

Introduction to Arbor Parents and Carers



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Getting started - Log into the Parent Portal and the Arbor App

The Parent Portal and Arbor App allows parents and carers to receive communications and update their child's records (for example, a change of address, new medical condition or changes to parents' contact details).

If you have any problems using Arbor, please contact the school office

What is the Parent Portal?

The Parent Portal is our version of Arbor accessible to parents and carers on a laptop or computer.

What is the Arbor App?

The Arbor App is the mobile version of our Parent Portal, for use on mobile devices such as smartphones and tablets.

You can see more about the Arbor App here: <u>https://youtu.be/kFCuC1NyH5U</u>

How do I get started with the Arbor App?

Downloading the Arbor App

Go to the App Store (iPhones) or Play Store (Android) and search for Arbor. Click **Install** or **Get** to install the app and then click **Open** to log-in.

Enabling push notifications

Android:

You can turn Push Notifications on or off at any time by going to your **Settings** on your phone. For example, on a Samsung Galaxy S8, go to **Settings > Apps > Arbor > Notifications**. Tap the slider to turn Push Notifications on and manage your settings.

IOS:

When you download the Arbor App, you will receive a prompt to receive notifications from Arbor. Make sure you select **Allow** to enable your school to send you push notifications. This will ensure you receive a notification when you have a new In-app message.

If you select **Don't Allow**, you can turn Push Notifications back on at any time by going to your **Settings** on your phone. For example, on an iPhone SE, go to **Settings > Arbor > Notifications**. Tap the slider to turn push notifications on and manage your settings. We recommend setting your banner style to Permanent, so it doesn't disappear.

Logging in

Logging in for the first time

You will receive a welcome email with your login details and a link that will take you to the browser version of the Parent Portal where you will be able to set up a password.

You won't be able to do this through the app, as the links in our reset password emails only work with a browser. You can reset your password using a computer, or using a mobile browser on your phone or tablet.

The welcome email will look like this:



Click the link, then click **Forgot your password?**. Add in your email address then click **Reset password**. You'll then receive another email. Click the link in this email to set your password. The second email will look like this:

We've just received a request to change your password on your Arbor account. If you requested this password change, please click the link below to set your password: https://gwyn1.uk.arbor.sc/auth/change-password/id/2008/hash/MTBkNzlwOWMtMDg1MS00N2VjLWI3MzAtNGVmZTUwOGM3Yjc5LjE2MjA4MDkzMDE= Use your email address when you log in next time:

Username: gwyn.mabo@arbor-education.com

If you didn't ask to change your password, you can ignore this email. No changes will be made to your account.

All the best, Team Arbor

Create your password. You will then be logged in when you click **Create password**. Click to accept the terms and conditions.

As a security precaution, you will then be asked to confirm one of your children's dates of birth. Once you click verify, you will now be logged in!

You can then close your browser and switch to using the app.

Logging-in to the Parent Portal

Now your password has been set up, you can log into the Parent Portal by going to <u>login.arbor.sc</u> and inputting your email address and password. Enter your password, then click **Log in**.

If you can't log in, use the **I'm a guardian** link on the right-hand side to view <u>troubleshooting</u> <u>tips</u>.

Logging into the Arbor App

Now your password has been set up, you can log into the Arbor App. Add in your email address. Select the school to log into. Enter your password, then click **Log in**.

If you have more than one child at the school, please select the child you wish to view. Don't worry, you can select another child once you are logged in.

Using Arbor

Your Homepage Dashboard

The dashboard is the first screen that you will see. This gives a quick glance of the student's daily timetable, behaviour points, meals, notices, current attendance and progress. **NB: Not all of these functions are currently in use, so you may not see all of these options.**

You can return to this page at any time by clicking on the school's logo or choosing Dashboard from any menu.

The Loweyville is	tuni of Hagii	Harter Allans 🚃 🧽 Arbor 🤴 Heta
- VUV - 19 have -		
Bart Arline *		Statistics
Sammy Adams	Attendance (2018/2019) 84.0%	Spring Term - Vin Track Progress
	Berhanioust Polinits - this territi O territie Communication	Positive Betweenal Incidents - this term
View Studiek Poetla	Hause Painta - this term	Negative Behavioural Incidenta - this term
You have no primal missiges	0	6
Notices	Charles to card street a	
Normal end service to the end of the service to Service Adaptics (Section 2019) "Section exploration of Processing Service To Section Adaptics (Section Section 1)	Soring Term - Grade Avenings	
We then the constructed to Addresses Time and the Samera Adams - 1126 in contact.	Guardian Consultations	
New two may parameter to Capyroon Remission for a Sammy Adama - tick to retruit.	Farmers Services (29 Jun 1013, 1020 - 10 Jun 2019, 13 000	fagtactuation of a spectral formula the track to a state of the
Current lesson > Nest event >	Overdue Assignments	
100.49 - 190,00 199,00 - 10,000 Heim, 17 Aux 2019 Heim, 17 Aux 2019 Registration Years WG2 Heim, 17 Aux 2019	Other Liver Dec 11 Ha 2009	Les 4
Padate all's Rents Leven	Addition work (Dur 11 hor 2017)	Walky for lighter is allow a

Being a guardian for multiple children - switching students

If you are the Primary Guardian for more than one child in the school, you can access and view each child through the same portal.

