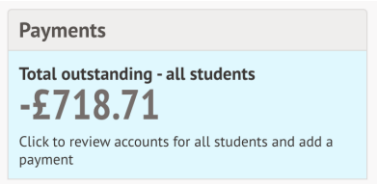
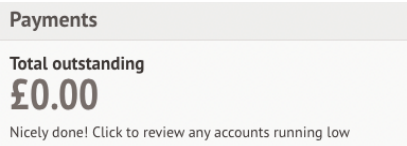
Making payments in the Arbor Parent Portal

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.

To see all outstanding balances across all your children's' accounts, click the balance on your homepage.

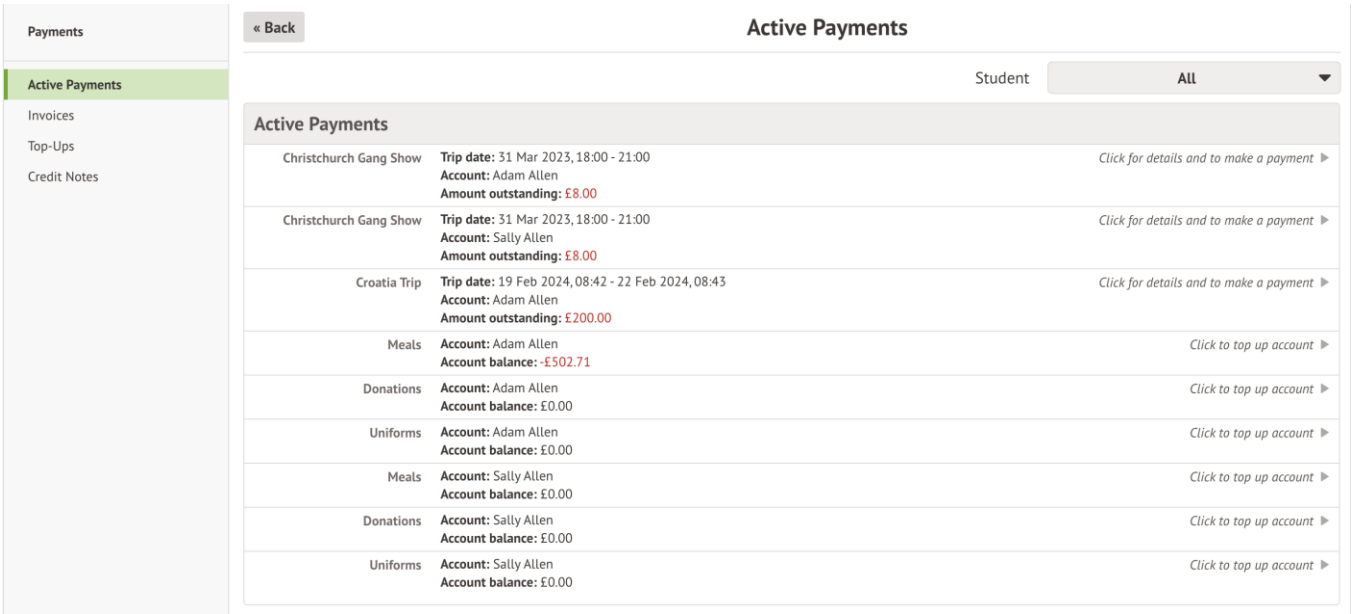


This will show as £0 if the balances are all 0 or all positive.



