Top up accounts and viewing payments in the Arbor Parent App

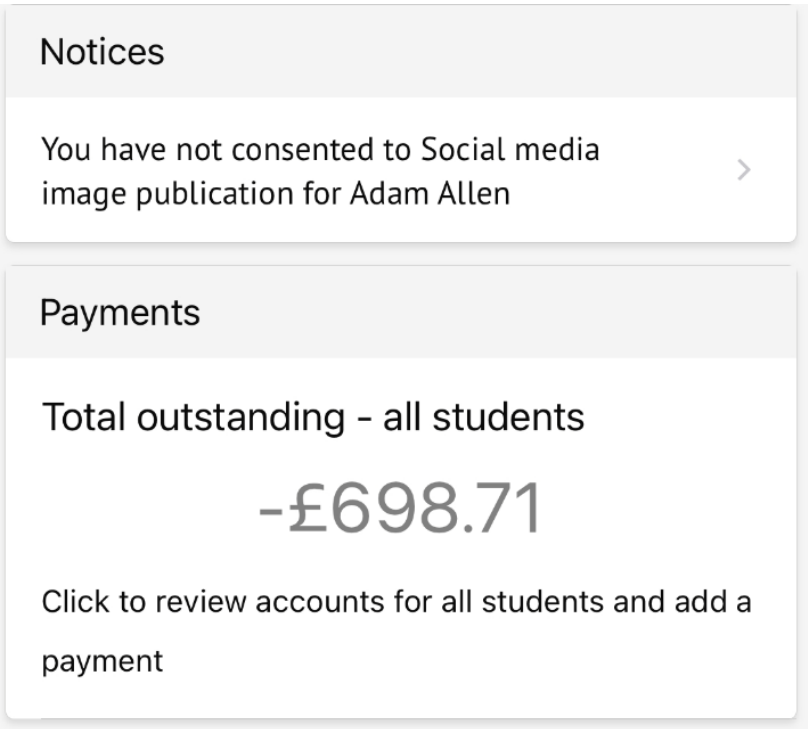
You can manage accounts for any area of Arbor your school has set up to receive payments for. Here you can also make payments and top up accounts. For more information on making payments, see our articles on registering for a club and registering for a trip.

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

To see all outstanding balances across all you children's' accounts, click the balance on your homepage. **Top Tip: This will show as £0 if the balances are all 0 or all positive.**

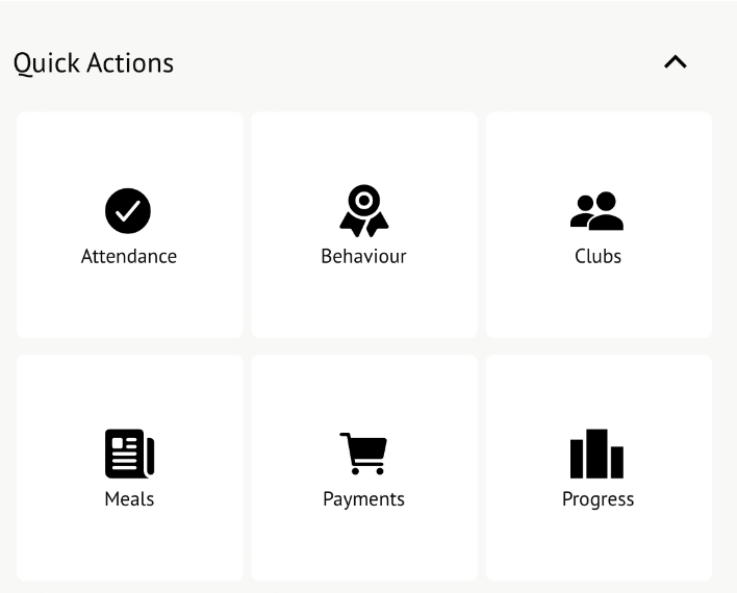
On this page you can see:

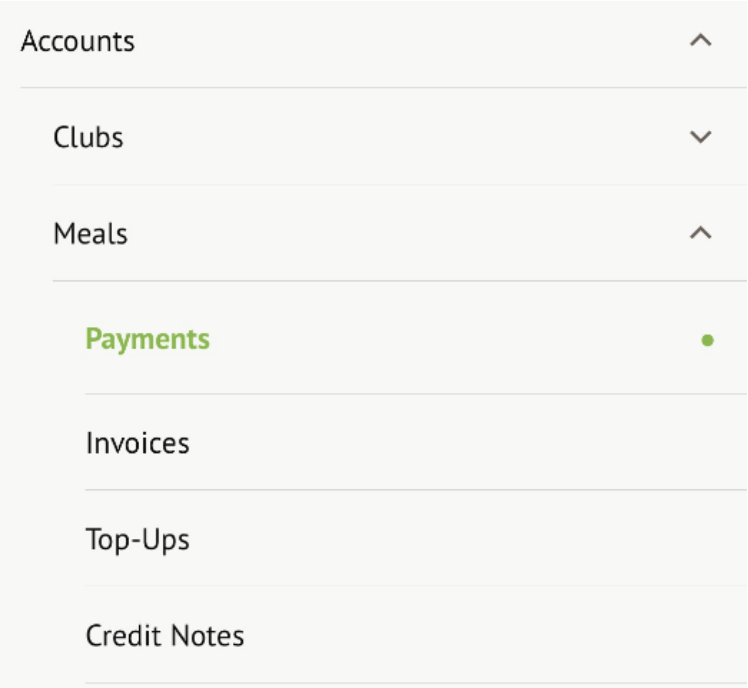
- Any trips with an amount outstanding (e.g. if instalments have been set up for the trip and only 1 out of the 3 instalments have been paid, so there is still an amount outstanding for that trip).
- Any clubs with an amount outstanding (if club sessions are booked but not yet paid for).
- Any top-up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



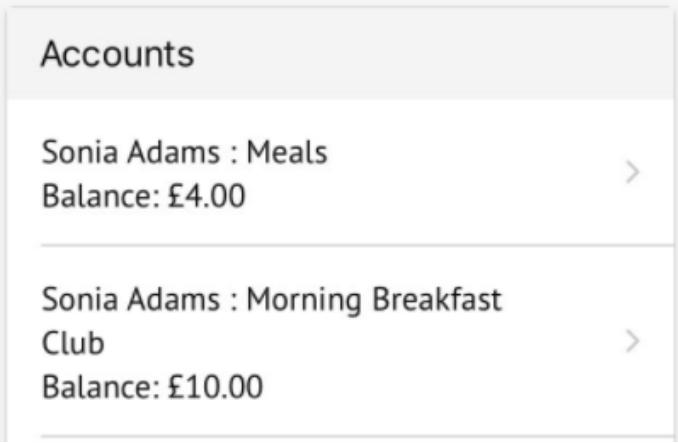
To see accounts for one of your children, you can either:

- Select the **Menu** icon and then click the **Payments** button.
- Use the menu.
- Click into a specific account from the student's page.

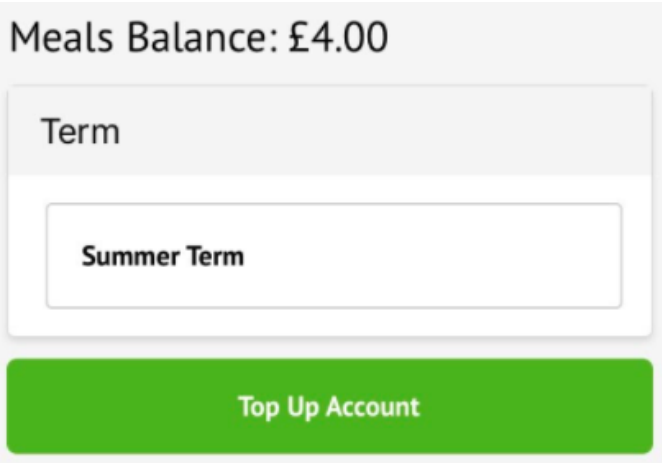




Click an account to see more information, or top up.

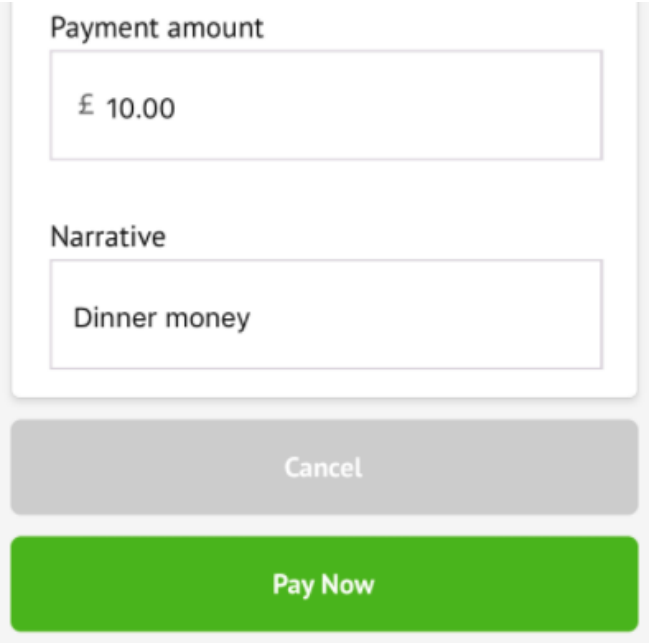


Click the green button to top up the account by inputting your card details.

