

How to Top-Up Your Arbor Account and View Payments in the Parent Portal

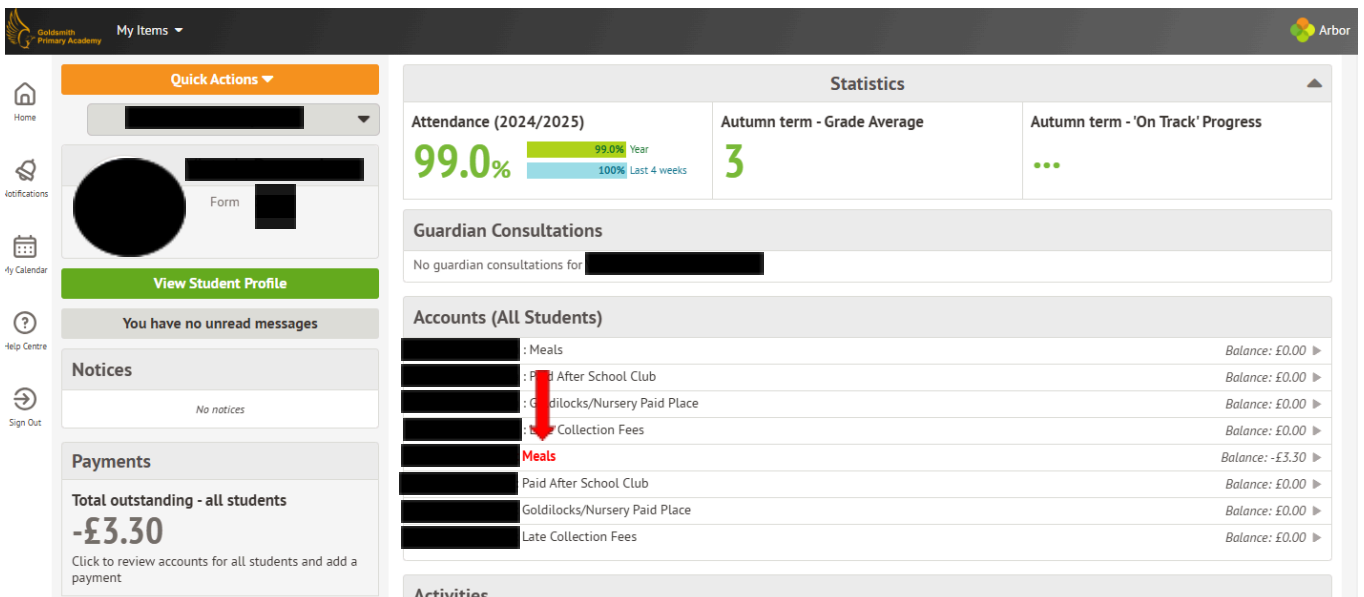
Follow these steps to top up your Arbor account and view payment history via the Parent Portal:

Step 1: Log into Your Parent Portal

1. Open your web browser and go to the Arbor Parent Portal.
2. Enter your login credentials (username and password).
3. Click **Login** to access your account.

Step 2: Top Up Your Account

1. Once logged in, navigate to the "Accounts (All Students)". Click on the account highlighted in red.

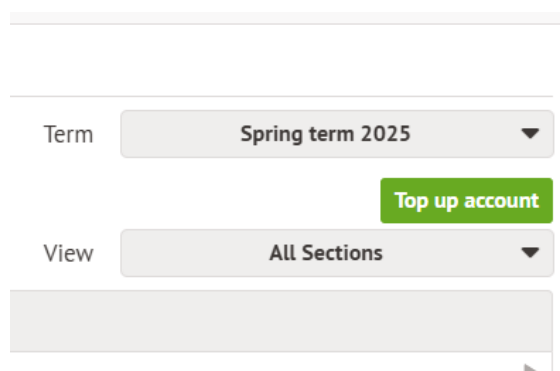


The screenshot shows the Arbor Parent Portal interface. On the left is a navigation sidebar with icons for Home, Notifications, Calendar, Help Centre, and Sign Out. The main content area is divided into several sections:

- Quick Actions:** Includes a dropdown menu and a 'View Student Profile' button.
- Statistics:** Displays 'Attendance (2024/2025)' at 99.0% (99.0% Year, 100% Last 4 weeks), 'Autumn term - Grade Average' as 3, and 'Autumn term - 'On Track' Progress' as three green dots.
- Guardian Consultations:** Shows 'No guardian consultations for [redacted]'.
- Accounts (All Students):** A table listing various accounts with their balances. The 'Meals' account is highlighted in red and has a red arrow pointing to it.

