



Arbor

# **Introduction to Arbor**

**Parents' guide on how to navigate the  
Arbor App or the Arbor Portal**

# What is Arbor?


Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school.

The Arbor App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way.


Log into Arbor to see and update your child's information and get live updates

Introduction

## How do I access Arbor?



Download the [Arbor App](#) from the App Store or Google Play Store on your phone.



[The Parent Portal](#) works on Google Chrome (computer or laptop).

Download the Arbor App from the App Store or Google Play Store on your phone.

## What are the differences?

|                      | <b>Arbor App</b>   | <b>Parent Portal</b>   |
|----------------------|--|--|
| <b>Access</b>        | Mobile Phone<br>Download via the App Store or Play Store for free          | Computer/Laptop<br>Via www.  |
| <b>Notifications</b> | Notifications will be received directly to your phone like a text message. | Notifications of messages will be able to be viewed when logged in to the Parent Portal. |

# A quick introduction to Arbor for guardians and parents

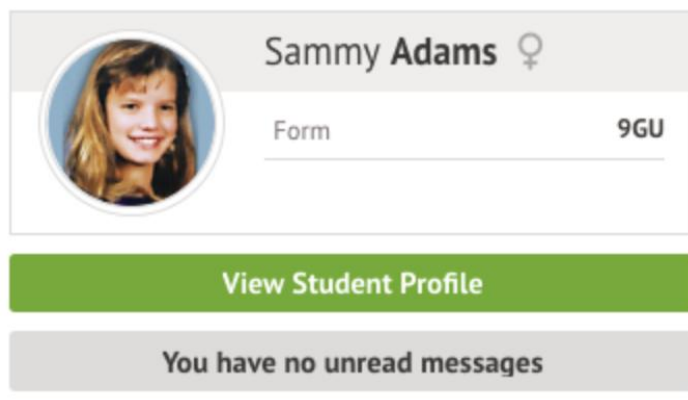
This article provides an introduction to the Arbor Parent Portal for guardians and parents, detailing how to log in, navigate the homepage dashboard, and access various features such as attendance statistics, assignments, and communication tools. It also explains how to switch between multiple children's profiles and view detailed information about each child's academic progress and school activities.

If you can't find the answer to your question using this article, please contact your school. They will contact us if necessary. Please do not contact Arbor directly.

## 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.

You can see your [in-app messages](#) by clicking this button under your child's photo.



You can return to this page at any time by clicking on the school's logo or choosing Dashboard from any menu. On the homepage you'll also see sections for:

- **Statistics** - This shows information about the student's attendance, behaviour and progress statistics for the current term.
- [Guardian consultations](#) - The **Guardian Consultations** section allows guardians to book time for Parents Evening meetings by selecting one of the available slots as per the School's setup.
- [Assignments](#) - This section shows any homework or coursework assignments that are due, overdue or marked.

- [Accounts](#) - The **Accounts** section loads the student's current Meals and other top-up account balances.
- [Trips](#) - Sign your child up for trips.
- Clubs - Sign up to [standard clubs](#) or [Breakfast and After School clubs](#).
- [School Shop](#) - Make purchases for items.

**Waterford Primary School** | Georgia Allen | Sign out | Help Centre | 0 | Arbor

My Items ▾

**Quick Actions ▾**

**Adam Allen**  
Form 6LJ

[View Student Profile](#)

You have no unread messages

**Notices**

You have not consented to Social media image publication for Adam Allen - [click to correct](#)

**Payments**

**Total outstanding**  
**-£710.71**

Click to review accounts and add a payment

**Current lesson ▶**  
09:00 - 12:00  
Tue, 19 Sep 2023  
Year 6: Form 6LJ  
Mr Johnson

**Next lesson ▶**  
12:00 - 12:10  
Tue, 19 Sep 2023  
Year 6: Form 6LJ >  
Mr Johnson

**Statistics**

**Attendance (2023/2024)**  
**73.3%**  
73.3% Year  
73.3% Last 4 weeks

**Golden Time - this term**  
**0**  
This year: 0 points  
Last term: 202 points

**Summer - Grade Average**  
**3**  
Summer: 3  
Previous Term: 2

**Summer - 'On Track' Progress**  
**66.7%**  
66.7% Summer  
66.7% Previous Term

**Positive Behavioural Incidents - this term**  
**3**  
This year: 3 incidents  
Last term: 6 incidents

**Negative Behavioural Incidents - this term**  
**2**  
This year: 2 incidents  
Last term: 0 incidents

**Guardian Consultations**

No guardian consultations for Adam Allen

**Accounts**

**Adam Allen : Meals** *Balance: -£502.71 ▶*

Adam Allen : Donations *Balance: £0.00 ▶*

Adam Allen : Uniforms *Balance: £0.00 ▶*

**Activities**

Adam Allen: Clubs ▶

Adam Allen: Trips ▶

**School Shop**

## 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.

Sonia Adams ▾

Patricia Adams

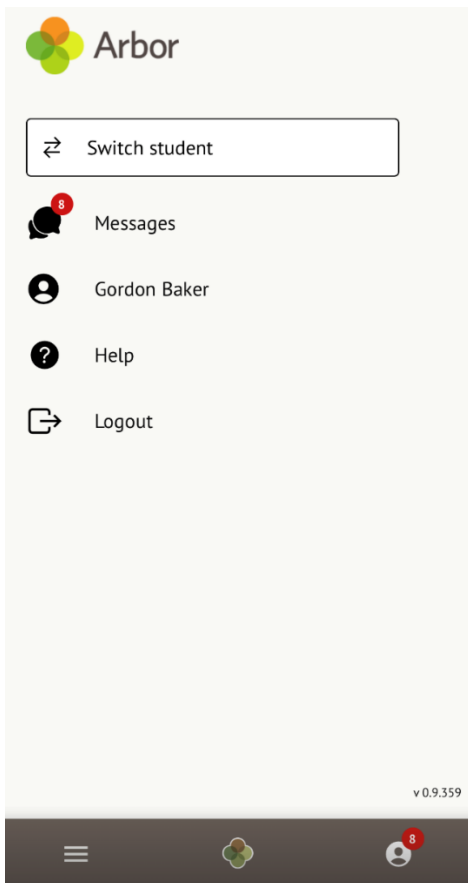
**Sonia Adams**

Form **6GT**

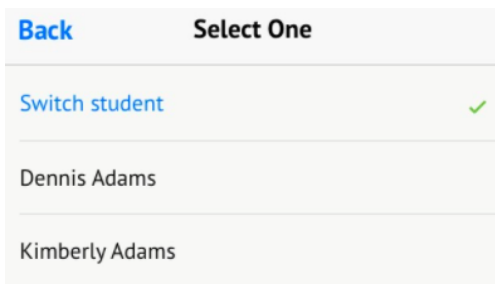
[View Student Profile](#)

### On the Parent App

Click the profile icon at the bottom right of your screen and click **Switch student**.