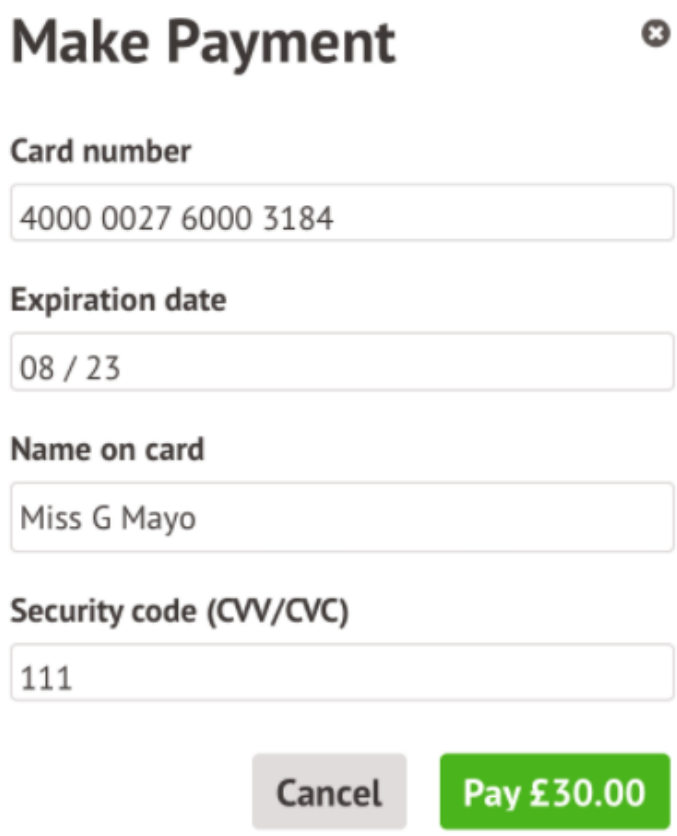


Input the amount to top up, then click to pay.

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



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

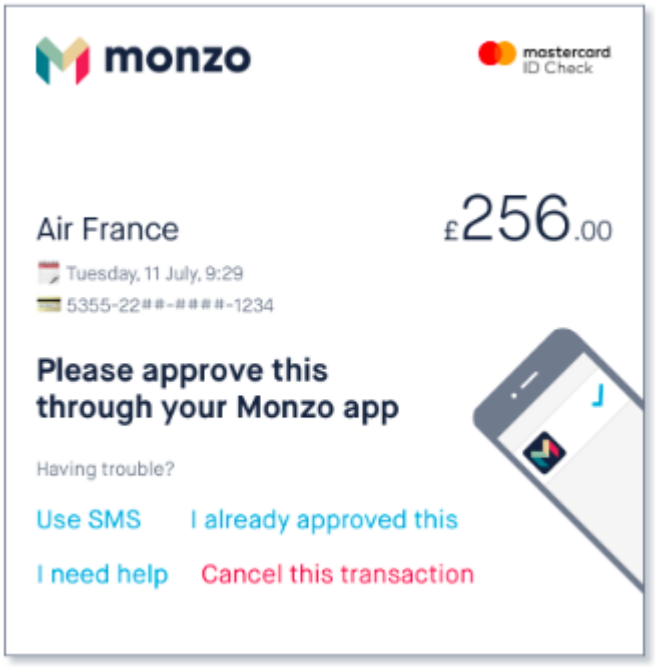


You may have to then authenticate your identity for the payment to go through. This is a requirement of the recently introduced Strong Customer Authentication (SCA) regulations.