On the Parent Portal

On the left-hand side of your homepage, click the arrow next to the current child's name. Select the other child.

When doing this for the first time, you will need to enter your other child's date of birth.

On the Arbor App

Click the profile icon at the bottom right of your screen and click **Switch student**. If this is the first time you are viewing information for this child, you will have to confirm their birth date.

Available data on your child

You will be able to click on different parts of the home page to view more data on your child. Please be aware that we are not currently using all aspects of the Arbor system and so you will not see all of the possible options.

For example, clicking the attendance percentage will bring up the attendance page which breaks down the attendance figures into present, late, or absent.

Once you've clicked on Attendance or another item, you will see a menu appear as in the example below in the left-hand side of the page you are now on:

Megan's page	Recent Attendar	nce for Megan Hill
Main Dashboard	Statistics for Academic	Year 2018/2019
Profile	Possible sessions	404
Catendar	Prosent	398 sessions (98.51%)
Attendance	Late	12 sessions (5.02%)
Summary	Authorised absent	6 sessions (1.49%)
By Date	Unauthorised absent	0 sessions (0.00%)
Progress	Recent Attendance (12	Jun 2019 - 19 Jun 2019)
 Activities 	Present	9 sessions (100.00%)
Behaviour	Late	0 sessions (0.00%)
 Curriculum Tracking 	Authorised absent	0 pessions (0.00%)
Examinations	Unauthorised absent	D sessions (0.00%)
Report Conds		
Accounts		
Guardian Consultations		

Student Profile

Access your child's profile by clicking the View Student Profile button on your homepage.

This allows you to see basic information about your child, and highlights any unread notices or actions needing to be completed. You will be able to amend details such as your contact details, medical information, consents, and so on.

Megan's page	Megan	Hill 9			Instructions	
1 Martin Providence	feel term	30	NE Mart	Year 10	This page lets you add and edit inter	mation and
D-Air	House House	Acid	nets Thirtie	Rosie Hall	information that can be added in ma	riked by an arrow at
Celevite Attenzione	Notices				the right hand side of the line that the Simply click anywhere in the line and will slide out.	ne information is on d an editing pane
Property	Megan Hill door rot have a roll	grow seconder - slick to correct		*		
	You have not concerned to Pho	lograph Studiets for Megan Hill - cl	cs to convect	×.	Add Information	i ang
Behaviour	You have not consented to Spec	offic photo commit for Megan Hill -	citch to carrent	E.		
Cantculum Tacking	Student Details					
Examinations	Name	Mejan Hill		10 A		
Report Cards	Gender	Ferrain		E.		
Accounts	Date of birth	10 May 2004				
Guardian Cercultations	Sthicky	Pakistani		E		
	Religion	Not reconded - click to add				
	Language	English (Native speaker)		ЪČ.		
	Service child e	, Met				

Seeing and updating my child's information on the Parent Portal or Arbor App

The **Student Profile** on the Parent Portal gives you an overview of the student's personal details. To get to the student profile select the green **View Student Profile** button.



Notices and Consents

This section contains a list of missing information (including consents) on the student's profile.

On the Parent Portal

You can also see these on your Homepage, under the **View Student Profile** button.

To update this information, click on a notice. A slide over will appear where you can add the required information.

Once you've filled in all the information, the notices will disappear - you can edit the information by clicking into the data further down your child's profile.

For consents, you need to either **Give** or **Decline** consent.

You'll need to contact the school office if you need to change whether you've consented or not. This is not possible to change through the Parent Portal, but you can see your consents at the bottom of the page.

You have no unread messages	
Notices	
You have not consented to Photograph Student for Rebecca Allen - click to correct	•
Review Consent	

View Student Profile

Student	Rebecco Allen	
Consent type	Photograph Student	
Note G	1	0
Decline Consent	Cancel	re Consent

On the Arbor App

To update this information, click on a notice.

Add the information, then click **Confirm**.

Once you've filled in all the information, the notices will disappear - you can edit the information by clicking into the data further down your child's profile.

	>
et Consent	
Consent	
Photograph Student	
Note	
Photos for internal purpose	s only
	_
Decline Consent	
And the Address of th	

For consents, you need to either Give or Decline consent.

If you choose to decline the consent, you will be asked to confirm your choice.

You'll need to contact your school if you need to change whether you've consented or not. This is not possible to change through the Abor App, but you can see your consents at the bottom of the page. Click for more information.

When you have provided all the information required, the page will display that there are no more notices.