Choose which child you would like to view.



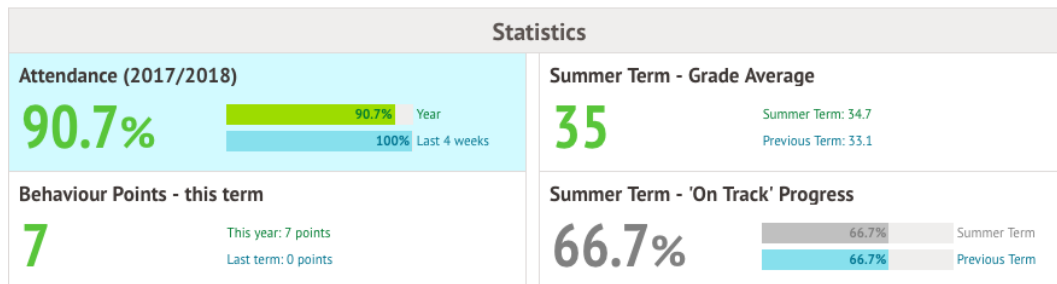
If this is the first time you are viewing information for this child, you will have to confirm their birth date.



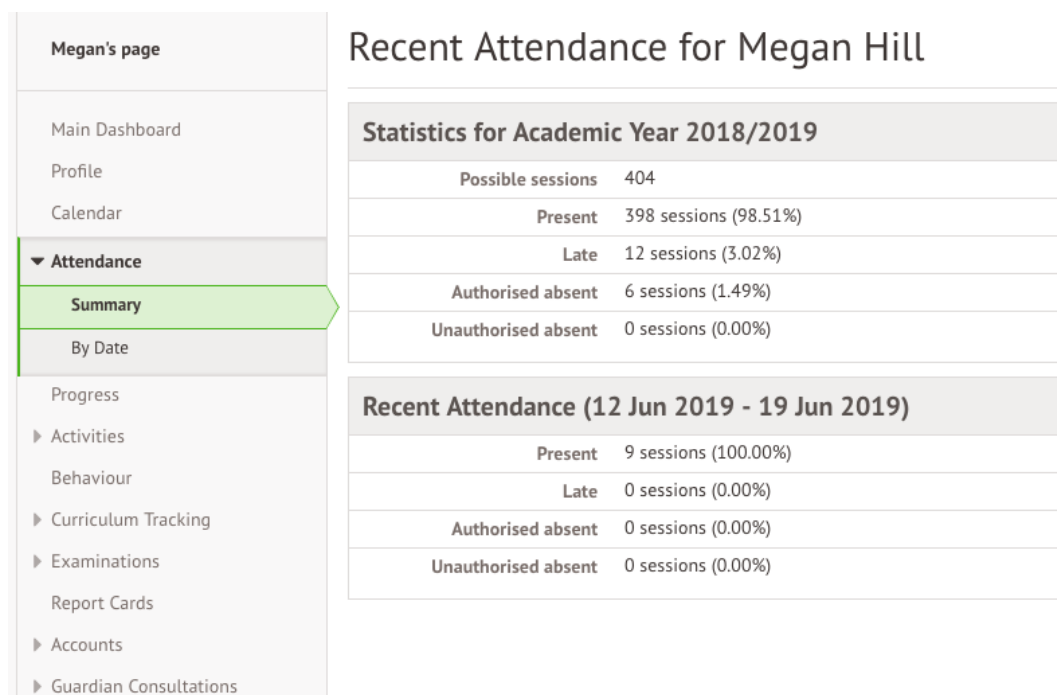
## Available data on your child

If your child's school has granted access, you will be able to click on different parts of the home page to view more data on your child.

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 like so in the left-hand side of the page you are now on:




## 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.

From here you can access more areas of their profile for:

- [Calendar and Timetable](#)
- [Attendance](#) - The **summary** page shows statistics and recent attendance for the academic year as shown. The **Attendance By Date** page is a breakdown of the student's attendance, day by day with the mark.
- [Behaviour](#) - View the positive and negative behaviour points given as well as any comments that may have been written about the instances.
- [Report cards](#) - All the report cards that your school has published for your child will be available here.
- [Progress](#) - You can view your child's current grades here.
- [Examinations](#) - In this section, you can view and download the student's Exams timetable for the current year.
- [Payments](#) - Manage your outstanding payments.

|  |            |
|--|------------|
|  | Dean Adams |
| Form   | 6BY        |
| Year   | Year 6     |
| House  | Colville   |
| Tutor  | Mr Green   |

#### Notices

- Dean Adams does not have a transportation method recorded - [click to correct](#)
- Dean Adams does not have any details on hearing tests - [click to correct](#)
- Dean Adams does not have any details on vision tests - [click to correct](#)
- You have not consented to Photograph Student for Dean Adams - [click to correct](#)

#### Student Details

|               |   |                  |
|---------------|---|------------------|
| Name          | Dean Adams                                  | ▶                |
| Sex           | Female                                      | ▶                |
| Date of birth | 15 May 2012                                 |                  |
| Ethnicity     | Black - African                             | ▶                |
| Religion      | Not recorded - <a href="#">click to add</a> | Pending change ▶ |
| Language      | English (Native speaker)                    | ▶                |
| Service child | <input type="checkbox"/> No                 |                  |

#### Student Contact Details

[+ Add](#)

#### Instructions

This page lets you add and edit information and guardian details for Dean Adams.

Information that can be edited is marked by an arrow at the right hand side of the line that the information is on. Simply click anywhere in the line and an editing pane will slide out.

[Add Information ▼](#)

# Top up accounts and viewing payments in the Arbor Parent App

You can manage accounts for any area of Arbor your school has set up to receive payments for. Here you can also make payments and top up accounts.

**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.**

To see all outstanding balances across all you children's' accounts, click the balance on your homepage. **Top Tip: This will show as £0 if the balances are all 0 or all positive.**

On this page you can see:

- Any trips with an amount outstanding (e.g. if instalments have been set up for the trip and only 1 out of the 3 instalments have been paid, so there is still an amount outstanding for that trip).
- Any clubs with an amount outstanding (if club sessions are booked but not yet paid for).
- Any top-up or prepayment accounts (such as Meals or Wraparound care) with a negative balance.
- Any top-up or prepayment accounts (such as Meals or Wraparound care) with a positive balance.

