

Accessing the Parent Portal – using and reviewing payments section

Balances on the Parent Portal homepage

The screenshot shows the Parent Portal homepage for a student named Abbie Adams. The interface includes a sidebar with navigation icons for Home, Notifications, My Calendar, Help Centre, and Sign out. The main content area features a 'Quick Actions' bar, a student profile card, and several informational panels. The 'Payments' panel, highlighted with a red box, displays 'Total outstanding £0.00' and a message: 'Nicely done! Click to review any accounts running low'. Other panels include 'Attendance (2025/2026)' at 90.0%, 'Behaviour F' with a score of 0, 'Summer Term - Grade Average' of 6, 'Negative Behavioural Incidents - this term' at 0, 'Guardian Consultations' (none), 'Accounts' (Meals), and 'Activities' (Clubs).

See the **total outstanding funds** across every child's account in a single figure in the payments panel on the home page.

This close-up shows the 'Payments' panel with a light blue background. It displays 'Total outstanding - all students' as **-£718.71**. Below this, it says 'Click to review accounts for all students and add a payment'.

If there are no outstanding funds for any of your children, **the outstanding balance is £0, even if all accounts are in credit**. This panel will not show a positive balance.

This close-up shows the 'Payments' panel with a light grey background. It displays 'Total outstanding' as **£0.00**. Below this, it says 'Nicely done! Click to review any accounts running low'.

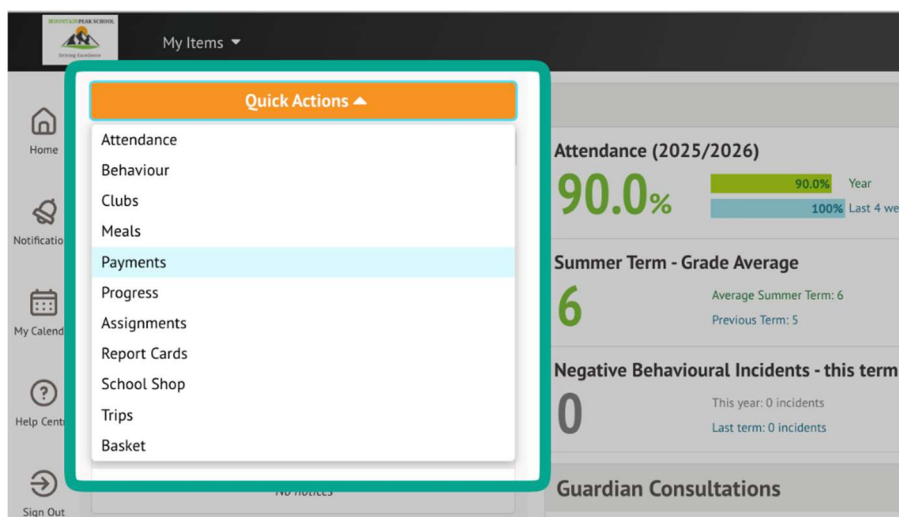
The Active Payments screen

Clicking on the balance

Click on the balance on the homepage to review how this is spread across accounts and payment items on the **Active Payments** screen (**Payments > Active Payments**).

Use the dropdown in the top right corner to focus the list on a specific child.

The Payments Quick Action button



Select **Payments** from your **Quick Actions** to go to the **Active Payments** screen (**Payments > Active Payments**) for a specific child. Use the dropdown to switch between views.