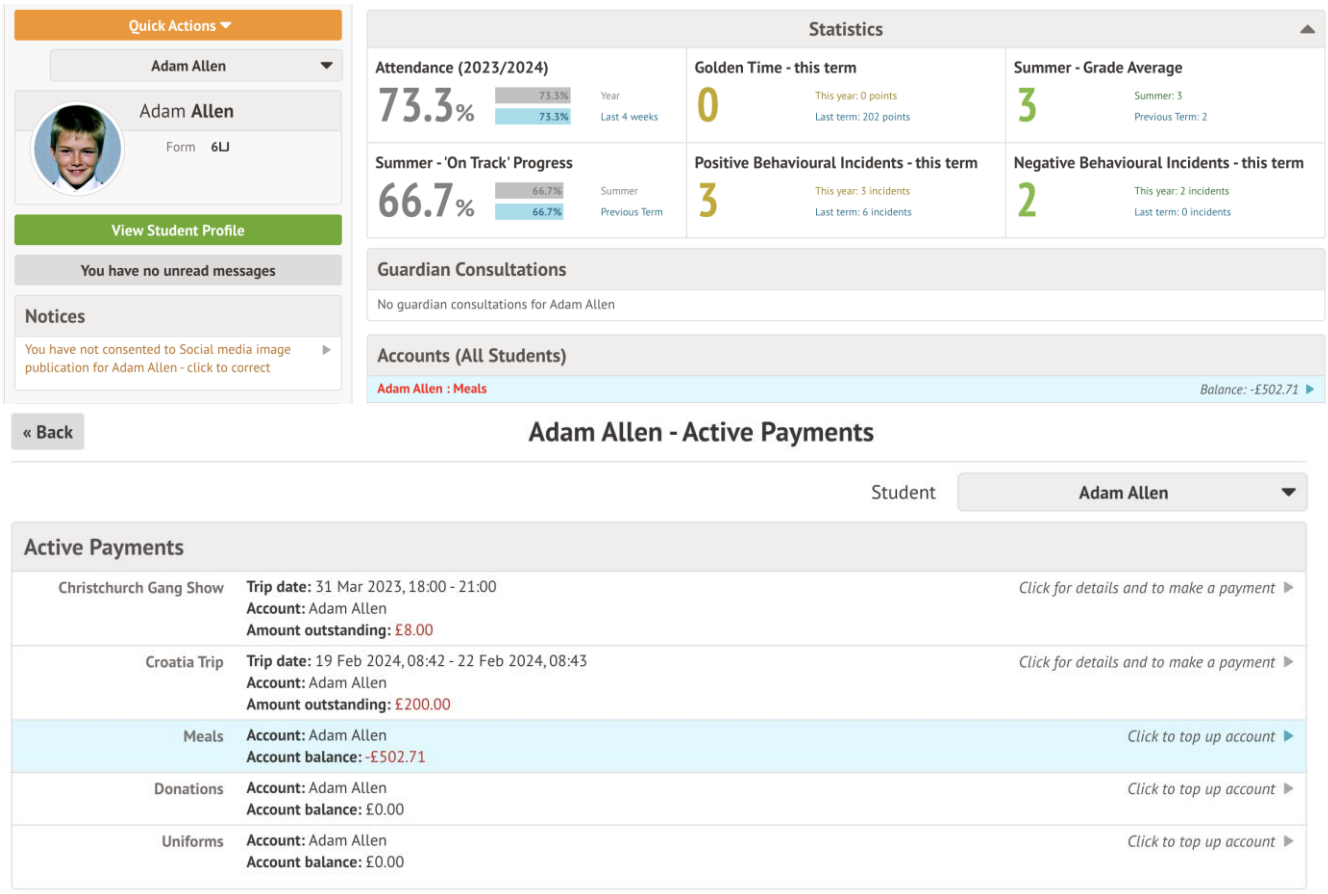
On this page you can see:

- Any trips with an amount outstanding (e.g. if instalments have been set up for the trip and only 1 out of the 3 instalments have been paid, so there is still an amount outstanding for that trip).
- Any clubs with an amount outstanding (if club sessions are booked but not yet paid for).
- Any top-up or prepayment accounts (such as Meals) with a negative balance.
- Any top-up or prepayment accounts (such as Meals) with a positive balance.