### Notices

You have not consented to Social media image publication for Adam Allen >

### Payments

Total outstanding - all students

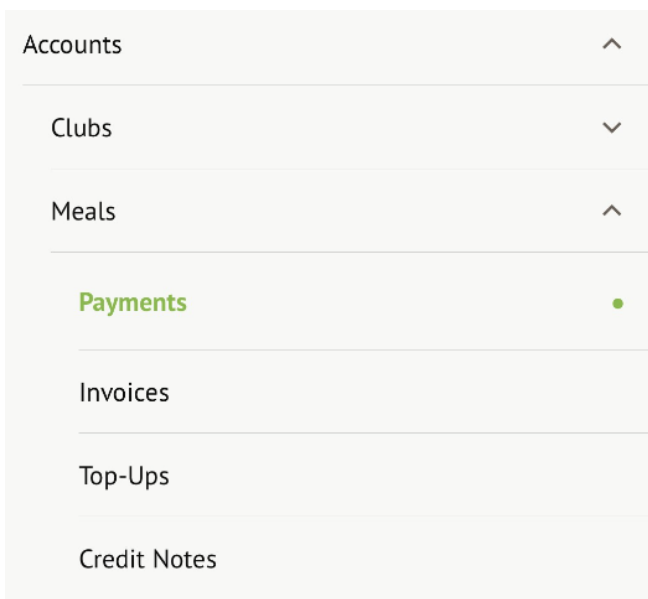
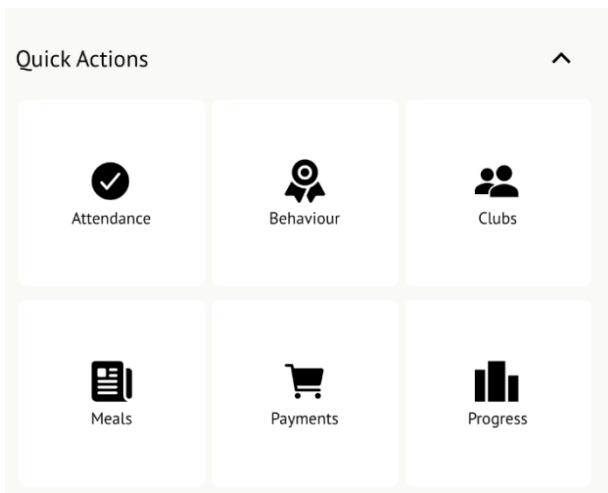
**-£698.71**

Click to review accounts for all students and add a payment

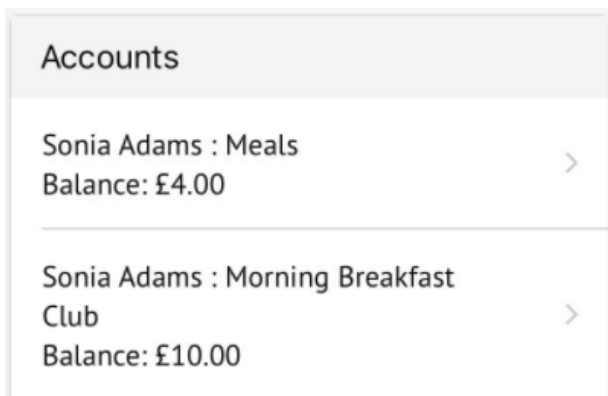
To see accounts for one of your children, you can either:

- Select the **Menu** icon and then click the **Payments** button.
- Use the menu.

- Click into a specific account from the student's page.



Click an account to see more information, or top up.



Click the green button to top up the account by inputting your card details.

Meals Balance: £4.00

Term

Summer Term

Top Up Account

Input the amount to top up, then click to pay.

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

Payment amount

£ 10.00

Narrative

Dinner money

Cancel

Pay Now

Next, you'll be able to input your card details. **Please note that you must use a Visa or Mastercard.**

## Make Payment ✕

Card number

4000 0027 6000 3184

Expiration date

08 / 23

Name on card

Miss G Mayo

Security code (CVV/CVC)

111

Cancel

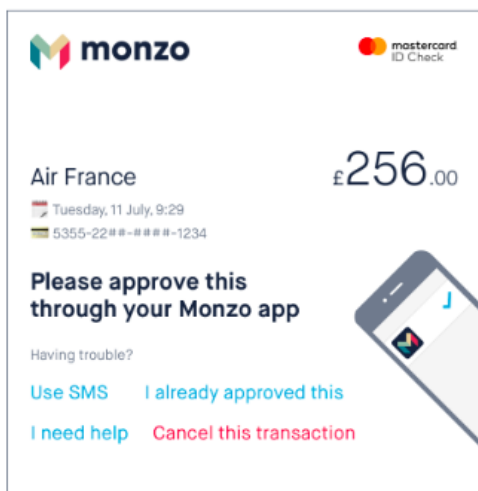
Pay £30.00

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 (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.



From the menu you can see more information about payments. Each of these pages default to the current term, but you can look at past terms using the drop down.

The Invoices section shows details of the invoices and the status of each invoice for the current term - whether they have been Cancelled or Paid.

Meals Balance: £32.00

Term

Autumn Term [2023] ▼

Invoices

**24 Nov 2023**  
**Amount:** £2.00  
**Items:** Snack  
**Status:** Issued

The Top-ups page shows the type of top-up made, this can vary from Card (made by you or another Primary Guardian) to Cash or Cheque (logged by the school).

Meals Balance: £32.00

Term

Autumn Term [2023] ▼

Top Up Account

Top-Ups

**24 Nov 2023**  
**£10.00**  
Card Transaction

The Credit Notes page shows all the credit notes.

Meals Balance: £32.00

Term

Autumn Term [2023] ▼

Credit Notes

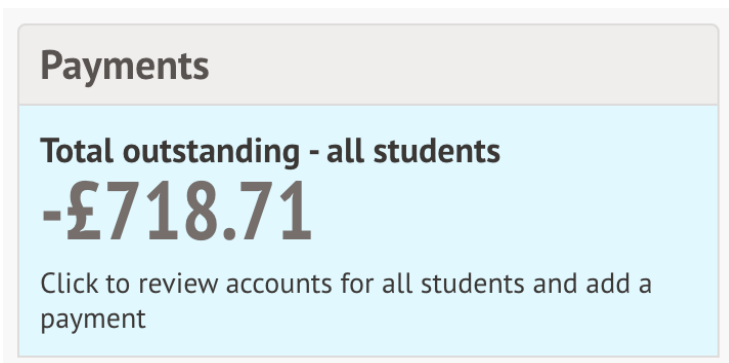
No Credit Notes found

# Top up accounts and viewing payments in the Parent Portal

You can manage accounts for any area of Arbor your 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 our articles on [registering for a club](#) and [registering for a trip](#).

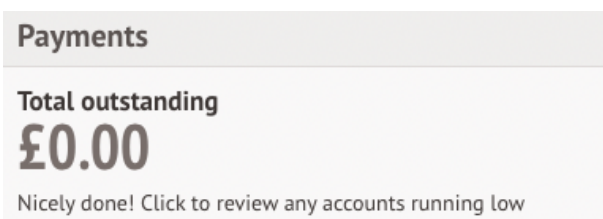
**Please note that once you have topped up, you will need to contact your school if you would like to move money to a different account or would like a refund.**

To see all outstanding balances across all your childrens' accounts, click the balance on your homepage. **Top Tip: This will show as £0.00 if the balances are all 0 or all positive.**



The screenshot shows a 'Payments' section with a light blue background. It displays 'Total outstanding - all students' followed by a large, bold '-£718.71'. Below this, there is a link that says 'Click to review accounts for all students and add a payment'.