Contact Details

Student contact details

As a primary guardian, you can see and amend the child's contact details. You can only see postal addresses that you also live at with the child.

New contact details can be added by clicking +Add.

Student Contact Detail	S	🔾 Add
Personal email	rebecca.allen@arbor-mail.com	Þ
Mobile number	07700 900745	>
Home number	020 8467 3814	⊳
Home address Ø	Lives with Pamela Allen. Hidden - hover over the question mark for details.	12 May 2021 - ongoing
Home address	29 Melrose Gardens London W6 7RN Rebecca Allen lives here This is a correspondence address	Ongoing >



Notices	
Mason Bell does not have a transportation method recorded	20
You have not consented to Internet Access for Mason Bell	Ę
You have not consented to Photograph Student for Mason Bell	8

You can edit or delete any contact details where there is an arrow symbol. Just click the field, click the **Edit** button, then edit or delete.

Student Contact Details	Edit Student Telephone Number
Personal annual control and generation of the second secon	Please note - this is the telephone number for Rebecca Alien, not a guardian/emergency contact.
Herme southers 620 8467 383.4 Herme address 6 Crives with Parasita Alters Herme address 9 Helicone Cardens Landon We 70%	Number type* Mabile O * Number* +447700900745 Extension
Referce Allen Uves here This is a parespondence address Exemples Guandianse & Constants	Delete Cancel Save Changes

Yours and other guardian's contact details

The **Family, Guardians & Contacts** section displays all guardians linked to the student's profile. You can only see and update your own details.

You can add new contacts by following these instructions: <u>How to add new guardians and</u> <u>contacts for your child</u>

If you need to update another guardian's details, they will need to log in and update if they are a primary guardian, or you can contact your school to make any changes for you.

Family, Guardians & Contacts	O Add
Jonathan Allen Ø Father 07700 900572 (Mobile) 020 8467 3814 (Home) jonathan.allen@arbor-mail.com (Personal) 29 Melrose Gardens, London, London, W6 7RN Access Options Primary guardian Can collect Emergency contact	4
Megan Allen	You cannot see this guardian's details for security reasons

On the Arbor App

On the **Student Profile** page, scroll down to the **Family, Guardians & Contacts** section. It will show only the names of your child's other family members, and your information.

- To add a new contact click Add Family member, guardian or contact.
- To amend your information, click your name.

On your profile, click the **Quick Actions** button to add key information quickly.

You can also add or amend information anywhere where you see an arrow icon on the right-hand side. Click the information to amend it.

Family	Guard	ians & Cont	acts	
 Add 	Family n	vernber, guard	an or conta	ct
Christia	in Davies			
Stepha	nle Davie	5		
Mother	(natural	or adoptive)		
07700	900578 (Mobile)		
020 88	15 9677	(Home)		
mail co	m (Perso)	nat)		
1 Hebro	on Road,	Landon, Land	00.	2
W6 OPC	2	5.5.4900 (Arresto)	6071	
Access	Options			
Primary	guardiar	n		
Can col	lect	324		
	10 CT C C C C C C C C C C C C C C C C C C	act		

	×
dit email address	
Émail address owner Stephanie Davies	
Type	
Tap to pick	
Email address	
stephanie.davies@arbor-mail.	com
Beliefe	
Contras	

For example, when amending an email address, you will see this page. Please be aware that if you amend your default email address, you will have to log in using the new email address.

Other information you can view and amend

On the Parent Portal

The **Student Details** section contains the student's personal information. Any information with the **>** symbol to the right of it can be amended.

Click on the student details you would like to amend, a slide over will then appear for you to update the information, once updated select **Save Changes**.

Student Details	Edit Language Ability	
Name Referra Aller	Language English	
Gander Female	Margareter Charles	
Date of birth 27 May 2016	Prohoency Fluent	
Estimicity White-British	Options 🖾 Is Native Language	
Religion Nutreconted - stick to add	🖾 Speaks language	
Language Emploit (Matiye speaker)	🖾 Understands language	
Service shile (), 50	🔛 Linguage is spoken at home	
	Notes	
Student Contact Details		
Personal email antima state (Dames and mes-	Cancel Save Changes	

The **Meal Preferences & Dietary Requirements** section shows any dietary requirements the student has and displays the current meal preferences.

To add another dietary requirement, click **+Add** and update the slide over.



The **Medical** section will load all of the medical details linked to the child's profile. This includes the child's Doctor, Medical Conditions, Immunisations etc depending on what you have added.

To update any of the sections, click on one of them. Amend the details on the slide over and click on **Save Changes**.

