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## Top up accounts and viewing payments in the Parent Portal

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Ryan

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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 £0.00 if the balances are all 0 or all positive.**

**Payments**

**Total outstanding - all students**

**-£718.71**

Click to review accounts for all students and add a payment

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

**Payments**

**Total outstanding**

**£0.00**

Nicely done! Click to review any accounts running low

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.

Payments

- Active Payments
- Invoices
- Top-Ups
- Credit Notes

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### Active Payments

Student All

Active Payments		
Christchurch Gang Show	Trip date: 31 Mar 2023, 18:00 - 21:00 Account: Adam Allen Amount outstanding: <b>£8.00</b>	<a href="#">Click for details and to make a payment</a> ▶
Christchurch Gang Show	Trip date: 31 Mar 2023, 18:00 - 21:00 Account: Sally Allen Amount outstanding: <b>£8.00</b>	<a href="#">Click for details and to make a payment</a> ▶
Croatia Trip	Trip date: 19 Feb 2024, 08:42 - 22 Feb 2024, 08:43 Account: Adam Allen Amount outstanding: <b>£200.00</b>	<a href="#">Click for details and to make a payment</a> ▶
Meals	Account: Adam Allen Account balance: <b>-£502.71</b>	<a href="#">Click to top up account</a> ▶
Donations	Account: Adam Allen Account balance: £0.00	<a href="#">Click to top up account</a> ▶
Uniforms	Account: Adam Allen Account balance: £0.00	<a href="#">Click to top up account</a> ▶
Meals	Account: Sally Allen Account balance: £0.00	<a href="#">Click to top up account</a> ▶
Donations	Account: Sally Allen Account balance: £0.00	<a href="#">Click to top up account</a> ▶
Uniforms	Account: Sally Allen Account balance: £0.00	<a href="#">Click to top up account</a> ▶

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.

Quick Actions ▼

Adam Allen

Adam Allen

Form 6LJ

View Student Profile

You have no unread messages

**Notices**

You have not consented to Social media image publication for Adam Allen - click to correct ▶

Statistics ▲

<b>Attendance (2023/2024)</b> <span style="font-size: 1.5em; font-weight: bold;">73.3%</span> <div style="font-size: 0.8em; margin-top: 5px;"> <span style="width: 73.3%; height: 10px; background-color: #5cb85c; display: inline-block;"></span> 73.3% Year Last 4 weeks                             </div>	<b>Golden Time - this term</b> <span style="font-size: 1.5em; font-weight: bold;">0</span> <div style="font-size: 0.8em; margin-top: 5px;"> <span style="color: #5cb85c;">This year: 0 points</span>  <span style="color: #5cb85c;">Last term: 202 points</span> </div>	<b>Summer - Grade Average</b> <span style="font-size: 1.5em; font-weight: bold;">3</span> <div style="font-size: 0.8em; margin-top: 5px;"> <span style="color: #5cb85c;">Summer: 3</span>  <span style="color: #5cb85c;">Previous Term: 2</span> </div>
<b>Summer - 'On Track' Progress</b> <span style="font-size: 1.5em; font-weight: bold;">66.7%</span> <div style="font-size: 0.8em; margin-top: 5px;"> <span style="width: 66.7%; height: 10px; background-color: #5cb85c; display: inline-block;"></span> 66.7% Summer Previous Term                             </div>	<b>Positive Behavioural Incidents - this term</b> <span style="font-size: 1.5em; font-weight: bold;">3</span> <div style="font-size: 0.8em; margin-top: 5px;"> <span style="color: #5cb85c;">This year: 3 incidents</span>  <span style="color: #5cb85c;">Last term: 6 incidents</span> </div>	<b>Negative Behavioural Incidents - this term</b> <span style="font-size: 1.5em; font-weight: bold;">2</span> <div style="font-size: 0.8em; margin-top: 5px;"> <span style="color: #5cb85c;">This year: 2 incidents</span>  <span style="color: #5cb85c;">Last term: 0 incidents</span> </div>

**Guardian Consultations**  

No guardian consultations for Adam Allen

**Accounts (All Students)**  

Adam Allen : Meals Balance: -£502.71 ▶

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### Adam Allen - Active Payments

Student Adam Allen

**Active Payments**

Christchurch Gang Show	Trip date: 31 Mar 2023, 18:00 - 21:00 Account: Adam Allen Amount outstanding: <b>£8.00</b>	<a href="#">Click for details and to make a payment</a> ▶
Croatia Trip	Trip date: 19 Feb 2024, 08:42 - 22 Feb 2024, 08:43 Account: Adam Allen Amount outstanding: <b>£200.00</b>	<a href="#">Click for details and to make a payment</a> ▶
Meals	Account: Adam Allen Account balance: <b>-£502.71</b>	<a href="#">Click to top up account</a> ▶
Donations	Account: Adam Allen Account balance: £0.00	<a href="#">Click to top up account</a> ▶
Uniforms	Account: Adam Allen Account balance: £0.00	<a href="#">Click to top up account</a> ▶

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

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

To make a **Card Payment**, click on the **Top up account** button.

### Autumn Term Total Payments: £2.71

Term Autumn Term 2023 ▼

Top up account

View All Sections ▼

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**Week beginning 18 Sep 2023: £0.00**

Monday	£0.00	▶
Tuesday	£0.00	▶

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**Week beginning 11 Sep 2023: £2.71**

Monday	£2.71	▶
Tuesday	£0.00	▶
Wednesday	£0.00	▶
Thursday	£0.00	▶
Friday	£0.00	▶

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?](#)

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**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:

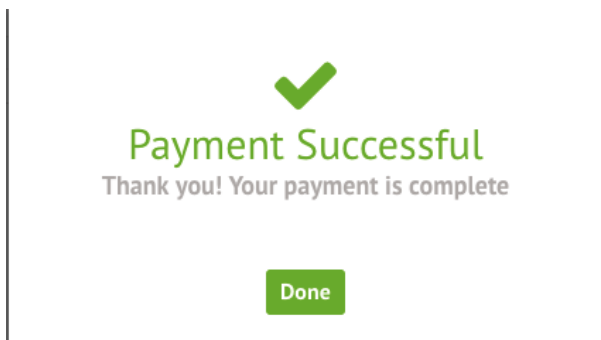
- an SMS code,
- your mobile banking app
- another method

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)*



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.



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.

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### Adam Allen - Invoices

Student **Adam Allen** ▼

Account **ALL** ▼

Term **Autumn Term 2023** ▲

- Autumn Term 2023
- Spring Term 2024
- Summer Term 2024

#### Invoices

19 Sep 2023	<b>Account:</b> Trips <b>Amount:</b> £250.00 <b>Items:</b> Trip for Croatia Trip from 19 Feb 2024 to 22 Feb 2024 <b>Status:</b> Issued
11 Sep 2023	<b>Account:</b> Meals <b>Amount:</b> £2.71 <b>Items:</b> Hot Lunch Opt 2. - Mon, 11 Sep 2023 <b>Status:</b> Issued

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 Card (made by you or another Primary Guardian) to Cash or Cheque (logged by the school).

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### Adam Allen - Top-Ups

Student **Adam Allen** ▼

Account **ALL** ▼

Term **Autumn Term 2023** ▼

#### Top-Ups

19 Sep 2023	<b>Account:</b> Meals <b>£20.00</b>	<i>Card Transaction</i>
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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.

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### Adam Allen - Credit Notes

Student **Adam Allen** ▼

Account **ALL** ▼

Term **Autumn Term 2023** ▼

#### Credit Notes

*No credit notes found*

Was this article helpful?



2 out of 21 found this helpful