**This will show as £0 if the balances are all 0 or all positive.**



The screenshot shows a 'Payments' section with a light grey background. It displays 'Total outstanding' followed by a large, bold '£0.00'. Below this, there is a link that says 'Nicely done! Click to review any accounts running low'.

On this page you can see:

- Any trips with an amount outstanding (e.g. if instalments have been set up for the trip and only 1 out of the 3 instalments has been paid, so there is still an amount outstanding for that trip).
- Any clubs with an amount outstanding (if club sessions are booked but not yet paid for).
- Any top-up or prepayment accounts (such as Meals or Wraparound care) with a negative balance.
- Any top-up or prepayment accounts (such as Meals or Wraparound care) with a positive balance.


| Payments        | Active Payments        |  |
|-----------------|------------------------|--|
| Active Payments | Student                | All  |
| Invoices        | Active Payments        |  |
| Top-Ups         | Christchurch Gang Show | Trip date: 31 Mar 2023, 18:00 - 21:00<br>Account: Adam Allen<br>Amount outstanding: <b>£8.00</b><br><a href="#">Click for details and to make a payment</a>                |
| Credit Notes    | Christchurch Gang Show | Trip date: 31 Mar 2023, 18:00 - 21:00<br>Account: Sally Allen<br>Amount outstanding: <b>£8.00</b><br><a href="#">Click for details and to make a payment</a>               |
|                 | Croatia Trip           | Trip date: 19 Feb 2024, 08:42 - 22 Feb 2024, 08:43<br>Account: Adam Allen<br>Amount outstanding: <b>£200.00</b><br><a href="#">Click for details and to make a payment</a> |
|                 | Meals                  | Account: Adam Allen<br>Account balance: <b>£502.71</b><br><a href="#">Click to top up account</a>  |
|                 | Donations              | Account: Adam Allen<br>Account balance: £0.00<br><a href="#">Click to top up account</a>   |
|                 | Uniforms               | Account: Adam Allen<br>Account balance: £0.00<br><a href="#">Click to top up account</a>   |
|                 | Meals                  | Account: Sally Allen<br>Account balance: £0.00<br><a href="#">Click to top up account</a>  |
|                 | Donations              | Account: Sally Allen<br>Account balance: £0.00<br><a href="#">Click to top up account</a>  |
|                 | Uniforms               | Account: Sally Allen<br>Account balance: £0.00<br><a href="#">Click to top up account</a>  |

To see accounts for one of your children, you can either:

- Select **Payments** from your **Quick Actions**.
- Select the child from the drop-down in the top left, and select the account from your homepage.
- Click on the child's name to go to their profile, and select **Payments > Active Payments** from the left-hand menu. You can then select the account.

**Quick Actions**

Adam Allen



Adam Allen  
Form 6LJ

[View Student Profile](#)

You have no unread messages

**Notices**

You have not consented to Social media image publication for Adam Allen - [click to correct](#)

**Statistics**

|  |   |   |
|--|---|---|
| <b>Attendance (2023/2024)</b><br><b>73.3%</b><br><small>73.3% Year Last 4 weeks</small>          | <b>Golden Time - this term</b><br><b>0</b><br><small>This year: 0 points Last term: 202 points</small>                        | <b>Summer - Grade Average</b><br><b>3</b><br><small>Summer: 3 Previous Term: 2</small>  |
| <b>Summer - 'On Track' Progress</b><br><b>66.7%</b><br><small>66.7% Summer Previous Term</small> | <b>Positive Behavioural Incidents - this term</b><br><b>3</b><br><small>This year: 3 incidents Last term: 6 incidents</small> | <b>Negative Behavioural Incidents - this term</b><br><b>2</b><br><small>This year: 2 incidents Last term: 0 incidents</small> |

**Guardian Consultations**

No guardian consultations for Adam Allen

**Accounts (All Students)**

Adam Allen : Meals Balance: -£502.71

| Payments               | Adam Allen - Active Payments  |   |
|------------------------|---|---|
|                        | Student   | Adam Allen  |
|                        | Active Payments   |   |
| Christchurch Gang Show | Trip date: 31 Mar 2023, 18:00 - 21:00<br>Account: Adam Allen<br>Amount outstanding: <b>£8.00</b>                | <a href="#">Click for details and to make a payment</a> |
| Croatia Trip           | Trip date: 19 Feb 2024, 08:42 - 22 Feb 2024, 08:43<br>Account: Adam Allen<br>Amount outstanding: <b>£200.00</b> | <a href="#">Click for details and to make a payment</a> |
| Meals                  | Account: Adam Allen<br>Account balance: <b>£502.71</b>  | <a href="#">Click to top up account</a>                 |
| Donations              | Account: Adam Allen<br>Account balance: £0.00   | <a href="#">Click to top up account</a>                 |
| Uniforms               | Account: Adam Allen<br>Account balance: £0.00   | <a href="#">Click to top up account</a>                 |

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.

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

Autumn Term Total Payments: £2.71

|  |                       |   |
|--|-----------------------|---|
| Term                                     | Autumn Term 2023      | ▼ |
|  | <b>Top up account</b> |   |
| View                                     | All Sections          | ▼ |
| <b>Week beginning 18 Sep 2023: £0.00</b> |                       |   |
| Monday                                   | £0.00                 | ▶ |
| Tuesday                                  | £0.00                 | ▶ |
| <b>Week beginning 11 Sep 2023: £2.71</b> |                       |   |
| Monday                                   | £2.71                 | ▶ |
| Tuesday                                  | £0.00                 | ▶ |
| Wednesday                                | £0.00                 | ▶ |
| Thursday                                 | £0.00                 | ▶ |
| Friday                                   | £0.00                 | ▶ |

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](#).

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

« 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**

In the pop-up, add in your card details then click **Pay**.