Medical		O Add
Doctor	Not recorded - class here to add	÷
New medical condition	Penicillin Allergy	Pending >
Allergies	None recorded- click here to add	
Immunisations	None recorded - click here to add	
New hearing test	05 May 2021	Pending >>
Hearing tested	Not recorded - click here to add	•
New vision test	New Vision Test	Pending >>
Vision tested	Not recorded - click here to add	÷
Handedness	Not recorded - click here to add	

On the Arbor App

 vodatone 	UK 🌩 11:49 Evie Davies	@ 0 74% 🗰)
	Add Information	1 A
Add Allerg	IV	
Add Anoth	ier Spoken Langua;	*
Add Guard	liar/Contact	
Add Immu	nization	
Add Mode	Of Travel	
Add Media	al Condition	
1		е

You can quickly add information by clicking the **Add Information** button and selecting the information you would like to add.

Once you have added the information, click the green button at the bottom.

Rash	
freatment	
Antihistamines	

Stephanie Davie	•	You can also add or amend information a	nywhere where you see
Student Details		an arrow icon on the right-hand side. C	lick the information to
Name Evie Davies	3	amend it.	
Gender Female			Changes made from the parent portal will be reviewed by school staff before being applied to the student profile.
Date of birth 12 Apr 2004			Change Update Religion
If you click on an i	tem that	is waiting for confirmation by your school	Requested Mother (natural or adoptive) 17 May 2019, 10:27, by Stephanie Davies
the change reque	st.	ct, you can see the mormation, of cancel	Changes

In-app messages in the Parent Portal and Arbor App

You can see any in-app messages sent to you in the messages section of the Parent Portal or Arbor App. If you've enabled Push Notifications for the App, you'll get a push notification whenever you have a new in-app message, whether you are logged in or not.

How can I read my in-app messages?

Through the Parent Portal

You can see if you have any unread messages in the top-right of your Arbor Homepage. Click this button to view all In-app messages received.

You can also get to the list of messages by going to the drop-down menu at the top of your screen and selecting *My Items > School Messages*.

	Quick Actions 🔻	
	Kimberly Wood $ {\mathbb Q} $	
	Form	64X
~	View Student Profile	
You hav	re 9 unread messages. Click he	re to view.

Religion Old Value: New Value: Buddhist Changed

You can see all messages received and all messages you have sent to school. All new messages are marked as 'NEW' and are written in bold. Read messages will be written in normal text.

Click the message to view it.

Through the Arbor App

When using the App, you'll receive a Push Notification (if you have enabled this feature).

Tap the notification and log into the app to be able to view the message.

In the App, you'll see a notification at the bottom right of your screen. Click this notification, then click *Messages* to see your messages.



All new messages are marked as 'NEW' and are written in bold. Read messages will be written in normal text. Click the message to view it.

Payment accounts and topping up the meal account on the Parent Portal or Arbor App

You can manage accounts for any area of Arbor the 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 the sections below 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.

On the Parent Portal

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

Quice Actions *	Statistics	
Chice Adams V	Attendence (2018/2019) 91.5% Behaviour Points - this term 0 Internet form	
View Studiest Profile	Guardian Consultations No particulations Union Alarm	
Guardians of Chipe Adams Huley Adams a Outlette Adam	Overdue Assignments surpreset (Dae 24 Opt 2018)	Decided
Notices Olars Advert data and have a transportation method in canadial - data to correct Olars Adverts data set have a religion recorded - data is a correct	Accounts Dise Adam: Math Dise Adam: Statis Te malem: Dise Adam: Tendine Dat	Belance ANL IR + Relative (2.14) + Relative (2.10) +
Chier Alexes's large represent tay put large set. Place danses the school to arrange data. Chier Alexes date and two size setting on hearing in tests - clini to early t	Activities Dior Alem: Calo: Dior Alem: Tigs	•

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: £10.00Meals Balance: -£10.00

Clicking on a Payment will load a slide over with details of the lunches taken that day.

View	Week!	beginning	OI Jan	2019:	0.03	¥
		CALCULATION CONTRACTOR				

Week beginning 01 Ja	2019: £0.00	
Tanaday	£0.00	+
Wednesday	69.00	
Thursday	60.00	+

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

Meals Balance: -£0.40

		Term	Summer Term	~
Summer Term 1	fotal Payments: £146.20		Top o	p account
		View	All Sections	*
Week beginning 19 A	ug 2019: £4.40			
Monday	62.20			
Tuesday	E0.00			
Wodroesslay	62.20			2
Week beginning 12 A	ug 2019: £11.00			
Monday	E2.20			÷.
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 C	ard		
Top-Up Details	nt Molly Allen (Meals)		In the pop-up, add in your click Pav .	card details then
Bill payo	r* Carly McKelvey	0 .	Make Payment	o
Payment amoun	e 10	\$	Card number	1214 1254 1214 1214
Narrati	10 O		Expiration date	HM/XY
	Cancel M Add to I	basket Pay now	Name on card Security code (CVV/CVC)	eve
				Cancel Pay 510.00

You may have to then authenticate your identity for the payment to go through. If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports.

Once your identity has been confirmed, 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.

