

Registering a child for a trip using the Parent Portal or Arbor App is a simple process.

Please note that once you have signed up, you will need to contact your school if you would like to cancel participation or would like a refund.

If you have not yet signed in to your Arbor account you will either need to download the Arbor Parent Portal App, or visit <https://login.arbor.sc/>. Click 'Forgot your password' and enter the email address that we send your school communications to. This will then send you a temporary password which will allow you to sign in.

If you have any issues accessing your Arbor account, please email office@glenmoorandwinton.org.uk.

Quick links to making payments:

[On Parent Portal Browser](#)

[On the Arbor App](#)

Using the Parent Portal via a browser

From the main Parent Portal page, click on the Trips field within the Activities section.

The screenshot shows the Sunnyville Secondary School Parent Portal for student Poppy Bell. The page is divided into several sections:

- Quick Actions:** Includes a profile picture of Poppy Bell, her name, and a 'View Student Profile' button.
- Guardians of Poppy Bell:** Lists Dave Bell and Rosie Bell.
- Notices:** A list of notices regarding transportation, religion, hearing tests, vision tests, and consent for medical and marketing.
- Current event / Next Lesson:** Shows the current event (12:00 - 12:45) and the next lesson (13:00 - 13:10).
- Statistics:** Displays attendance (85.9%), behaviour points (0), house points (0), star (0), worker of the week (0), and golden tie (0).
- Guardian Consultations:** No consultations recorded.
- Overdue Assignments:** A quiz with no due date.
- Accounts:** Shows Poppy Bell's meals with a balance of £562.00.
- Activities:** Lists 'Poppy Bell: Clubs' and 'Poppy Bell: Trips'. The 'Poppy Bell: Trips' link is highlighted with a green box and a green arrow.

The Trips main page features three sections - Upcoming Trips are any trips the child is currently registered for, Past Trips are trips which have taken place and Trips Open are any trips that the child can currently be registered for.

School Trips

Molly's Upcoming Trips	
No results found	
Trips Open to Molly	
London Zoo	Trip Date(s): 14 Oct 2020, 14:12 - 15 Oct 2020, 14:12 Signup Window: 01 Sep 2020, 14:12 - 13 Oct 2020, 14:12
Garden adventures	Trip Date(s): 25 Nov 2020, 14:48 - 15:48 Signup Window: 01 Sep 2020, 14:48 - 30 Oct 2020, 14:48
Calendar sales	Trip Date(s): 01 Jan 2021, 08:54 - 09:00 Signup Window: 01 Sep 2020, 08:16 - 30 Oct 2020, 08:16
Molly's Past Trips	
No results found	

On the *Trip Overview* page, you can see details relating to the trip such as date, time and price. Click on Sign Up to begin the registration process.

Paying for Trips

When registering the student for a paid trip, click the trip to be taken to the trip overview page. Click the green **Sign Up** button.

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Zoo trip

Registration Information
Registration status **Fred does not have a place on this trip yet. Click 'Sign up for trip' button to register.**

Trip Overview

Location	Zoo
Trip dates	16 Oct 2020, 08:00 - 16:00
Available places	10
Sign-up window	05 Oct 2020, 08:00 - 09 Oct 2020, 16:00
Price	£20.00
Voluntary contribution	Yes
Minimum instalment	£5.00

Attachments
[Sign up Fred for trip](#)

A slide over will appear where you can add the amount you will pay if you can add instalments. The payment amount will automatically default to the minimum payment.

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

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Register Molly for Trip

Trip Price

Trip price	£10.50
Voluntary contribution	Non allowed

Previous Payments for This Trip

Already paid	£0.00
Left to pay	£10.50

Make a Payment

Payment amount	£10.50
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[Cancel](#)[Add to basket](#)[Pay](#)

You can only sign up without paying if your school has chosen to allow voluntary or variable contribution and does not accept instalments.

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Register Molly for Trip

Trip Price

Trip price	£30.00
Voluntary contribution	Allowed

Previous Payments for This Trip

Already paid	£0.00
Left to pay	£30.00

Make a Payment

Payment amount	<input type="text" value="£ 30"/>
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[Cancel](#)[Sign up for trip \(no payment\)](#)[Add to basket](#)[Pay](#)

Once you click Pay, Add in your card details, then click Pay.

Make Payment ✕

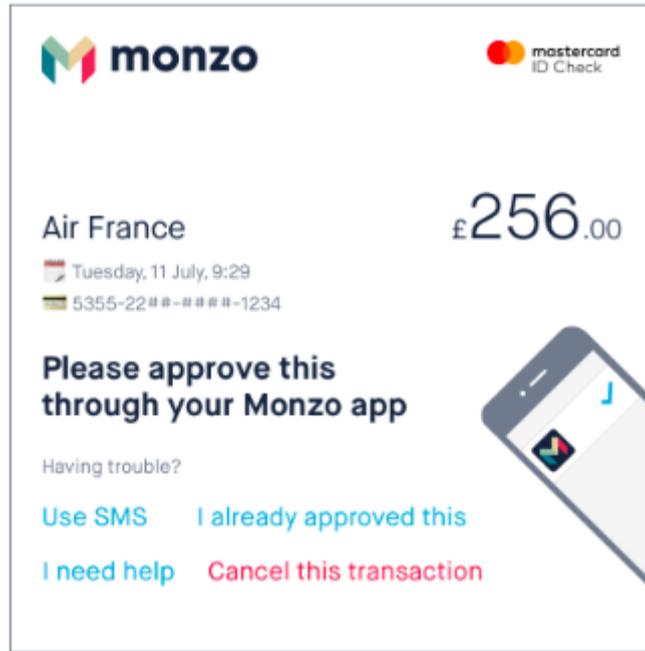
Card number	<input type="text" value="1234 1234 1234 1234"/>
Expiration date	<input type="text" value="MM / YY"/>
Name on card	<input type="text"/>
Security code (CVV/CVC)	<input type="text" value="CVC"/>

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

Once you have paid the minimum required amount for the trip to be confirmed (this is usually the deposit amount stated in the letter you have received), the status of the trip will then change to confirmed, and the trip will appear on the *All Trips* page in the Upcoming Trips, rather than the Open Trips section.