**Make Payment** ✕

Card number 1234 1234 1234 1234

Expiration date MM / YY

Name on card

Security code (CVV/CVC) CVC

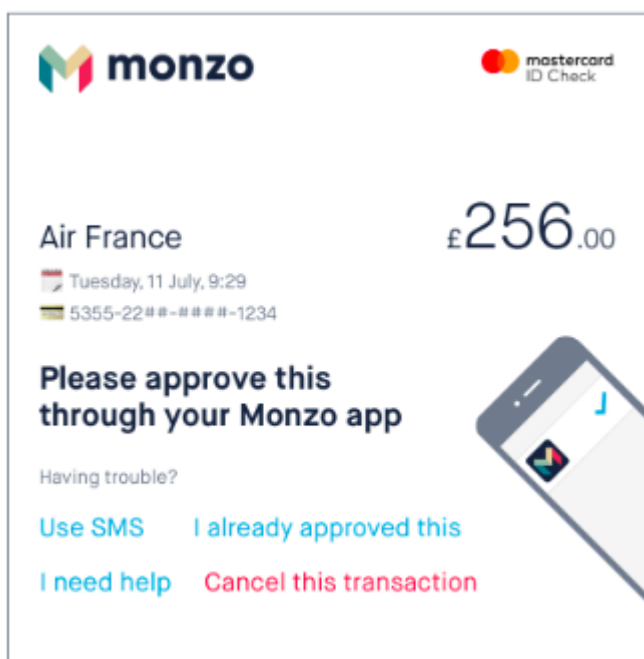
Cancel **Pay £10.00**

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:

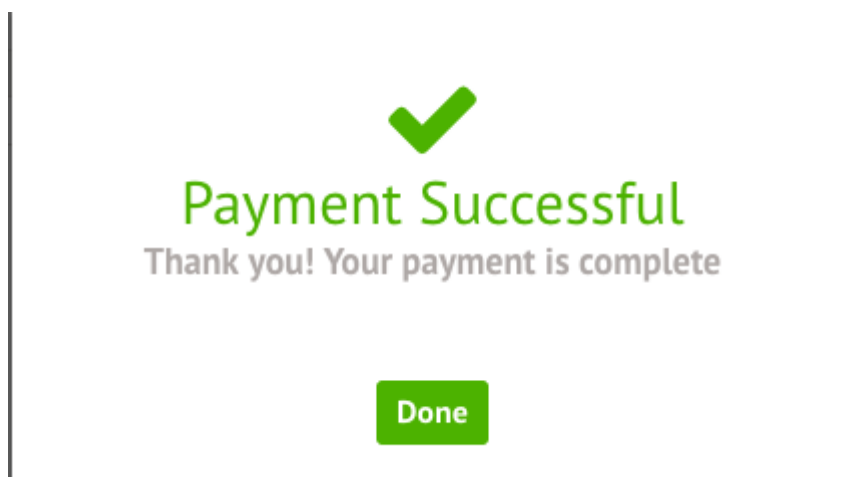
- an SMS code,
- your mobile banking app
- another method

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



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.

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

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

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 Card (made by you or another Primary Guardian) to Cash or Cheque (logged by the school).

« Back **Adam Allen - Top-Ups**

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

**Top-Ups**

|             |                          |                  |
|-------------|--------------------------|------------------|
| 19 Sep 2023 | Account: Meals<br>£20.00 | Card Transaction |
|-------------|--------------------------|------------------|

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.

« Back **Adam Allen - Credit Notes**

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

**Credit Notes**

No credit notes found

# Signing my child up for a Club on the Parent Portal

Follow the instructions below to register a child for a club using the Parent Portal or Parent App.

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 On the Parent App

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. 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.

## School Clubs

| Abbie is Registered For These Clubs (2021/2022)     |  |
|---|--|
| Woodwind Club (2021/2022)                           | <b>Number of sessions:</b><br>14<br><b>Club membership dates:</b><br>06 Sep 2021 - 17 Dec 2021   |
| Abbie Can be Registered For These Clubs (2021/2022) |  |
| A new free club (2021/2022)                         | <b>Membership options:</b><br>Daily: Free<br><b>Timetable:</b><br>Mondays: 09:00 - 10:00 (14 Jan 2022 - 31 Aug 2022, term-time only)<br>Tuesdays: 09:00 - 10:00 (14 Jan 2022 - 31 Aug 2022, term-time only)<br>Wednesdays: 09:00 - 10:00 (14 Jan 2022 - 31 Aug 2022, term-time only)<br>Thursdays: 09:00 - 10:00 (14 Jan 2022 - 31 Aug 2022, term-time only)<br>Fridays: 09:00 - 10:00 (14 Jan 2022 - 31 Aug 2022, term-time only) |
| Woodwind Club (2021/2022)                           | <b>Membership options:</b><br>Termly Membership: Free<br><b>Timetable:</b><br>Thursdays: 15:35 - 16:30 (06 Sep 2021 - 31 Aug 2022, term-time only)   |
| Abbie was Registered For These Clubs (2020/2021)    |  |
| Chess (2020/2021)                                   | <b>Number of sessions:</b><br>1<br><b>Club membership dates:</b><br>14 Dec 2020  |
| Abbie was Registered For These Clubs (2019/2020)    |  |
| Chess (2019/2020)                                   | <b>Number of sessions:</b><br>28<br><b>Club membership dates:</b><br>01 Sep 2019 - 31 Dec 2019, 01 Jan 2020 - 30 Apr 2020  |

## Free clubs on the Parent Portal

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, click on **Register For This Club** in the top right-hand corner of the page.

[« Back](#) **Sams Cool Club (2020/2021)**

### Registration Information

Registration status [Anna is not registered for this club yet. Click "Register for this club" button to register.](#)

### Anna's Memberships

No memberships

### Available Membership Options

|                |  |
|----------------|--|
| Weekly Sign-up | <b>Availability:</b><br>03 Aug 2020, 11:28 - ongoing |
|                | <b>Fee:</b><br>Free                                  |

### Club Timetable

Weekly Sessions

|   |                  |
|---|------------------|
| <b>Every Monday:</b> 07:00 - 08:00<br><b>Between:</b> 28 Sep 2020 - 31 Aug 2021 (term-time only)    | <i>Scheduled</i> |
| <b>Every Wednesday:</b> 07:00 - 08:00<br><b>Between:</b> 02 Sep 2020 - 31 Aug 2021 (term-time only) | <i>Scheduled</i> |
| <b>Every Friday:</b> 07:00 - 08:00<br><b>Between:</b> 28 Sep 2020 - 31 Aug 2021 (term-time only)    | <i>Scheduled</i> |

### Attachments

[Register Anna for this club](#)

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

[« Back](#) **Register Anna for Club**

### Club Overview

|             |                |
|-------------|----------------|
| <b>Name</b> | Sams Cool Club |
|-------------|----------------|

### Choose Membership

Choose a membership option\*

Weekly Sign-up: Free ✕ ▼

[Cancel](#) [Next »](#)

Finally, choose which sessions to sign your child up for and confirm registration.

« Back

## Register Anna for Club

### Club Overview

Name Sams Cool Club

Selected membership option Weekly Sign-up: Free

### Select Membership Periods

Calendar week\*

Mon, 07 Sep 2020 - Sun, 13 Sep 2020 ✕

Mon, 21 Sep 2020 - Sun, 27 Sep 2020 ✕

Cancel

Confirm Registration

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

### Confirm Consent for Ann... ✕

Consent is required for Sams Cool Club (2020/2021).  
Please confirm you give your consent for Anna Miller to take part.

