:</b> -£502.71	<a href="#">Click to top up account ▶</a>
Donations	<b>Account:</b> Adam Allen <b>Account balance:</b> £0.00	<a href="#">Click to top up account ▶</a>
Uniforms	<b>Account:</b> Adam Allen <b>Account balance:</b> £0.00	<a href="#">Click to top up account ▶</a>

When looking at the meals account, clicking on a meal will load a slide over with details of the lunches taken that day.

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

**Autumn Term Total Payments: £2.71**

Term	Autumn Term 2023	▼
	<a href="#">Top up account</a>	
View	All Sections	▼
<b>Week beginning 18 Sep 2023: £0.00</b>		
Monday	£0.00	▶
Tuesday	£0.00	▶
<b>Week beginning 11 Sep 2023: £2.71</b>		
Monday	£2.71	▶
Tuesday	£0.00	▶
Wednesday	£0.00	▶
Thursday	£0.00	▶
Friday	£0.00	▶

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

[« Back](#) **Top Up Account by Card**

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**Top-Up Details**

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

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