

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 links (Home, Notifications, My Calendar, Help Centre, Sign out) and a main content area. The main content area features a 'Quick Actions' bar, a student profile card, a 'View Student Profile' button, a message 'You have no unread messages', and a 'Notices' section. The 'Payments' panel is highlighted with a red box, displaying 'Total outstanding £0.00' and a message: 'Nicely done! Click to review any accounts running low'. Other panels visible include 'Attendance (2025/2026)' showing 90.0%, 'Behaviour F' showing 0, 'Summer Term - Grade Average' showing 6, 'Negative Behavioural Incidents - this term' showing 0, 'Guardian Consultations' showing no consultations, 'Accounts' showing 'Abbie Adams: Meals', and 'Activities' showing 'Abbie Adams: Clubs'.

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

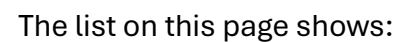
This screenshot shows a 'Payments' panel with a light blue background. It displays 'Total outstanding - all students' as '-£718.71'. Below this, it says 'Click to review accounts for all students and add a payment'.

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 screenshot shows a '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'.

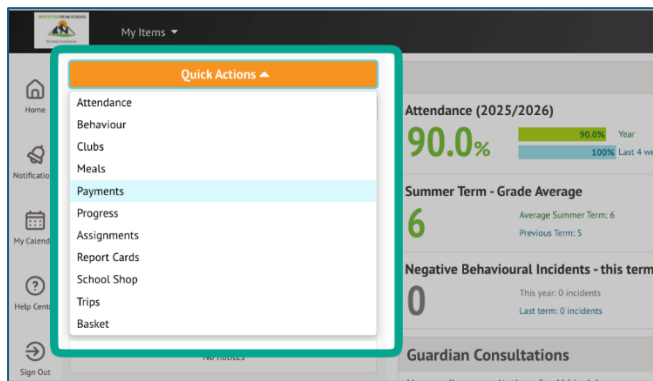
Clicking on the balance

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

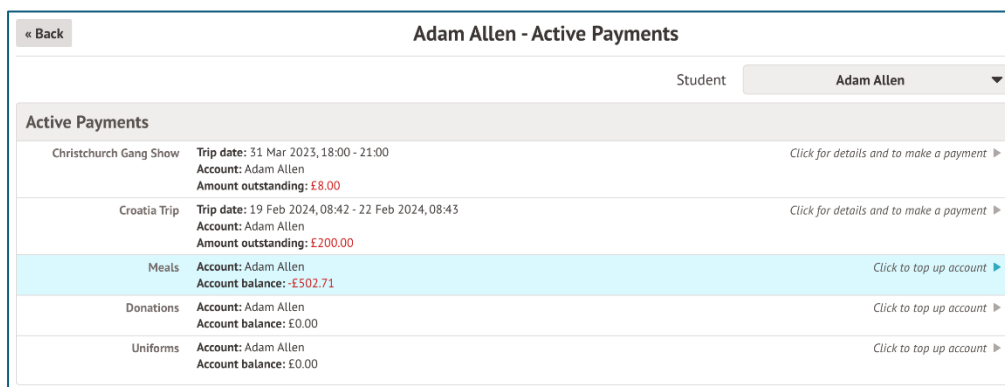


- | | | |
|-----------------|------------------------|--|
| Payments | « Back | Active Payments |
| Active Payments | | Student All |
| Invoices | Active Payments | |
| Top-Ups | Christchurch Gang Show | Trip date: 31 Mar 2023, 18:00 - 21:00
Account: Adam Allen
Amount outstanding: £8.00 Click for details and to make a payment ▶ |
| Credit Notes | Christchurch Gang Show | Trip date: 31 Mar 2023, 18:00 - 21:00
Account: Sally 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 | Account: Sally Allen
Account balance: £0.00 Click to top up account ▶ |
| | Donations | Account: Sally Allen
Account balance: £0.00 Click to top up account ▶ |
| | Uniforms | Account: Sally Allen
Account balance: £0.00 Click to top up account ▶ |

The Payments Quick Action button

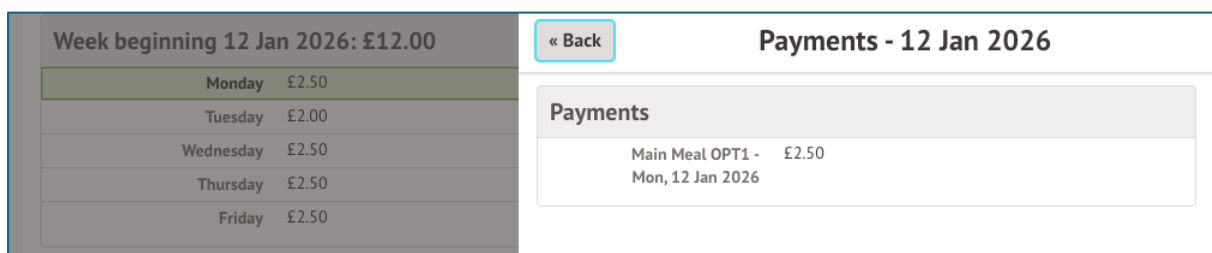


Select **Payments** from your **Quick Actions** to go to the **Active Payments** screen (**Payments > Active Payments**) for a specific child. Use the dropdown to switch between views.



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.



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 home in on a single school week.