Cancel

Yes

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

| Anna's Memberships |   |
|--------------------|---|
| Calendar week      | <b>Status:</b><br><b>Confirmed</b>                                      |
|                    | <b>Dates:</b><br>07 Sep 2020 - 13 Sep 2020<br>21 Sep 2020 - 27 Sep 2020 |
|                    | <b>Total sessions:</b><br>2   |

## Paid clubs on the Parent Portal

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, click on **Register For This Club** in the top right-hand corner of the page.

[« Back](#)

### Tennis Club (2020/2021)

**Registration Information**  
Registration status [Helen is not registered for this club yet. Click "Register for this club" button to register.](#)

**Helen's Memberships**  
*No memberships*

**Available Membership Options**  
Termly Membership **Availability:**  
01 Sep 2020, 14:13 - 31 Aug 2021, 14:13  
**Fee:**  
£100.00 per period (Term)

**Club Timetable**  
Weekly Sessions  
**Every Tuesday:** 15:00 - 16:00 *Scheduled*  
**Between:** 16 Sep 2020 - 31 Aug 2021 (term-time only)

**Attachments**  
[Register Helen for this club](#)

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

« Back

## Register Helen for Club

### Club Overview

Name Tennis Club

### Choose Membership

Choose a membership option\*

Termly Membership: £100.00 per period (Term)

Cancel

Next »

Next, choose which sessions to sign your child up for.

« Back

## Register Helen for Club

### Club Overview

Name Tennis Club

Selected membership option Termly Membership: £100.00 per period (Term)

### Select Membership Periods

Term\*

Wed, 16 Sep 2020 - Thu, 31 Dec 2020

Fri, 01 Jan 2021 - Fri, 30 Apr 2021

Cancel

Next »

Finally, confirm your choices and click to pay. You can also select to add the payment to your basket to pay later - see how the basket works [here](#).

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

If you click **Cancel** here, the child will be [signed up provisionally](#), but you will need to pay to have them registered for the club.

[« Back](#)

## Register Helen for Club

### Club Overview

|                            |  |
|----------------------------|--|
| Name                       | Tennis Club                                  |
| Selected membership option | Termly Membership: £100.00 per period (Term) |
| Number of sessions         | 32   |

### Review Membership Dates

Please review the memberships below. If there are any memberships you do not want, please tick them and use the Delete Memberships button below to delete them.

- Select membership period(s) you wish to remove
- 16 Sep 2020 - 31 Dec 2020 (£100.00)
  - 01 Jan 2021 - 30 Apr 2021 (£100.00)

[Delete selected membership dates](#)

### Make Payment

|                |         |
|----------------|---------|
| Payment amount | £200.00 |
|----------------|---------|

[Cancel](#)[Add to basket](#)[Pay now](#)

### Make Payment



Card number

Expiration date

Name on card

Security code (CVV/CVC)

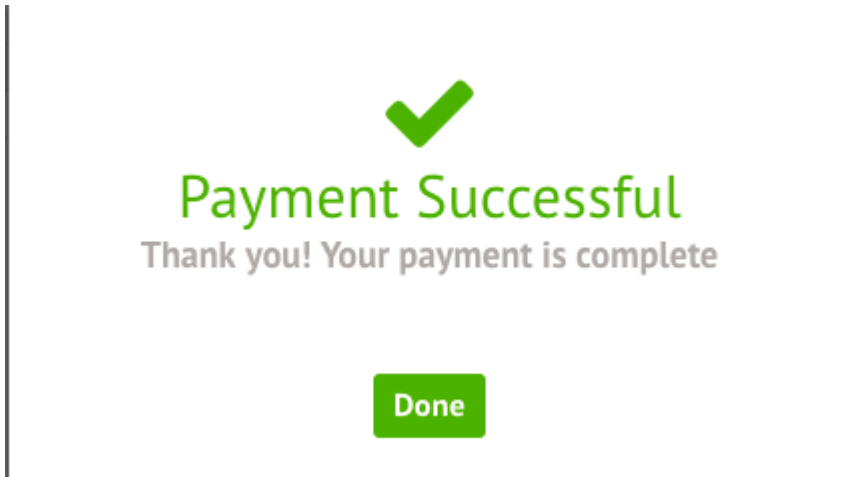
[Cancel](#)[Pay £15.00](#)

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](#).

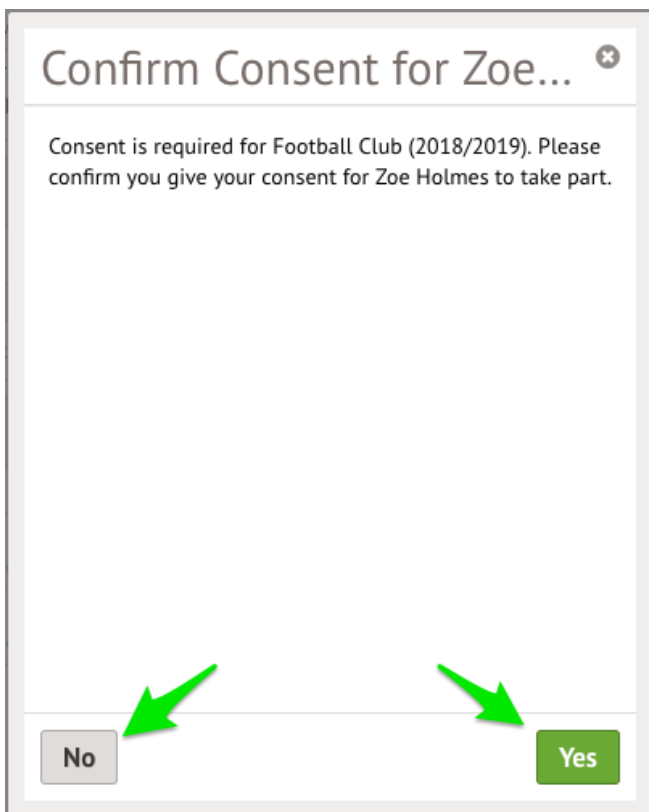
If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports. This could be:

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

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 the school has requested that parents must confirm their consent for the child to attend the club, a box will pop up for consent to be confirmed. 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.