Meals Balance: £9.60

Payment Successful Thank you! Your payment is complete

Term	Summer Term	~
	Top u	p account

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.

		View	Week beginning 01 Jan 2019: £0.0	*
Week beginning 01 Ja	n 2019: £0.00			
Tuesday	£0.00			•
Wednesday	£0.00			►
Thursday	£0.00			Þ

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.

Term	Autumn Term 2017	~
	Autumn Term 2017	
	Spring Term 2018	
	Summer Term 2018	

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

The **Top-ups** page on the parent portal will load the current terms top-ups made for that particular student.

Spring Term	~
Autumn Term	

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

		Ten	m	Spring Term 2019	~
				Тор	up account
lopups					
	02 Jan 2019	£12.00		Ga	id Transaction
	20 Dec 2018	£500.00 Bulk cancel			Cash
	14 Dec 2018	£15.60 Lunch money		Ca	nt Transaction
	14 Dec 2018	£20:00 Lunch money		Gr	nt Transaction
	10 Dec 2018	£20.00 Mum has paid in school with Sharon			Cash
	10 Dec 2018	E1.00		Ca	id Provisoritian
	06 Dec 2018	E10.00 Lunch money		Ca	ut Transaction

Credit notes

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.

Meals Balance: £8.00

		Term	Autumn Term 2020/2021	~
Credit Notes				
17 Nov 2020	Amount: £8.00 Items: Narrative: Discount - youcher			

On the Arbor App

On the main Arbor page, you can see your children's accounts. The accounts you can view and top up 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 more	
nia Adams : Meals Ilance: £4.00	2	Meals Balance: £4.00
nia Adams : Morning Breakfast ub Jance: £10.00	Click the green button to top up t	the Term
		Summer Term
Input the amount to	top up, then click to pay.	Top Up Account
Payment amount		
£ 10,00		
Narrative		
Dinner money		
Annual		
Cancel		
Cancel Pay Now		
Pay Kow		Make Payment o
Rext, you'll be able to	o input your card details. Please note	Make Payment o
Ray New Next, you'll be able to that you must use a Y	o input your card details. Please note Visa or Mastercard.	Card number 4000 0027 6000 3184
Ray Mow Pay Mow Next, you'll be able to that you must use a Y	o input your card details. Please note Visa or Mastercard.	Card number 4000 0027 6000 3184 Expiration date
Cancel Pay Now: Next, you'll be able to that you must use a Y	o input your card details. Please note Visa or Mastercard.	Card number 4000 0027 6000 3184 Expiration date 08 / 23
Rawel Pay New Next, you'll be able to that you must use a v You may have to ther	o input your card details. Please note Visa or Mastercard.	Card number 4000 0027 6000 3184 Expiration date 08 / 23 Name on card
Connect Pay New Next, you'll be able to that you must use a Y You may have to ther payment to go throug	o input your card details. Please note Visa or Mastercard. In authenticate your identity for the gh. If authentication is needed for the	Make Payment O Card number 4000 0027 6000 3184 4000 0027 6000 3184 Expiration date 08 / 23 Name on card Miss G Mayo Image: Compare the second sec
You may have to ther payment to go throug payment, you will be	o input your card details. Please note Visa or Mastercard. In authenticate your identity for the gh. If authentication is needed for the prompted to authenticate the	Card number 4000 0027 6000 3184 Expiration date 08 / 23 Name on card Miss G Mayo Security code (CVV/CVC)
Concert Pay Now Next, you'll be able to that you must use a v You may have to ther payment to go throug payment, you will be payment using the m	o input your card details. Please note Visa or Mastercard. In authenticate your identity for the gh. If authentication is needed for the prompted to authenticate the hethod of authentication your bank	Make Payment O Card number 0 4000 0027 6000 3184 0 Expiration date 0 08 / 25 0 Name on card 0 Miss G Mayo 0 Security code (CVV/CVC) 111
You may have to ther payment to go throug payment using the m supports.	o input your card details. Please note Visa or Mastercard . In authenticate your identity for the gh. If authentication is needed for the prompted to authenticate the lethod of authentication your bank	Aard number A000 0027 6000 3184 Expiration date 08 / 23 Name on card Miss G Mayo Security code (CVV/CVC) 111

Registering a child for a club using the Parent Portal or Arbor App is a simple process. Please note that once you have signed up, you will need to contact the school office if you would like to cancel participation or would like a refund.

On the Parent Portal

From the main Parent Portal page, scroll down to the Activities section and click on the field with your child's name and Clubs in.

The **All Clubs** page will list any clubs your child is currently a member of and any clubs that are currently open for them to join. At the bottom of the page, you'll also see any past clubs from previous years that your

and the second se		Balain:	
0	84.2%	0	
	0	0	ania
	0	0	1000
	Sarke Gradates		
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child was registered for in case you need to finish paying for them.

Click on the club to open up that club's information page.