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Test Payments

Registration Information

Registration status **Congratulations, Gary's place is confirmed for this trip!**

Trip Overview

Location	Test
Description	Test Test
Trip dates	06 Feb 2020, 11:46 - 07 Feb 2020, 11:46
Sign-up window	06 Jan 2020, 11:46 - 05 Feb 2020, 11:46
Price	£20.00

If you have more left to pay, the amount you have left to pay is displayed at the top of the page and you can make another payment if your school allows this.

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Zoo trip

Registration Information

Registration status **Congratulations, Fred's place is confirmed for this trip!**

Trip Overview

Location	Zoo
Trip dates	16 Oct 2020, 08:00 - 16:00
Available places	9
Sign-up window	05 Oct 2020, 08:00 - 09 Oct 2020, 16:00
Price	£20.00
Voluntary contribution	Yes

Trip Invoice

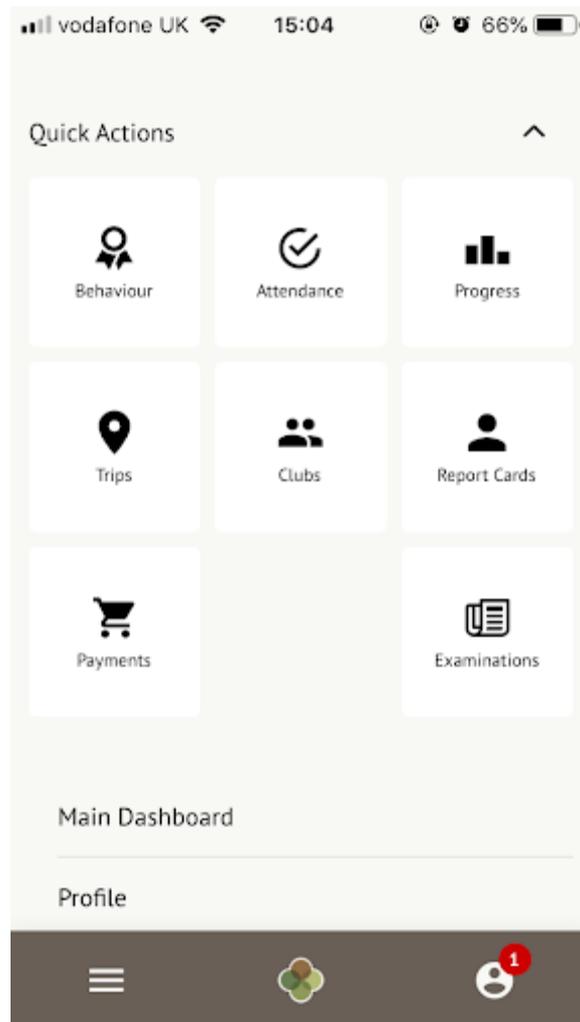
Invoice number	INV65535
Total price	£20.00
Amount paid	£20.00
Amount outstanding	£0.00
Last payment made on	05 Oct 2020, 12:31
Fully paid on	05 Oct 2020

Attachments

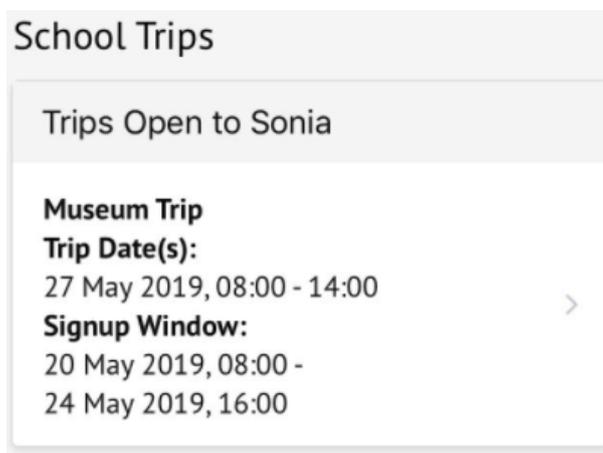
[Add another payment](#)

Using the Arbor Parent Portal App (mobile devices)

To sign up for a trip, click the menu icon at the bottom left of your screen. Select *Trips*.



You will then be able to see all of your child's upcoming trips, and trips they are eligible for.



Select the trip to reach the Trip Overview. Click the green button to sign up for the trip and pay.

The screenshot shows a mobile application interface for a payment. At the top, the status bar displays 'vodafone UK', signal strength, Wi-Fi, time '15:10', and battery level '37%'. The app window has a close button (X) in the top right corner. The main content is divided into sections: 'Trip dates' (30 Aug 2019, 11:35 - 31 Aug 2019, 11:35), 'Price' (£105.36), and 'Minimum Instalment' (£50.50). Below this is a 'Payment Amount' section with a text input field containing '£ 50.5'. At the bottom, there are two buttons: a grey 'Cancel' button and a green 'Pay' button.

You will then be asked to enter your credit or debit card details to complete this transaction. 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 the minimum required amount has been paid for the trip (this is usually the deposit amount stated in the letter you have been sent), the space on the trip will be confirmed.

If you require further assistance with Arbor Pay, please email ipay@glenmoorandwinton.org.uk.