

Payment accounts and topping up on Arbor Parent Portal

Parents can now pay for equipment and lanyards through the Arbor Parent Portal. We no longer accept payments via BACS.

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

These payments cannot be used for the school canteen.

Go to Accounts and click **Lanyards** or **Equipment**, depending on what you are paying for.

The screenshot displays the Arbor Parent Portal for a student named Chloe Adams. The interface includes a sidebar with navigation options such as 'View Student Profile', 'Guardians of Chloe Adams', and 'Notices'. The main content area is divided into several sections: 'Statistics' showing attendance (91.5%) and behaviour points (0); 'Guardian Consultations' (none); 'Overdue Assignments' (early test4 due 24 Oct 2018); and 'Accounts' with a table of balances. The 'Accounts' table shows:

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

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.

Balance: £10.00

Balance: -£10.00

Clicking on a Payment will load a slide over with details of when the invoice was issued for a particular item.

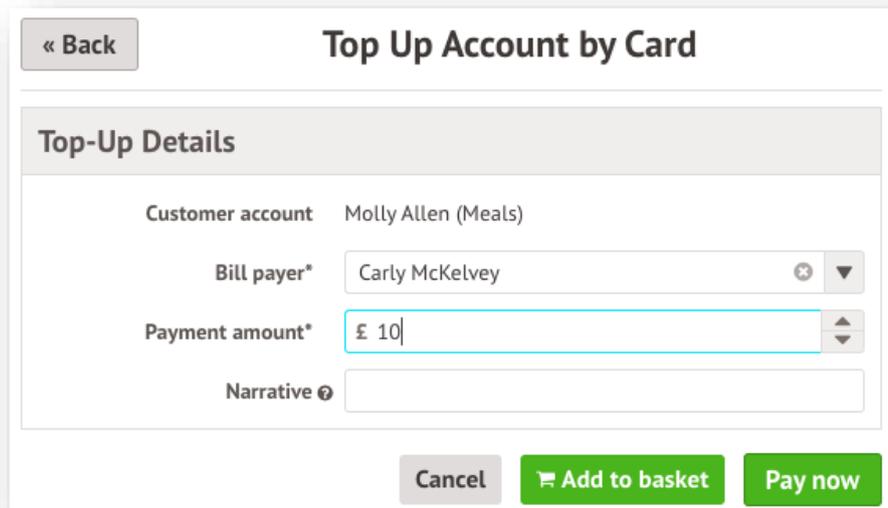
View		Week beginning 01 Jan 2019: £0.00	▼
Week beginning 01 Jan 2019: £0.00			
Tuesday	£0.00		▶
Wednesday	£0.00		▶
Thursday	£0.00		▶

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](#).



« Back **Top Up Account by Card**

Top-Up Details

Customer account Molly Allen (Meals)