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Free Clubs:

The club information page will display membership and timetable information. Any existing membership into the club for the pupil will be displayed. To sign your child up for the club simply click on **Register For This Club** in the top right-hand corner of the page.

From the slide over menu that will appear, choose the membership period that you would like to sign the child up for - this may be a set date range, a term or the whole academic year. Finally, choose which sessions to sign your child up for and confirm registration. If we have requested that parents must confirm their consent for the child to attend the club, a box will pop up for consent to be confirmed. Simply click yes or no as appropriate.

You will then be returned to the club's information page, where the new membership(s) will now be displayed.

Paid-for Clubs

The process for registering for clubs that charge a membership fee is very similar to the process for free clubs. The club information page will display membership and timetable information. Any existing membership into the club for the pupil will be displayed.

To sign your child up for the club simply click on **Register For This Club** in the top right-hand corner of the page.

From the slide over menu that will appear, choose the membership period that you would like to sign the child up for - this may be a set date range, a term or the whole academic year. Next,

choose which sessions to sign your child up for.

Finally, confirm your choices and click to pay. You can also select to add the payment to your basket to pay later.

If you click **Cancel** here, the child will be <u>signed up provisionally</u>, but you will need to pay to have them registered for the club.

You may have to then authenticate your identity for the payment to go through. If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports.

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. If we have requested that parents must confirm their consent for the child to attend the club, a box will pop up for consent to be confirmed. Simply click yes or no as appropriate.

You will then be returned to the club's information page, where the new membership(s) will now be displayed.

On the Arbor App

To sign up for a club, click the menu icon at the bottom left of your screen. *Select Clubs*.

You can then see a list of any clubs your child is currently a member of and any clubs that are currently open for them to join. At the bottom of the page, you'll also see any past clubs from previous years that your child was registered for in case you need to finish paying for them.

Click on the club to open up that club's information page.

Click a club to access the *Club Overview*. Click **Register For This Club** to sign up.

Next, select the period you would like to sign up for. This is dependent on what your school has set up, and may include a termly, weekly or daily package. Then click **Next**.

Select the period you would like to sign up for, then click **Next**. On the next page, if no payment is required, you can simply sign up. If no payment is required but you are allowed to give a contribution, you can select this option. If it is a club you have to pay for, you can input your card details to pay for the club.



Signing my child up for a Trip on the Parent Portal or Arbor App

Registering a child for a trip using the Parent Portal or Arbor App is a simple process.

Please note that once you have signed up, you will need to contact your school if you would like to cancel participation or would like a refund.

On the Parent Portal

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

The Trips main page features three sections -**Upcoming Trips** are any trips the child is currently registered for, **Past Trips** are trips which have taken place and **Trips Open** are any trips that the child can currently be registered for.



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

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 Informati	on	Sign up Holly for sig
Registration status	Mully news net have a place on this trip per .Click Sign up his high better, to regular	
Trip Overview		
Laustier	Lorden Zoe	
Description	Trip to Lordon Zincho see pardant	
Trip dates	14 Oct 2020, 14:12 - 15 Oct 2020, 14:12	
Serve window	04 les 2020-14 (2-13 Cer 2020-14 LF	
Pyine	£10.00	
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Free trips

School Trips

* Back		Register N	Molly for Trip	
Trip Price				
	Trip price	Free		
Previous I	Payments fo	r This Trip		
	Already paid	£0.00		
Add Cons	ent			
	Consent*			
			100000	Contraction of the

A slide over menu will appear where you can add consent (if your school requires this) for the trip by ticking the checkbox and ticking **Add Consent**.

Once consents have been confirmed, you will be taken back to the *Trip Overview* page. You will now see that the **Status** field will have been updated to confirmed (assuming consent was not refused).

When returning to the *All Trips* page, the trip will now be displayed in **Upcoming Trips**, rather than the **Open Trips** section.

Paid Trips

With trips that require a payment, the process is slightly different. When registering the student for a paid trip, click the trip to be taken to the trip overview page. Click the **Sign Up** button.

A slide over will appear where you can add the amount you will pay if you can pay by instalments. The payment amount will automatically default to the minimum payment.

You can only select more than the maximum payment or less than the minimum if your school has chosen to allow voluntary or variable contributions.

You can then pay now or <u>add the payment to your basket</u> to pay later. You can only sign up without paying if the trip allows for voluntary or variable contribution and does not accept instalments.

Once you click **Pay**, Add in your card details, then click **Pay**.

You may have to then authenticate your identity for the payment to go through. If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports.

Make Payment	•
Card number	1234 1234 1234 1234
Expiration date	MM/YY
Name on card	
Security code (CVV/CVC)	CVC
	Cancel Pay £30.00

Once your identity is confirmed, the payment will be completed and your card will be charged. You'll see confirmation that the transaction has been successful.

If you've paid the full price of the trip or if variable contributions are enabled for the trip, the status of the trip will then change to confirmed, and the trip will appear on the *All Trips* page in the **Upcoming Trips**, rather than the **Open Trips** section.

