ARBOR PAYMENTS - PARENT PORTAL

HOW TO TOP-UP A STUDENT ACCOUNT VIA THE PARENT PORTAL

1. https://Caister-Academy.uk.arbor.sc/

Ensure that you use your parent/guardian email address as your username. This should be the same email address that the school has on record.

Forgot your password? Simply click on the link below, enter the email address associated with your account, and we'll send you a link to reset your password. https://login.arbor.sc/auth/reset-password

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2. Once logged in, click "Quick Actions" and then select "Payments".

Encountering login issues? Please click here for more information.

My Items -				
Quick Actions 🔺				Statistics
Attendance	Attendance (2023/2	024)	Behaviour Points - t	nis term
Behaviour		01 19/ Voar	•	This year: 0 points
Clubs	91.1%	100% Last 4 weeks	0	Last term: 0 points
Examinations			-	
Meals	Positive Behavioural	Incidents - this term	Negative Behaviour	al Incidents - this term
Payments 2	27	This year: 50 incidents	1	This year: 14 incidents
Progress	21	Last term: 23 incidents	6	Last term: 8 incidents
Report Cards				

3. Choose the appropriate payment item. For instance, in the example below, we will select "Meals".

	Active Paym	ients					
		Meals	Account: Sta Account bala	cey Adams	Click to top up a	ccount 🕨	
. Click on the green "Top up		Spring Term Total Payments: £0.00					
account" button.		Term		:	Spring Term 2024 🔹		
					Тор ц	account	
Top-Up Details			View		All Sections	•	
Customer account Stacey Adams (Meals) Bill payer* Payment amount* Narrative o	5. SpePlease	ecify the top e note the i	o-up amoui minimum p	nt and ther ayment arr	n click "Pay nov nount is £2.	v ".	
Cancel 📻 Add to basket	Pay now		Ma	ke Payme	nt	0	

 To complete the payment, enter your card details and click "Pay". You'll see confirmation that the transaction has been successful. The meals balance will be updated to reflect the top-up right away.

Make Payment o					
Card number	1234 1234 1234 1234 🔤				
Expiration date	MM / YY				
Name on card					
Security code (CVV/CVC)	CVC				
	Cancel Pay £5.00				

If you encounter any issues, we're here to assist you.

Please email us at <u>enquiries@caisteracademy.org.uk</u>, providing as much detail as possible and including screenshots if available.