

# 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>

Encountering login issues? Please click [here](#) for more information.

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

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

4. Click on the green "Top up account" button.

5. Specify the top-up amount and then click "Pay now". Please note the minimum payment amount is £2.

6. 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.

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

Please email us at [enquiries@caisteracademy.org.uk](mailto:enquiries@caisteracademy.org.uk), providing as much detail as possible and including screenshots if available.