If you have more left to pay, the amount you have left to pay is displayed at the top of the page and you can make another payment if your school allows this.

On the Arbor App



To sign up for a trip, click the menu icon at the bottom left of your screen. Select *Trips*.

You will then be able to see all of your child's upcoming trips, and trips they are eligible for.

School Trips	
Trips Open to Sonia	
Museum Trip	
Trip Date(s):	
27 May 2019, 08:00 - 14:00	
Signup Window:	
20 May 2019, 08:00 -	
24 May 2019, 16:00	

Select the trip to reach the **Trip Overview**. Click the green button to sign up for the trip and pay if required.

On the next page, if no payment is required, you can simply sign up.

If no payment is required but you are allowed to give a contribution, you can select this option. If it is a trip you have to pay for, you can input your card details to pay.

Using the Basket to make payments on Parent Portal

Using the Basket feature, you can add payments to your basket to allow you to pay for clubs, trips, meal or other account top-ups for multiple children all in one household in one payment!

Please note that this feature is not currently available on the Arbor App. To use the basket feature, you'll need to be logged into the Parent Portal on a computer. You can continue to make payments individually on the Arbor App.

Adding a payment to the basket

Once you've logged in, just add a payment for a <u>Club</u>, <u>Trip</u> or top-up account such as <u>Meals</u>.

Alongside the button to **Pay now**, you'll also see the option to **Add to basket**.

You'll get a notification to let you know the payment has been added. Click the link to proceed to checkout or click X to continue and pay later. The notification will disappear on its own after about 30 seconds.

e Bark	Register Alexa for Club
Club Overview	
Barrs:	Breakfort Cale
Georgeinn	Breatfast Outs
Selected membership option	Dolty \$2.50 pm system
Martin of assistant.	4
Review Membership C	Dates
Passes review the membership picase tick them and use the D	s boose. If there are any reenderships you do not wart, elete Hernberships batter below to detere them.
Selast membership period(s)	Dis New 2011 accurs
you wish to remove	14 Nov 2013 (12:00)
	Delete selected membership date
Make Payment	
Payment amount	6400
	Sector Description of the sector

Remember, payments aren't made and clubs and trips aren't booked until you pay for the items in your basket!

Seeing and paying for your basket

You can go to *My Items > My Payments* from the top menu to access your basket. In your basket, you can see all the payments you have yet to pay and empty your basket if needed.

15	ly Dasket. 144.		
	ayments and Top-Up	s in Basket	
	Club payment	Account: Alexa Hall (Clubs) Club: Ilreak/ast Club Payment amount: \$4.00	Click for details or to make a change a
	Account top-up	Account: Alexa Hall (Mests) Payment amount: £20.00	Click for details or to make a charge *
	Account top-up	Account: Hollie Hall (Meels) Payment amount: £20.00	Click for itetails or to make a change #
	mpty basket		Cancel Pay for all items in basket

If you click a payment you can edit the amount if it's a top-up or a payment that accepts variable contributions and **Save changes**. You can also remove the payment from your basket.

If you try to edit the payment amount below the minimum threshold you won't be able to continue.

Payment Amount			
Payment amount*	£ 0.00	0	+
	The minimum value for this field is £2.		

If it's no longer possible to pay for something, you'll see a banner on this page and red text explaining the issue. This could be because the school has already logged a payment or has removed the payment options. If the maximum number of participants has been reached or if the signup window has closed, you will need to contact the school office for more details in this instance.

You'll need to click the button to remove all the payments that you can't pay for before you'll be able to pay for everything in your basket.

My Basket: £233.00

"Remove all items for	m the basilet that I cannot pay for button to remove all of them at once, or eall details if them is an option to d	a ke Annover all, Orena Tram the Desket that I cannot pay be
ayments and Top-Up	s in Basket	
Account top-up	Your school does not accept payments for School Uniform anymere, Please contact your school for details. Account: Joshua Adams (School Uniform) Payment amount: £15.00	Click for details or to make a charge #
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To pay, click the green **Pay for all items in basket** button and add your card details - Arbor accepts Visa or Mastercard only. You may also be asked to <u>provide authentication</u>.

My Basket: £6.00			
Payments and Top-Ups in	Basket		
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Pag	Make Payment	•	
Empty hashed	Card number	1214 1254 1254 1214	General Poly for all Items Industries
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	Name on card		
	Security code (CVV/CVC)	040	
		Cancel Pay £6.00	
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Signing my child up for an After-School Club on the Parent Portal or Arbor App

Registering a child for a wraparound care club using the Parent Portal or Arbor App is a simple process.

Please note that once you have signed up, you will need to contact the Space Cadets or the school office if you would like to cancel participation or would like a refund.

On the Parent Portal

From the main Parent Portal page, scroll down to the **Activities** section and click on the field with the child's name and **Clubs** in.