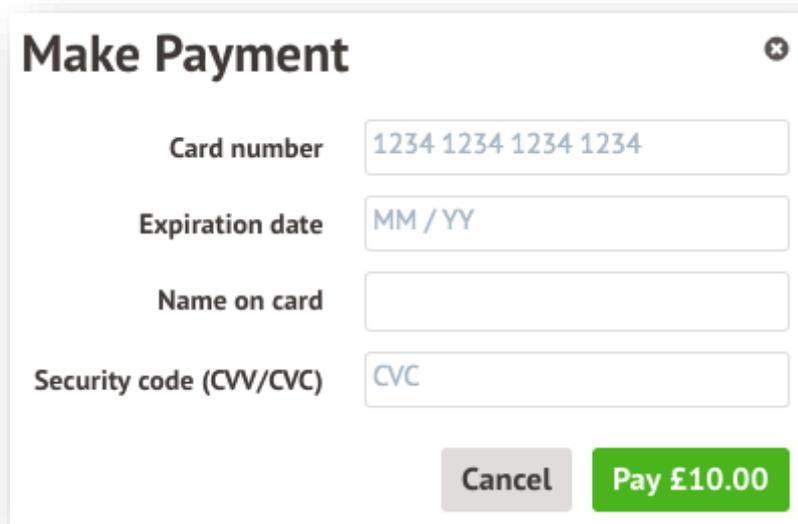
Bill payer* Carly McKelvey

Payment amount* £ 10

Narrative

Cancel Add to basket Pay now

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



Make Payment

Card number 1234 1234 1234 1234

Expiration date MM / YY

Name on card

Security code (CVV/CVC) CVC

Cancel Pay £10.00

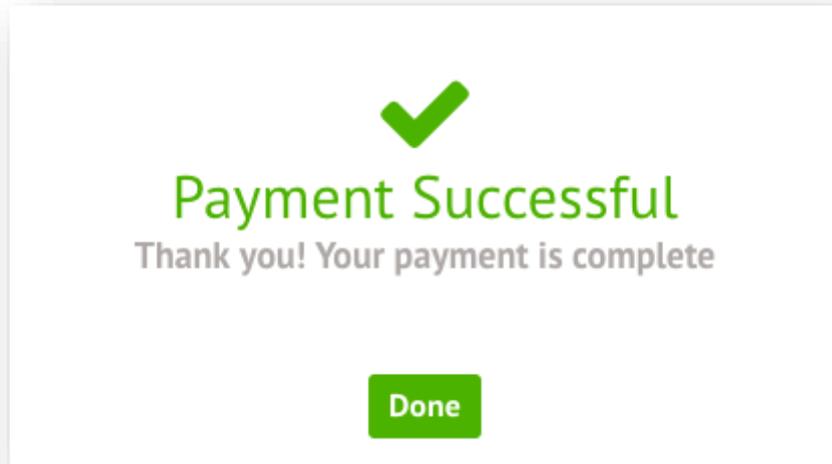
You may have to then authenticate your identity for the payment to go through. This is a requirement of the recently introduced [Strong Customer Authentication \(SCA\) regulations](#).

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:

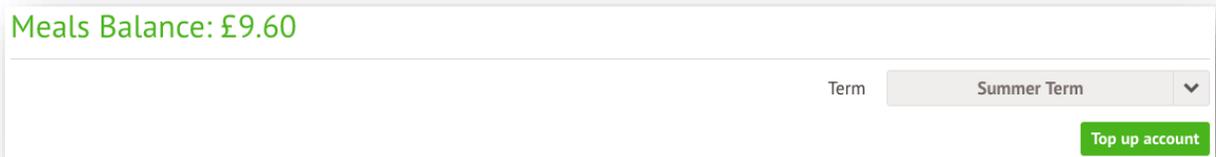
- an SMS code,
- your mobile banking app

- another method

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.



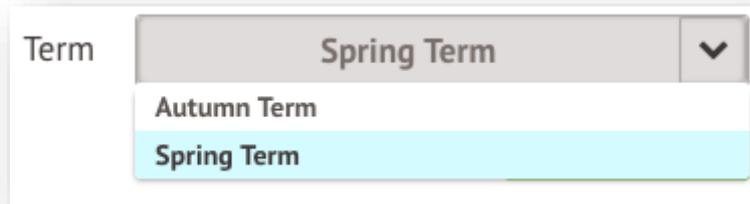
The meals balance will be updated to reflect the top-up right away.



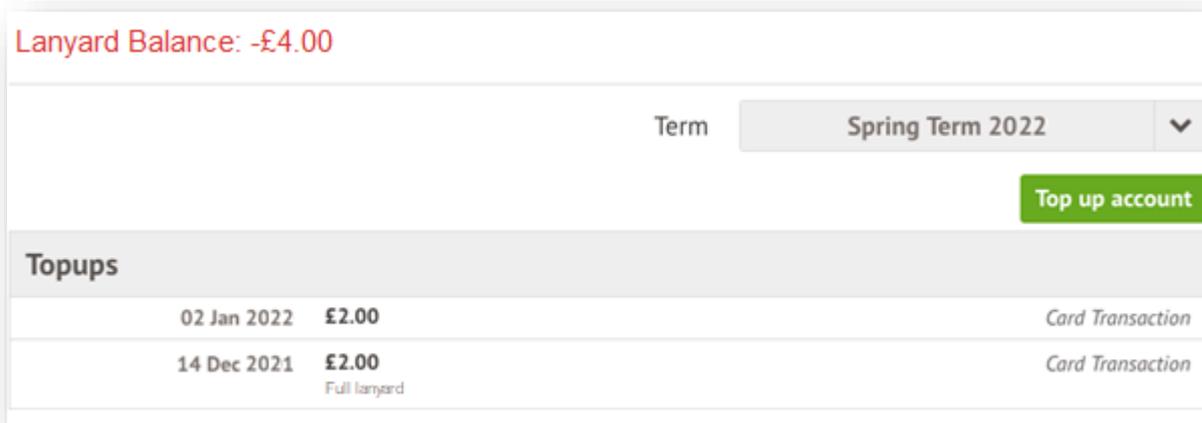
Top-ups

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, and any notes that have been entered along with the payment.



Credit notes

The **Credit Notes** page on the parent portal will load a table with all the credit notes for the current term.

You can select a specific Term using the **Term** drop-down menu at the top-right of the page. A table will appear showing details of the credit notes.