## Registration Information

Registration status **Congratulations, Helen is registered for Tennis Club! Check the details below. Contact the school's office if you have any questions or requests.**

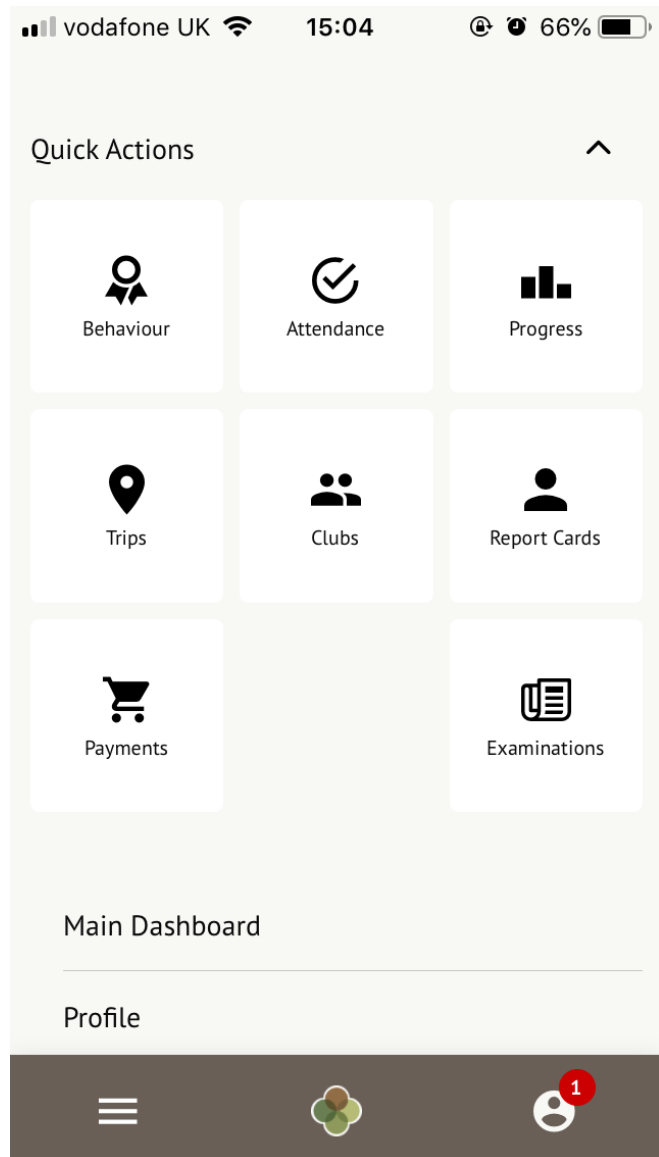
Total number of sessions 32  
Helen is registered for

## Helen's Memberships

|      |   |   |
|------|---|---|
| Term | <b>Status:</b><br><b>Paid</b>   | ▶ |
|      | <b>Membership Fee:</b><br>£200.00                                       |   |
|      | <b>Dates:</b><br>16 Sep 2020 - 31 Dec 2020<br>01 Jan 2021 - 30 Apr 2021 |   |
|      | <b>Total sessions:</b><br>32  |   |

# Signing my child up for a Club on the Parent 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 the 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.

## School Clubs

### Duncan is Registered For These Clubs (2021/2022)

#### Breakfast Club (2021/2022)

**Club description:**

Breakfast club for all year groups

**Number of sessions:**

3

**Club membership dates:**

17 Jan 2022 - 23 Jan 2022

### Duncan Can be Registered For These Clubs (2021/2022)

#### Anna's afterschool club (2021/2022)

**Timetable:**

Mondays: 15:00 - 16:00 (02 Nov 2021 -  
31 Aug 2022, term-time only)

Tuesdays: 15:00 - 16:00 (02 Nov 2021 -  
31 Aug 2022, term-time only)

Wednesdays: 15:00 - 16:00  
(02 Nov 2021 - 31 Aug 2022, term-time  
only)

### Duncan was Registered For These Clubs (2020/2021)

#### Football (2020/2021)

**Number of sessions:**

28

**Club membership dates:**

01 Sep 2020 - 31 Dec 2020, 01 Jan 2021  
- 30 Apr 2021

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

Register For This Club

### Language Club (2018/2019)

#### Club Details

**Membership Options**

Day membership: £10.50 (Per Day)

Term: £93.60 (Per Term)

#### Sonia Adams's Memberships

No memberships

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.

### Register Sonia Adams for Language Club (2018/2019)

Choose Period

Period

**Term**

Quantity

**1**

**Next »**

Select the period you would like to sign up for, then click Next.

### Register Sonia Adams for Language Club (2018/2019)

Club Overview

**Price per Term**  
£93.60

Choose Terms

Term

**Wed, 01 May 2019 - Fri, 19 Jul 2019**

**Next**

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

Club Overview

**Price per Calendar Week**  
Free

Choose Calendar Weeks

Calendar Week

Mon, 01 Jul 2019 - Sun, 07 Jul 2019

Cancel

Confirm Registration

If no payment is required but you are allowed to give a contribution, you can select this option.

Cancel

Sign Up For Club (No Payment)

Pay

If it is a club you have to pay for, you can input your card details to pay for the club.

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



review memberships

Please review the memberships below. If there are any memberships you do not want, please tick them and use the Delete Memberships button below to delete them.

01 Apr 2019 - 07 Apr 2019 (£30.00)

**Delete Memberships**

Payment Amount

Payment amount  
£30.00

Cancel

Pay

# Signing my child up for a Trip on the Parent Portal

You can register your child for a trip using the Parent Portal or Parent App.

- **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 On the Parent App

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

| Activities        |   |
|-------------------|---|
| Zach Allen: Clubs | ▶ |
| Zach Allen: Trips | ▶ |

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.

## School Trips

| Molly's Upcoming Trips  |   |
|-------------------------|---|
| <i>No results found</i> |   |
| Trips Open to Molly     |   |
| London Zoo              | <b>Trip Date(s):</b><br>14 Oct 2020, 14:12 - 15 Oct 2020, 14:12<br><b>Signup Window:</b><br>01 Sep 2020, 14:12 - 13 Oct 2020, 14:12 |
| Garden adventures       | <b>Trip Date(s):</b><br>25 Nov 2020, 14:48 - 15:48<br><b>Signup Window:</b><br>01 Sep 2020, 14:48 - 30 Oct 2020, 14:48              |
| Calendar sales          | <b>Trip Date(s):</b><br>01 Jan 2021, 08:54 - 09:00<br><b>Signup Window:</b><br>01 Sep 2020, 08:16 - 30 Oct 2020, 08:16              |
| Molly's Past Trips      |   |
| <i>No results found</i> |   |

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

---

**Registration Information**

Registration status [Molly does not have a place on this trip yet. Click 'Sign up for trip' button to register.](#)

---

**Trip Overview**

|                        |   |
|------------------------|---|
| Location               | London Zoo                              |
| Description            | Trip to London Zoo to see pandas!       |
| Trip dates             | 14 Oct 2020, 14:12 - 15 Oct 2020, 14:12 |
| Sign-up window         | 01 Sep 2020, 14:12 - 13 Oct 2020, 14:12 |
| Price                  | £30.00                                  |
| Voluntary contribution | Yes                                     |

Attachments

Sign up Molly for trip

### Free trips

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**.

« Back Register Molly for Trip

---

**Trip Price**

|            |      |
|------------|------|
| Trip price | Free |
|------------|------|

---

**Previous Payments for This Trip**

|              |       |
|--------------|-------|
| Already paid | £0.00 |
|--------------|-------|

---

**Add Consent**

|          |                          |
|----------|--------------------------|
| Consent* | <input type="checkbox"/> |
|----------|--------------------------|

Cancel 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.

