Guidance for adding funds to your child's account on the Parent Portal

To manage a meal account, go to **Accounts** and click **Meals**. For other accounts, select the account name.

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.**

Meals Balance: £10.00

Meals Balance: -£10.00

Clicking on a Payment 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.

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

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*)
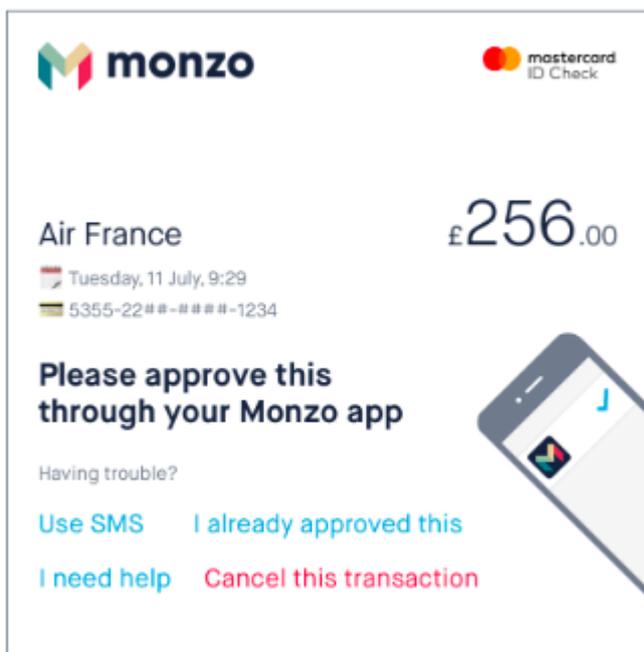
monzo   mastercard
                                              ID Check

Air France   £256.00

Tuesday, 11 July, 9:29
5355-22##-####-1234

Please approve this
through your Monzo app

Having trouble?

Use SMS   I already approved this

I need help   Cancel this transaction

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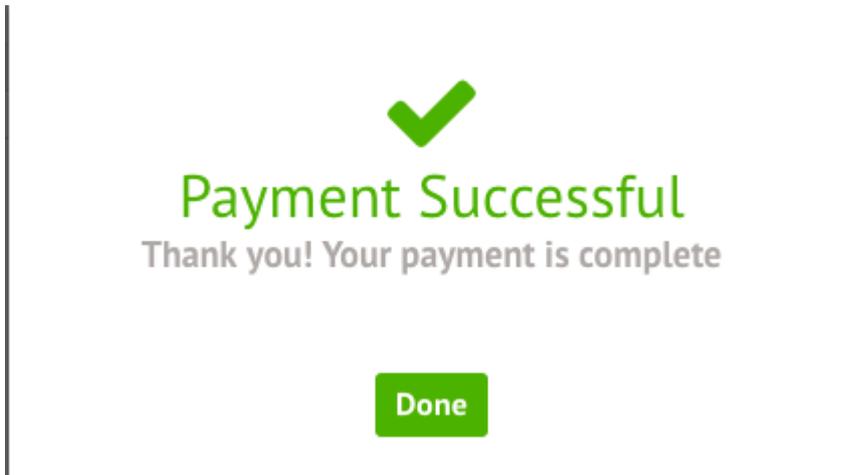
The meals balance will be updated to reflect the top-up right away.

What can you see on each page?

Payments

This will load a table with all the payments that have been made for the account. 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 payments.

Invoices

The **Invoices** section on the parent portal will load a table with all invoices for the current term.

You can select a specific Term using the **Term** drop-down menu at the top-right of the page.

You will be able to see details of the invoices and the status of each invoice - whether they have been Cancelled or Paid.

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.
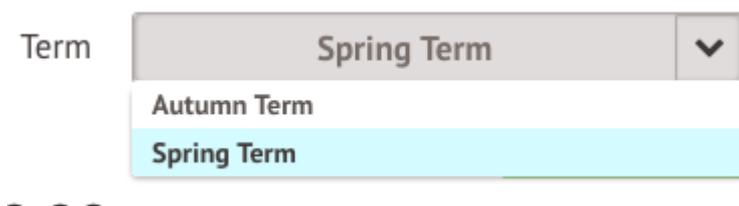
The page will show the type of top-up made, this can vary from Cash, Cheque to Card.

Meals Balance: -£13.76

Term | **Spring Term 2019** ⌄

Top up account

Topups			
02 Jan 2019	**£12.00**		*Card Transaction*
20 Dec 2018	**£500.00** Bulk cancel		*Cash*
14 Dec 2018	**£15.60** Lunch money		*Card Transaction*
14 Dec 2018	**£20.00** Lunch money		*Card Transaction*
10 Dec 2018	**£20.00** Mum has paid in school with Sharon		*Cash*
10 Dec 2018	**£1.00**		*Card Transaction*
06 Dec 2018	**£10.00** Lunch money		*Card Transaction*

Guidance for adding funds to your child's account on the Parent App

On the main Arbor page, you can see your children's accounts. The accounts you can view and top u 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**.