Summer 26 Total Payments: £0.00

Term Summer 26 2026

View All Sections

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

Top up account

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

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

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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

- 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

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

Cardholder name

Country or region

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

Phone number



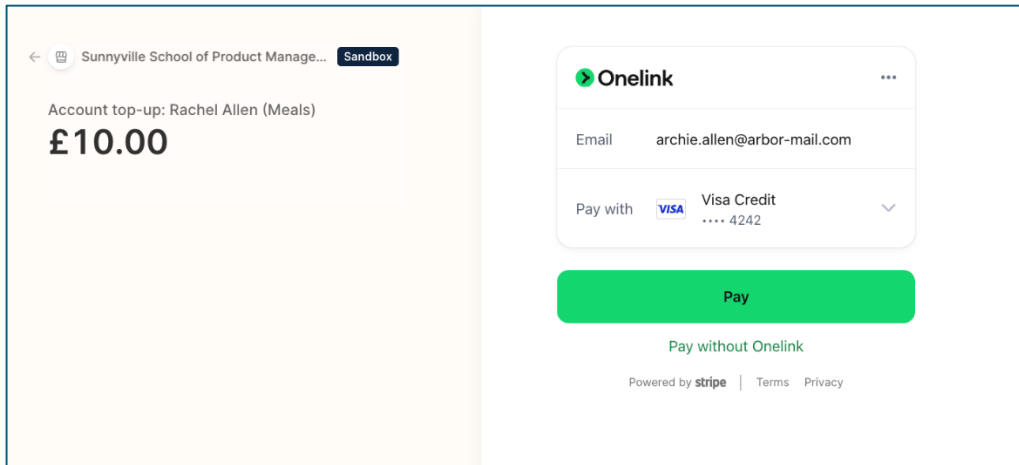
By paying, you agree to Onelink's [Terms](#) and [Privacy](#).

Pay

Paying with Onelink

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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 card 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.

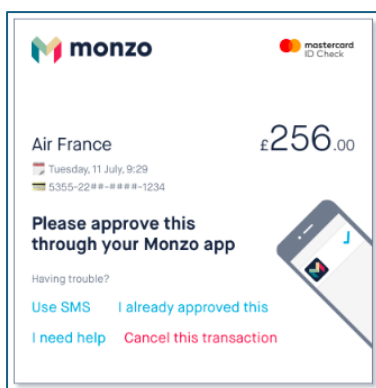
Additional verification steps

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:

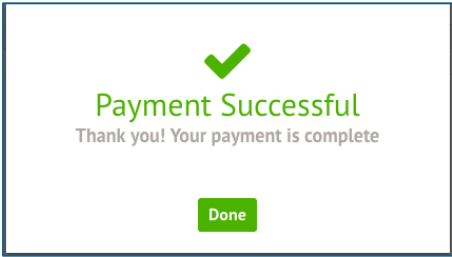
- an SMS code,
- your mobile banking app
- another method

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)*



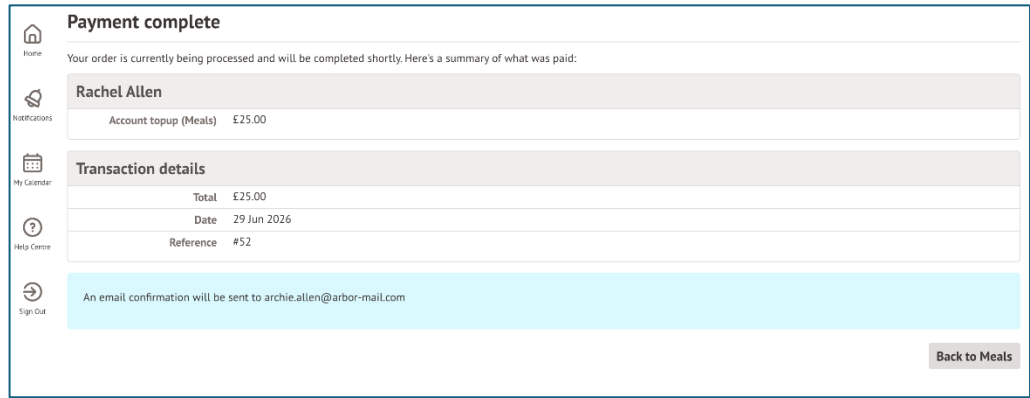
Once we've been able to confirm your identity, the payment will be completed, and your card will be charged. You'll see confirmation that the transaction has been successful.

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



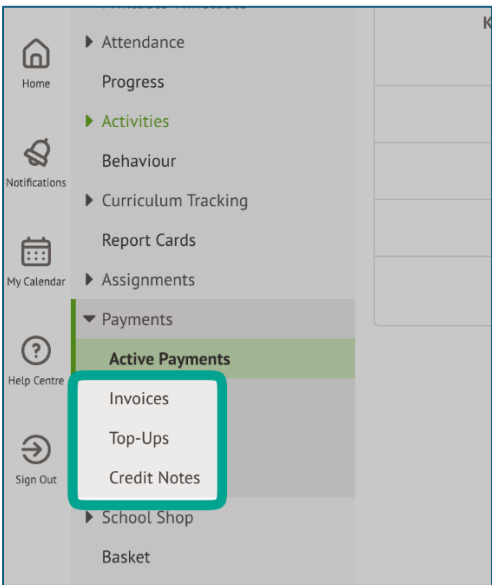
The confirmation page

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 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.

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Adam Allen - Invoices

Student: Adam Allen ▼
Account: All ▼
Term: Autumn Term 2023 ▲

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

Autumn Term 2023
Spring Term 2024
Summer Term 2024

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 Amount: £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