« Back		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: £8.00	Click for details and to make a payment ▶	
Croatia Trip	Trip date: 19 Feb 2024, 08:42 - 22 Feb 2024, 08:43 Account: Adam Allen Amount outstanding: £200.00	Click for details and to make a payment ▶	
Meals	Account: Adam Allen Account balance: -£502.71	Click to top up account ▶	
Donations	Account: Adam Allen Account balance: £0.00	Click to top up account ▶	
Uniforms	Account: Adam Allen Account balance: £0.00	Click to top up account ▶	

Meals on the Active Payments screen

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

Week beginning 12 Jan 2026: £12.00		« Back	Payments - 12 Jan 2026
		Payments	
		Main Meal OPT1 - £2.50 Mon, 12 Jan 2026	

Monday	£2.50
Tuesday	£2.00
Wednesday	£2.50
Thursday	£2.50
Friday	£2.50

You can select a specific Term using the **Term** drop-down menu at the top-right of the page. And use the **View** dropdown to hone in on a single school week.

Summer 26 Total Payments: £0.00

Term Summer 26 2026

top up account

View All Sections

- Week beginning 01 Jun 2026: £0.00
- Week beginning 04 May 2026: £0.00
- Week beginning 08 Jun 2026: £0.00
- Week beginning 11 May 2026: £0.00
- Week beginning 13 Apr 2026: £0.00
- Week beginning 15 Jun 2026: £0.00
- Week beginning 18 May 2026: £0.00
- Week beginning 20 Apr 2026: £0.00
- Week beginning 22 Jun 2026: £0.00
- Week beginning 25 May 2026: £0.00
- Week beginning 27 Apr 2026: £0.00
- Week beginning 29 Jun 2026: £0.00

Week beginning 29 Jun 2026: £0.00

Monday	£0.00
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Week beginning 22 Jun 2026: £0.00

Monday	£0.00
Tuesday	£0.00
Wednesday	£0.00
Thursday	£0.00
Friday	£0.00

Topping up an account

To add funds to a top-up account (like meals or wraparound care), follow these steps.

- Go to the [Active Payments page](#) (**Quick Actions > Payments**)
- **Make sure to check that you have selected the right child.** Adjust the **Student** dropdown if not.
- Click on the account you want to top up (e.g. Meals).

Autumn Term Total Payments: £2.71

Term Autumn Term 2023

Top up account

View All Sections

Week beginning 18 Sep 2023: £0.00

Monday	£0.00	▶
Tuesday	£0.00	▶

Week beginning 11 Sep 2023: £2.71

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

- Click the green **Top up account** button in the top-right corner
- Complete the following details on the slide-over:
 - Select the **Bill payer**
 - Set a **Payment amount** (minimum £2)
 - Leave an optional **Narrative** note to label the payment

« Back

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

- Click **Pay now** to move on to the checkout page or click **Add to Basket** [to pay later](#).

Top Tip: Can't click the button? Follow this article: [I can't click the button to pay?](#)

The Stripe checkout page

Once you click **Pay**, you are automatically taken to a secure checkout page from Stripe.

If you have not used this page before, or you have not opted to use **OneLink** to save your payment details (see [What is Onelink?](#)), you will see the amount you are topping up and which student and account this applies to on the left and a panel to add your payment details on the right.

← Sunnyville School of Product Manage... Sandbox

Account top-up: Youssef Allen (Meals)

£10.00

Apple Pay

Onelink

OR

Contact information

Email

email@example.com

Payment method

Card

Card information

1234 1234 1234 1234

MM / YY

CVC

123

Cardholder name

Full name on card

Country or region

United Kingdom ▼

☐
Save my information for faster checkout

Pay securely at Sunnyville Secondary Academy and everywhere Onelink is accepted.

Pay

Powered by stripe
|
Terms
Privacy

You have the option to use **Apple Pay** or **Onelink** to complete your payment by following the instructions on the pop-up.

Alternatively, you can enter your card details in the **Payment method** section and your email address in the **Contact information** section.

If you would like your details to be saved for next time, tick the **Save my information for faster checkout** box and enter your phone number.

☒ **Save my information for faster checkout**
Pay securely at Sunnyville Secondary Academy and everywhere Onelink is accepted.

Phone number

 07400 123456

By paying, you agree to Onelink's [Terms](#) and [Privacy](#).