The *All Clubs* page will list any clubs the child is currently a member of and any clubs that are currently open for them to join. Click on the appropriate club from the *Clubs open to (Child's Name)* list to open up that club's information page.

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The club information page will display membership and timetable information. Any existing membership into the club for the pupil will be displayed. To sign your child up for the club simply click on **Register For This Club** in the top right-hand corner of the page.

In the slide over, choose the membership period required - this		« Back	Register Aaron for Clu	ub	
may be a c	may be a day, a term or the whole academic year, depending on what		Club Overview		
academic			Name	Example breakfast club	
the school has set up.		Club price per session	ce per session Monday: £0.00 for 07:00-09:00 session interval Monday: £0.00 for 08:00-09:00 session interval		
			Choose Membership		
+ Back	Register Aaron for Club		Choose membership option*	Daily breakfast club	•
Club Overview					
Harry	Example breakfast club				Cancel Next »
Selected membership option	Daily breakfast club (Sign-up cut off: 24 hours before session starts)				
Oub price per version	Monday: £0.00 for 07.00.09.00 session interval Monday: £0.00 for 08.00-09.00 session interval		Choose which member	rship periods to sign u	p to.
Select Membership P	eriods				
Day	Mon, 05 Jan 2022 © Tue, 04 Jan 2022 © Wed, 05 Jan 2022 ©				

Cancel Next

Finally, confirm registration.

You will then be returned to the club's information page, where the new membership(s) will now be displayed.

" Back	Register Julia for Club	
Membership informati	on	
Some of the memberships yo maximum number of particip are presented bellow.	u have selected were unavaitable due to cut-off time, ants or price not being defined. Available memberships	
Club Overview		
Name	Example breakfast club	
Selected membership option	Daily breakfast club (Sign-up cut-off: 24 hours before session starts)	
Club price per session	Monday: £4.20 for 07:00-09:00 session interval Monday: £2.10 for 08:00-09:00 session interval Wednesday: £4.00 for 07:00-09:00 session interval Wednesday: £2.00 for 08:00-09:00 session interval Wednesday: £4.00 for 09:00-10:00 session interval	
Review Sign-Up Detai	ls	
Number of sessions	2	
and the second sec	Monday: 07:00-09:00 session interval	
Session interval	Wednesday: 08:00-09:00 session Interval	

You will need to have sufficient funds in your account before signing up. Click the **Top Up Account** button.

		ок
	* Back	Example breakfast club (2021/2022)
	Registration Informat	ion
	Registration status	Comparisation, Aeron Is registered for Example lowalfact due (2021/2022)/ Check the metalla below. Contact the school's office if you have any questions or requests.
	Total number of remainers Aacon is registered for	1
	Total number of sessions Aaron attended	8
	Current wraparoand care that bulance	47.20
	Tatal spent	E0.00
	Aaron Memberships	
	Duy	Datan: 03 Jun 1022 Skudent will Rave mest? No Tatal sessions:

On the Parent Portal, you can choose to pay or add the amount to your basket to pay later.

On the Arbor App

To sign up for a club, click the menu icon at the bottom left of your screen. *Select Clubs*.

You can then see a list of any clubs your child is attending, and any clubs open to your child.



Quick Actions		^
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Q Trips	All Diates	Report Canta
Payments		Distantiantians.
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Profile		
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Click a club to access the *Club Overview*. Click **Register For This Club** to sign up.

Club membership dates:

05 Jan 2022, 10 Jan 2022

Example breakfast club (2021/2022) Timetable: Mondays: 07:00 - 09:00 (05 Jan 2022 - 51 Aug 2022, term-time only) Turestars: 07:00 - 09:00

Clubs

Julia Can be Registered For These

Choose the membership period required - this may be a day, a term or the whole academic year, depending on what your school has set up.

 Finally, confirm registration.

 Image: Session interval wednesday: £4.00 for 09:00-10:00 session interval wednesday: £4.00 for 09:00-10:00 session interval wednesday: £4.00 for 09:00-10:00 session interval sessions

 Review Sign-Up Details

 Number of sessions

 2

 Session interval

 Monday: 07:00-09:00 session interval

 Tetal price

 E8:40

 Es:40

Back	Select One	
Tap to pick		
Termly brea	kfast club booking	
Daily break	fast club	1
Weekly exa	mple	
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School Clubs (2021/2022)	
Julia is Registe	red For These Clubs	
Example breakfa (2021/2022) Number of sessio	st club	

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You will need to have sufficient funds in your account before signing up. Click the **Top Up Account** button.

On the App, it will look like this:

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Julia Chapman (B	lreakfast Clu	b)
Bill payer		
Elliott Chapman	6	~
Payment amoun	•	
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Narrative		
	Pay New	

More Information and Help

You can find out more about Arbor, get help and tips here: Arbor Help

Or, please speak to a member of staff in the school office who will be able to help you.