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

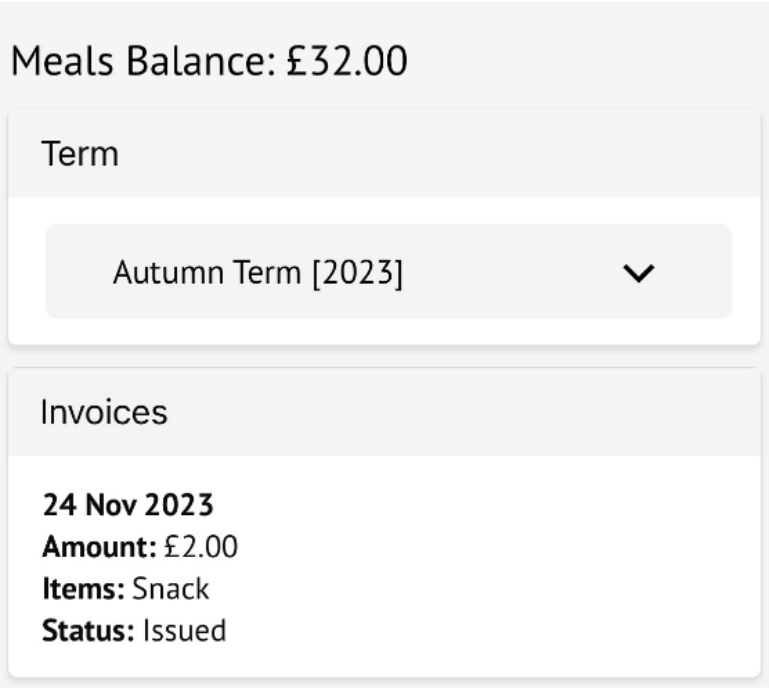
For example, here's what it may look like if you're using Monzo (we are not affiliated with Monzo, this is purely an example).



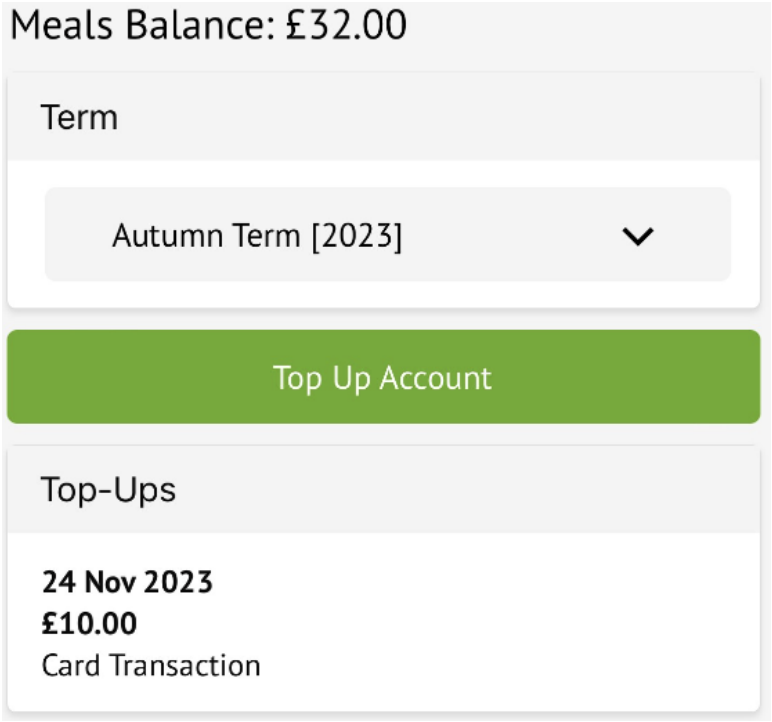
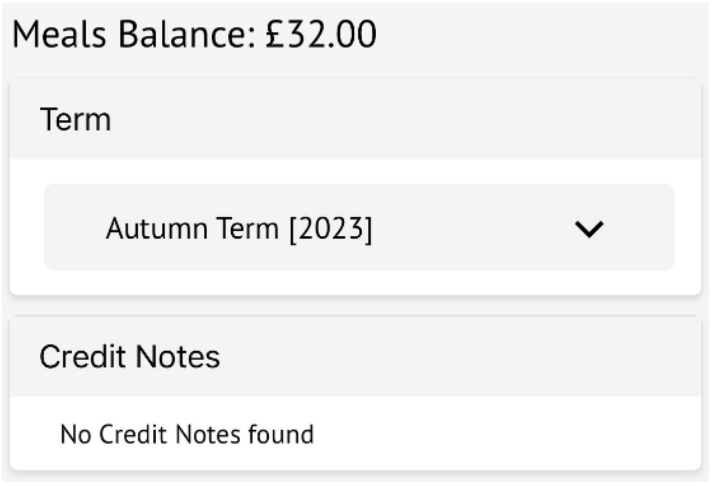
Once we've been able to confirm your identity, the payment will be completed and your card will be charged. You'll see confirmation that the transaction has been successful.

From the menu you can see more information about payments. Each of these pages default to the current term, but you can look at past terms using the drop down.

The Invoices section shows details of the invoices and the status of each invoice for the current term - whether they have been Cancelled or Paid.



The Top-ups page shows the type of top-up made, this can vary from Card (made by you or another Primary Guardian) to Cash or Cheque (logged by the school).



The Credit Notes page shows all the credit notes.