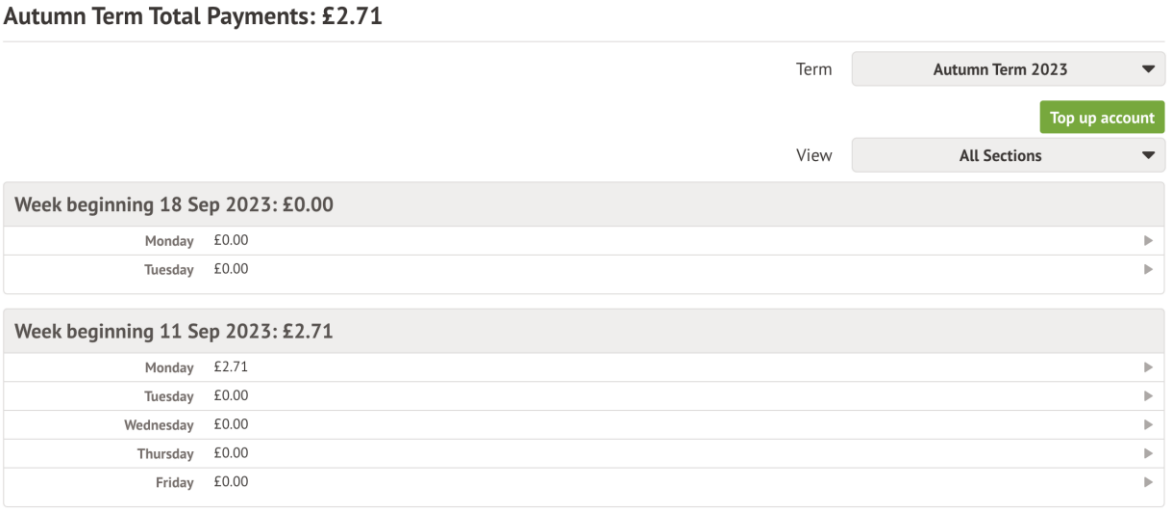
To see accounts for one of your children, you can either:

- 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.
-



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

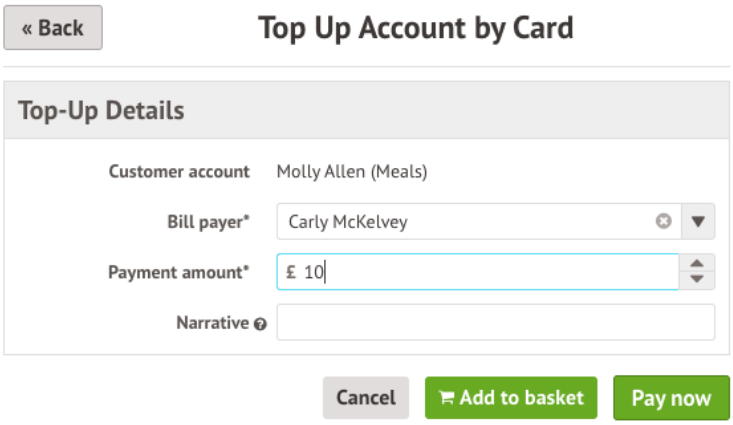
To make a card payment**,** click on the **Top up account** button.



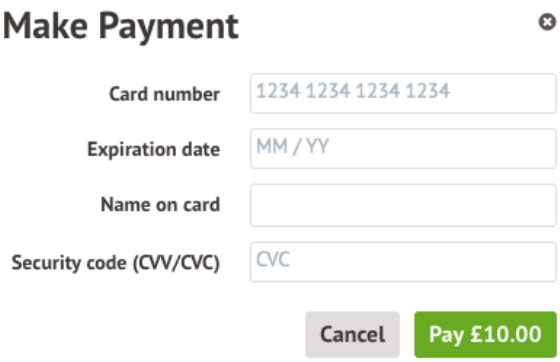
A slide over will load, where you can select the bill payer and payment amount. Please note the minimum payment amount is £2.

You can choose to pay now or to add your payment to your basket to pay later.

Top Tip: Can't click the button? Follow this article: I can't click the button to pay?



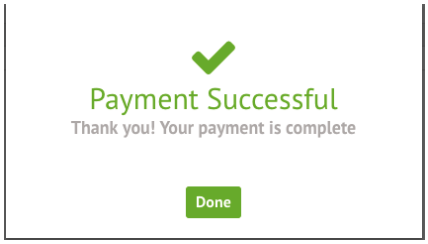
In the pop-up, add in your card details then click **Pay**.



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



If you wish to order a tie, please use the Uniform section.
Add the relevant amount and a note in the narrative box to say which tie, and how many, you would like.

- Clip-on tie - £6.00
- Elasticated tie - £4.50