Click an 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

£ 10.00

Narrative

Dinner money

Cancel

Pay Now

Next, you'll be able to input your card details. **Please note that you must use a Visa or Mastercard.**

Make Payment ⊗

Card number

4000 0027 6000 3184

Expiration date

08 / 23

Name on card

Miss G Mayo

Security code (CVV/CVC)

111

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).
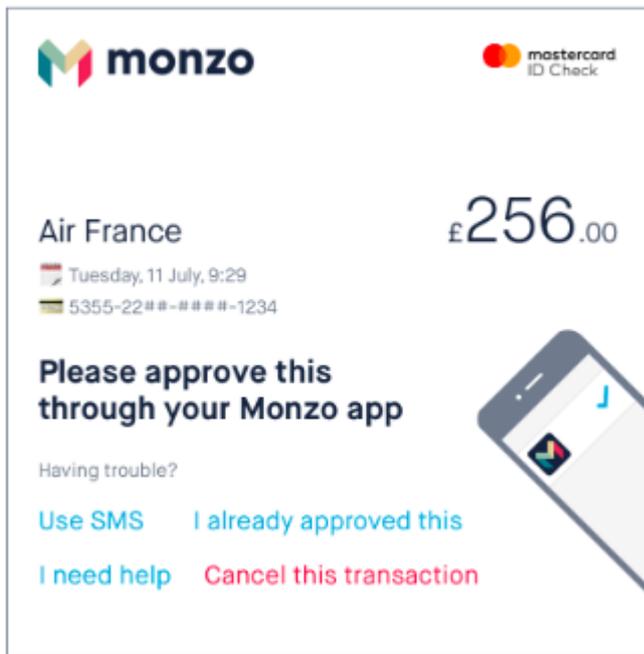
Once we've been able to confirm your identity, the payment will be completed and your card will be charged. You'll see confirmation that the transaction has been successful.

Guidance for Meal Selection of the Parent Portal

From the main Parent Portal page, click **Quick Actions** and select **Meals**.

You'll be taken to the **_Meal Choices_** page, where you will be presented with a list of Meals that have available menus to choose from. You can see past meals by using the Academic Year drop-down menu.

Click on a meal.

Meal Choices

		Academic Year	2022/2023 ▼
Meals available to Anna Adams			
Autumn Term Lunch	Meal choices available		▶
Spring Term Lunch	Meal choices available		▶
Summer Term Lunch	Meal choices available		▶

You can then see the **_Meal Choices_** page:

- You can see your child's meal account balance at the top - if this balance is negative it will be highlighted in red.
- You can top up the balance via card payment using the **Top up account** button. You can see more about topping up here: Topping up the meal account on the Parent Portal or Arbor App

On the page you can see all future dates you can select a meal for:

- **Deadline passed** - the deadline your school has set to make a meal choice has passed and cannot be edited by you. Your child's teacher can amend their choice while taking the register, or you can contact your school if you'd like to specify what meal your child is going to have.
- **No choices made** - click to select the meal your child will have.
- **Meal Choice** - you've set a meal choice already, but you can click it to change your choice.

« Back   Meal Choices - Lunch

Meals Balance: £80.00

Top up account

Term   Spring 2022/2023   ▼

Week beginning 02 Jan 2023

Wednesday	No choices made	▸
Thursday	No choices made	▸
Friday	No choices made	▸

Week beginning 09 Jan 2023

Monday	No choices made	▸

When choosing a meal, click on the day. In the slide over, you'll see when the deadline for making your choice is.

You can also select your Meal Choice, and whether to apply this to all future dates. For example if you select Pizza and your school has Pizza as an option every Wednesday and Friday, their choice for every upcoming Wednesday and Friday will be automatically set to be Pizza.

« Back   **22 Sep 2022**

Deadline date

The deadline for making choices for this meal is 21 Sep 2022, 23:40

Add Meal Choice

Meal choice*   Pizza   ⊗ ▼

Pick for all future available dates*   ☑

Cancel   **Confirm choice**

To edit or remove a meal choice that has already made, click on the day to open the edit slide over. Update the meal choice, or click **Remove choice** to delete the choice and revert it to **No choices made**.

Week beginning 26 Sep 2022

Monday	No choices made
Tuesday	No choices made
Wednesday	No choices made
Thursday	Pizza
Friday	Fish & Chips

Week beginning 03 Oct 2022

Monday	No choices made
Tuesday	No choices made
Wednesday	No choices made
Thursday	Pizza

« Back

29 Sep 2022

Deadline date

The deadline for making choices for this meal is 28 Sep 2022

Edit Meal Choice

Meal choice*	Pizza
Pick for all future available dates*	☐

Remove choice   Cancel   Confirm choice

Guidance for Meal Selection of the Parent App

Click the three lines to access your main menu, then click on **Meals**.

You'll be taken to the ***Meal Choices*** page, where you will be presented with a list of Meals that have available menus to choose from. You can see past meals by using the Academic Year drop-down menu.

Click on a meal.

You can then see the *Meal Choices* page:

- You can see your child's meal account balance at the top - if this balance is negative it will be highlighted in red.
- You can top up the balance via card payment using the **Top up account** button. You can see more about topping up here: Topping up the meal account on the Parent Portal or Arbor App

On the page you can see all future dates you can select a meal for:

- **Deadline passed** - the deadline your school has set to make a meal choice has passed and cannot be edited by you. Your child's teacher can amend their choice while taking the register, or you can contact your school if you'd like to specify what meal your child is going to have.
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When choosing a meal, click on the day. In the slide over, you'll see when the deadline for making your choice is.

You can also select your Meal Choice, and whether to apply this to all future dates. For example if you select Pizza and your school has Pizza as an option every Wednesday and Friday, their choice for every upcoming Wednesday and Friday will be automatically set to be Pizza.

To edit or remove a meal choice that has already made, click on the day to open the edit slide over. Update the meal choice, or click **Remove choice** to delete the choice and revert it to **No choices made**.

×

29 Sep 2022

The deadline for making choices for this meal is
27 Sep 2022, 12:00

Add Meal Choice

Meal choice

All Day Breakfast   ⌄

✓ Pick for all future available dates

Cancel

Confirm Choice