Pay

Powered by **stripe** | [Terms](#) [Privacy](#)

Once you're ready to proceed, click **Pay**.

Contact information

Email

Payment method

Card

Card information

VISA

123

Cardholder name

Country or region

☒ Save my information for faster checkout

Pay securely at Sunnyville Secondary Academy and everywhere Onelink is accepted.

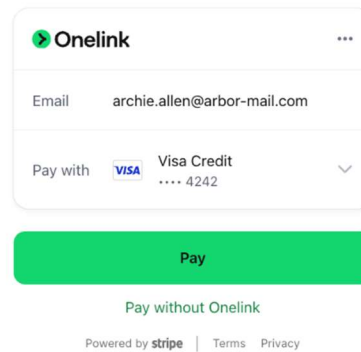
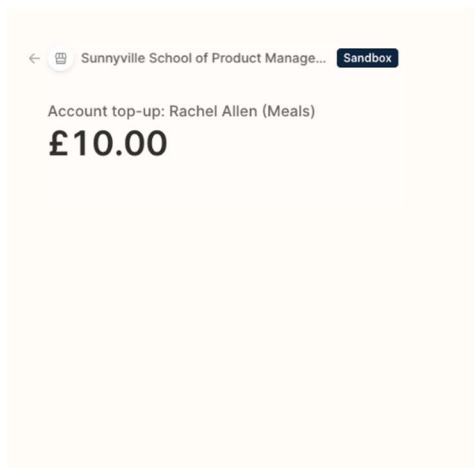
Phone number

By paying, you agree to Onelink's [Terms](#) and [Privacy](#).

Pay

Paying with Onelink

If you have previously chosen to save your details with **Onelink**, you see a simplified version of the checkout screen with a single **Pay** button. Click this button to pay with Onelink or click **Pay without Onelink** to go to the standard payment screen where you can enter acrd details or choose Apple Pay.



You may be asked to provide a security code sent to your mobile number or email address when paying with Onelink. You might also be asked to provide a billing address. Please follow the instructions on screen to complete your payment.

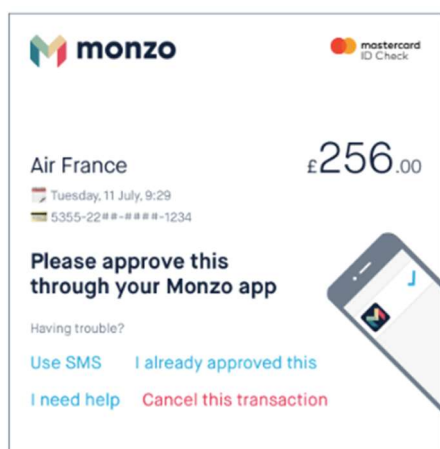
Additional verification steps

After you click **Pay**, 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:

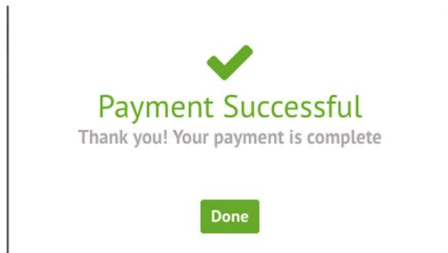
- an SMS code,
- your mobile banking app
- another method

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*)



