

TOP UP ACCOUNTS, MAKING PAYMENTS AND VIEWING PAYMENTS IN THE ARBOR PARENT APP

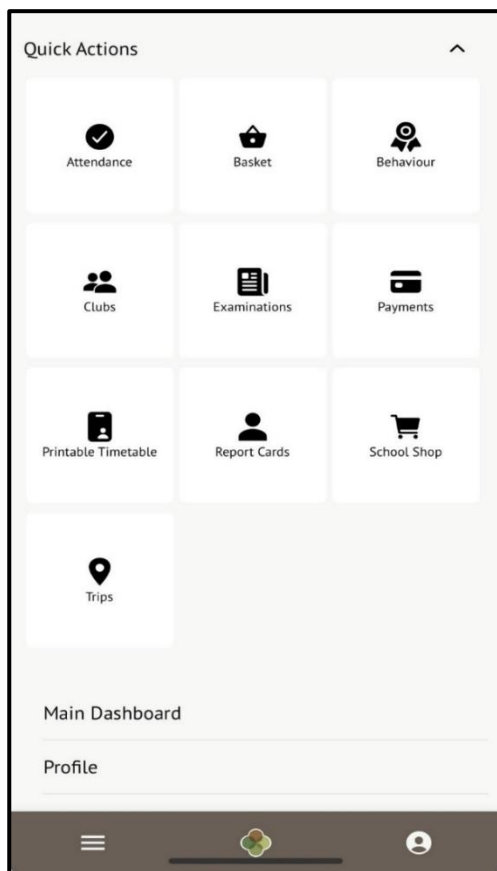
1. Once you have logged into Arbor you will see your child's details.
2. Please select the icon at the bottom of the screen (circled below) to take you to the Quick Action Menu.



Quick Action Menu

Here you can make payments and top up accounts from any of:

- A. Payments
- B. Trips
- C. School Shop



A. PAYMENTS

Select the **Payments** button. On this page you can top-up your child's meals allowance or make donation payments.

Please make sure to select the correct option.

- **Meals** (This is your child's catering account and the balance will decrease after they purchase food/drink from the canteen). Top ups need to be made at least 30 minutes prior to break or lunch time to be visible on your child's balance.
- **Voluntary College Contribution** (This is for any parent who would like to make a voluntary contribution to the college. In the past this has been used for resources and / or experiences which benefit our students.
- **Charity** (The College uses this for fundraising events, only use this when specifically directed to by the College as relevant to a particular event)

When you select the option, you will then need to select the "Top Up Account" button.

Any trips that you have started to pay for but have an amount outstanding will also appear in this Payments section (*e.g. if instalments have been set up for the trip and only some of the instalments have been paid*).

Should you wish to see previous payments made, look at the menu below the **Main dashboard** and select **Invoices**. This will show all the payments that have been made that term. (You can change the Term from the dropdown arrow).

B. Trips

You can register your child for a trip using the Parent Portal or Parent App.

From the main Parent Portal page, click on the **Trips** field within the **Activities** section.

Activities
Zach Allen: Clubs
Zach Allen: Trips

The Trips main page features three sections:

- **Upcoming Trips** which detail any trips the child is currently registered for.
- **Past Trips** are trips which have taken place.
- **Trips Open** are any trips that the child can be registered for but has not been yet

TO REGISTER

- To register a child for a trip, click on the desired trip in the **Trips Open** section.

School Trips	
Molly's Upcoming Trips	
<i>No results found</i>	
Trips Open to Molly	
London Zoo	Trip Date(s): 14 Oct 2020, 14:12 - 15 Oct 2020, 14:12 Signup Window: 01 Sep 2020, 14:12 - 13 Oct 2020, 14:12
Garden adventures	Trip Date(s): 25 Nov 2020, 14:48 - 15:48 Signup Window: 01 Sep 2020, 14:48 - 30 Oct 2020, 14:48
Calendar sales	Trip Date(s): 01 Jan 2021, 08:54 - 09:00 Signup Window: 01 Sep 2020, 08:16 - 30 Oct 2020, 08:16

- On the *Trip Overview* page, you can see details relating to the trip such as date, time and price. Click on **Sign Up** to begin the registration process.

« Back		London Zoo		Attachments	
Registration Information				Sign up Molly for trip	
Registration status	Molly does not have a place on this trip yet. Click 'Sign up for trip' button to register.				
Trip Overview					
Location	London Zoo				
Description	Trip to London Zoo to see pandas!				
Trip dates	14 Oct 2020, 14:12 - 15 Oct 2020, 14:12				
Sign-up window	01 Sep 2020, 14:12 - 13 Oct 2020, 14:12				
Price	£30.00				
Voluntary contribution	Yes				

FREE TRIPS

- An option will appear where you can add consent for the trip by ticking the checkbox and ticking **Add Consent**.
- It will then move the trip into “Upcoming Trips”

PAID TRIPS

- Click on the trip to be taken to the trip overview page.
- Click the **Sign-Up** button.
- **There is no option to consent for a paid trip, as the student's place is confirmed when the payment is made.**

« Back	Zoo trip	Attachments
Registration Information		Sign up Fred for trip
Registration status Fred does not have a place on this trip yet. Click 'Sign up for trip' button to register.		
Trip Overview		
Location	Zoo	
Trip dates	16 Oct 2020, 08:00 - 16:00	
Available places	10	
Sign-up window	05 Oct 2020, 08:00 - 09 Oct 2020, 16:00	
Price	£20.00	
Voluntary contribution	Yes	
Minimum instalment	£5.00	

Depending on the trip you may be able to pay in instalments. If this is the case an option will appear where you can add the amount you want to pay. The payment amount will automatically default to the minimum payment. You can select more than the minimum payment. You can then “Pay Now” or [add the payment to your basket](#) to pay later.

C. School Shop

If you have been asked to pay for a School Shop item (Entry for an in-school event, Art Packs, Design Technology contributions, Books, Stationary, 6th Form Transport etc).

Select the item in the School Shop menu (only items available for your child will show).

Select quantity (this maybe restricted) and ‘Buy Product’. Check the total price before making payment.

Need Help?

If you are having trouble with any of the above or if you are having difficulties making payments please contact the College on financeoffice@heathfieldcc.co.uk