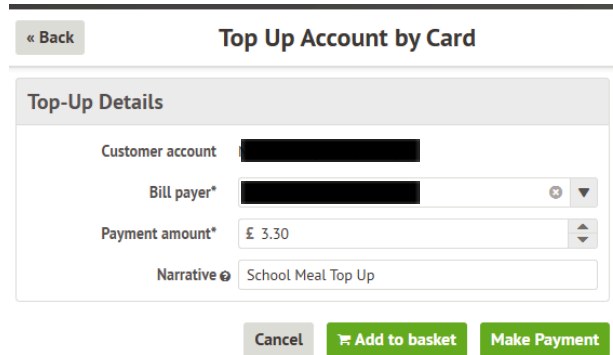
Account Name	Balance
[redacted] : Meals	Balance: £0.00
[redacted] : Paid After School Club	Balance: £0.00
[redacted] : Goldilocks/Nursery Paid Place	Balance: £0.00
[redacted] : Late Collection Fees	Balance: £0.00
[redacted] : Meals	Balance: -£3.30
[redacted] : Paid After School Club	Balance: £0.00
[redacted] : Goldilocks/Nursery Paid Place	Balance: £0.00
[redacted] : Late Collection Fees	Balance: £0.00
- Activities:** A section at the bottom of the main content area.

2. You will be directed to the "Payments" page. Select "Top Up Account" (located in the top right corner).

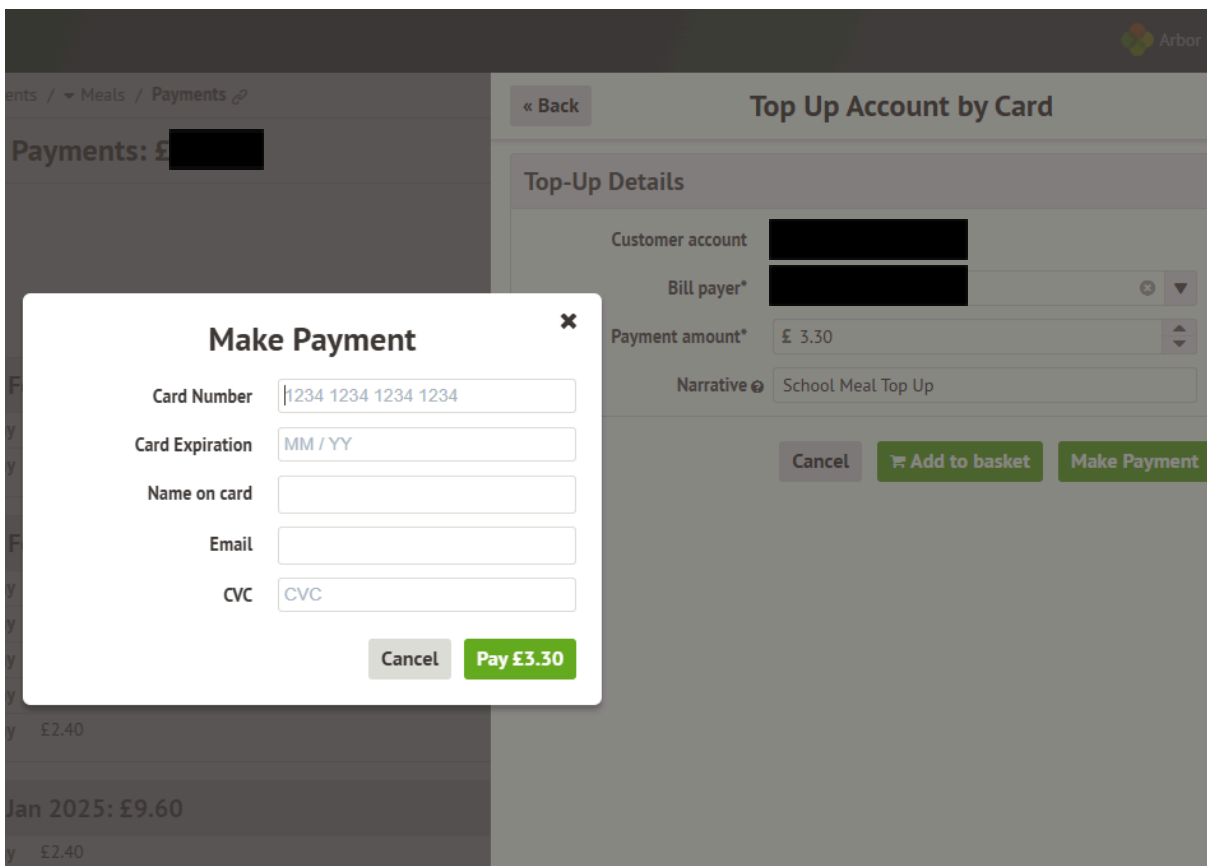


The screenshot shows the 'Payments' page. It features a 'Term' dropdown menu set to 'Spring term 2025' and a 'View' dropdown menu set to 'All Sections'. A prominent green button labeled 'Top up account' is located in the top right corner of the main content area.

3. You will be directed to a page where you can select the amount you wish to add to your account. Click on make payment.



4. Fill in your card details and select "Pay".



Step 3: View Your Payment History

1. In the same "**Payments**" section, click on "**Top-Ups**" to see all recent payments made to your account.



2. Click on "Invoices" to see school invoices (for example school meals, paid after school club).
3. The system will show you the payment details, including the date and amount, for easy reference.

Important reminder:

- Be sure to **top-up your account** ahead of time to ensure your child can access school meals and activities without any delays.

Further information and help can be located on the Arbor website [here](#).

If you have any issues when topping up your Arbor account, please contact the main office on 01922 710182.