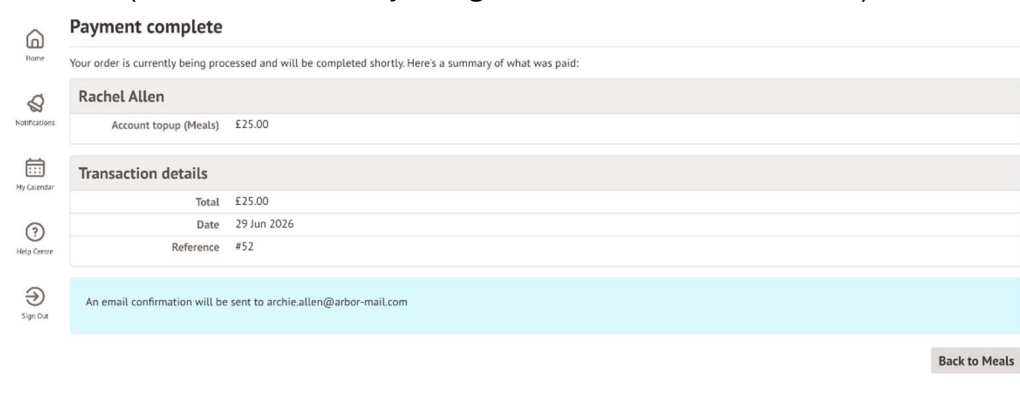
Once we've been able to confirm your identity, the payment will be completed and your card will be charged. You'll see confirmation that the transaction has been successful.

The account balance will be updated to reflect the top-up right away.



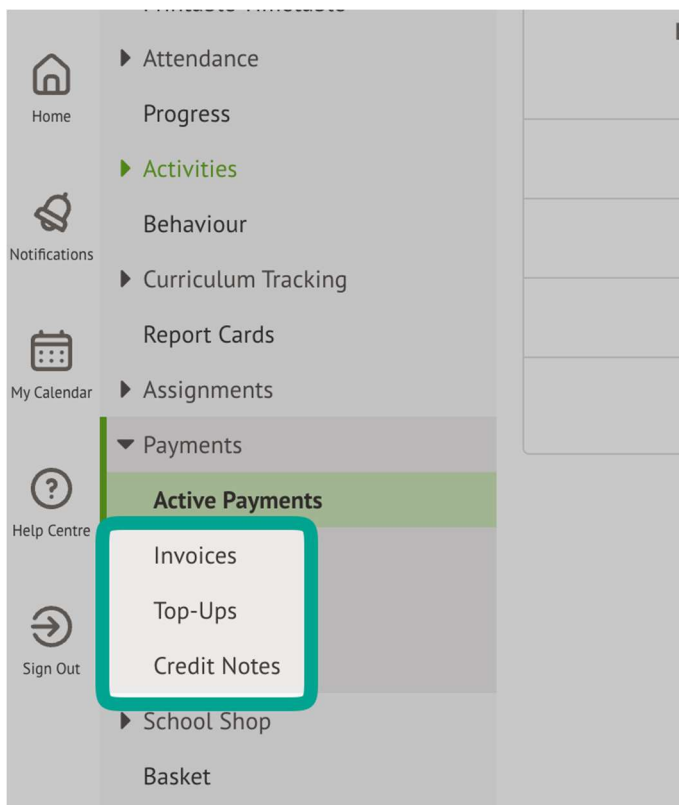
The confirmation page

Once your payment is complete you are taken to a confirmation page in Arbor. You are also sent an email confirmation to the default email address listed on your guardian's account (the email address you sign into the Parent Portal with).



Using the other payments pages

Use the menu on the left-hand side of the **Active Payments** page (**Quick Actions > Payments**) to see lists of **Invoices**, **Top ups** and **Credit Notes**.



Use the drop-down menus at the top-right of these pages to filter the lists.

- You can choose which child to focus on with the **Student**
- You can focus on a specific **Account** (like meals)
- You can select a specific **Term**

Student	Rachel Allen	▼
Account	All	▼
Term	Summer 26 2026	▼

The Invoices page

The **Invoices** option on the left hand side loads a table with all invoices for the current term.

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

[« Back](#)

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

The Top-Ups page

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

The page will show the type of top-up made, which 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	Account: Meals £20.00	Card Transaction
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The Credit Notes page

The **Credit Notes** page on the parent portal will load a table with all the credit notes for the current term.

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Adam Allen - Credit Notes

Student

Adam Allen

▼

Account

All

▼

Term

Autumn Term 2023

▼

Credit Notes

No credit notes found