**Molly's Upcoming Trips**

|                |                            |
|----------------|----------------------------|
| Calendar sales | 01 Jan 2021, 08:54 - 09:00 |
|----------------|----------------------------|

## 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.

**There is no option to consent for a paid trip, as the student's place is instead confirmed by the payment made towards it.**

[« Back](#) **Zoo trip**

**Registration Information**

Registration status **Fred does not have a place on this trip yet. Click 'Sign up for trip' button to register.**

**Trip Overview**

|                        |   |
|------------------------|---|
| Location               | Zoo                                     |
| Trip dates             | 16 Oct 2020, 08:00 - 16:00              |
| Available places       | 10                                      |
| Sign-up window         | 05 Oct 2020, 08:00 - 09 Oct 2020, 16:00 |
| Price                  | £20.00                                  |
| Voluntary contribution | Yes                                     |
| Minimum instalment     | £5.00                                   |

**Attachments**

[Sign up Fred for trip](#)

A slide over will appear where you can add the amount you will pay if you can add 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 [add the payment to your basket](#) to pay later.

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

[« Back](#) **Register Molly for Trip**

**Trip Price**

|                        |             |
|------------------------|-------------|
| Trip price             | £10.50      |
| Voluntary contribution | Non allowed |

**Previous Payments for This Trip**

|              |        |
|--------------|--------|
| Already paid | £0.00  |
| Left to pay  | £10.50 |

**Make a Payment**

|                |        |
|----------------|--------|
| Payment amount | £10.50 |
|----------------|--------|

[Cancel](#) [Add to basket](#) [Pay](#)

You can only sign up without paying if your school has chosen to allow voluntary or variable contribution and does not accept instalments.

[« Back](#)

## Register Molly for Trip

---

| Trip Price             |         |
|------------------------|---------|
| Trip price             | £30.00  |
| Voluntary contribution | Allowed |

---

| Previous Payments for This Trip |        |
|---------------------------------|--------|
| Already paid                    | £0.00  |
| Left to pay                     | £30.00 |

---

| Make a Payment |                                   |
|----------------|-----------------------------------|
| Payment amount | <input type="text" value="£ 30"/> |

[Cancel](#) [Sign up for trip \(no payment\)](#) [Add to basket](#) [Pay](#)

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

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

## Make Payment ✕

|                         |  |
|-------------------------|--|
| Card number             | <input type="text" value="1234 1234 1234 1234"/> |
| Expiration date         | <input type="text" value="MM / YY"/>             |
| Name on card            | <input type="text"/>                             |
| Security code (CVV/CVC) | <input type="text" value="CVC"/>                 |

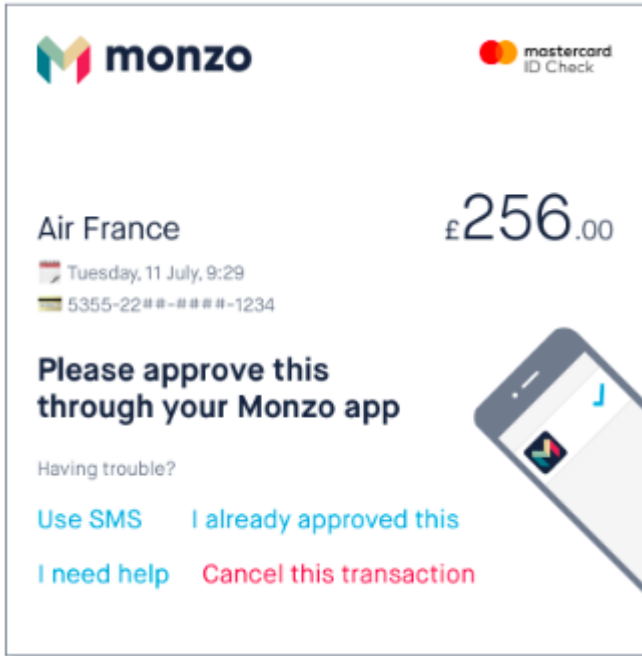
[Cancel](#) [Pay £30.00](#)

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](#).

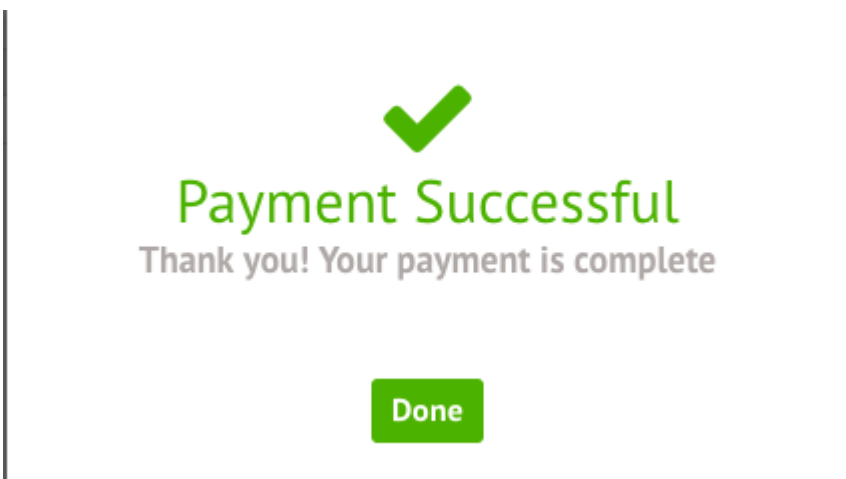
If authentication is needed for the payment, you will be prompted to authenticate the payment using the method of authentication your bank supports. This could be:

- 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.



If you've paid the full price of the trip or if your school allows variable contributions, 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

« Back

## Test Payments

### Registration Information

Registration status **Congratulations, Gary's place is confirmed for this trip!**

### Trip Overview

|                |  |
|----------------|--|
| Location       | Test   |
| Description    | Test Test                                      |
| Trip dates     | 06 Feb 2020, 11:46 - 07 Feb 2020, 11:46        |
| Sign-up window | <b>06 Jan 2020, 11:46 - 05 Feb 2020, 11:46</b> |
| Price          | £20.00   |

If you have more left to pay, click the outstanding balance on your homepage.

## Payments

Total outstanding - all students

**-£698.71**

Click to review accounts for all students and add a payment

Select the trip to add further payments to.

« Back

## Active Payments

Student

ALL

### 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](#) ▶

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.

[« Back](#)

## Zoo trip

### Registration Information

Registration status **Congratulations, Fred's place is confirmed for this trip!**

### Trip Overview

|                        |   |
|------------------------|---|
| Location               | Zoo                                     |
| Trip dates             | 16 Oct 2020, 08:00 - 16:00              |
| Available places       | 9                                       |
| Sign-up window         | 05 Oct 2020, 08:00 - 09 Oct 2020, 16:00 |
| Price                  | £20.00                                  |
| Voluntary contribution | Yes                                     |

### Trip Invoice

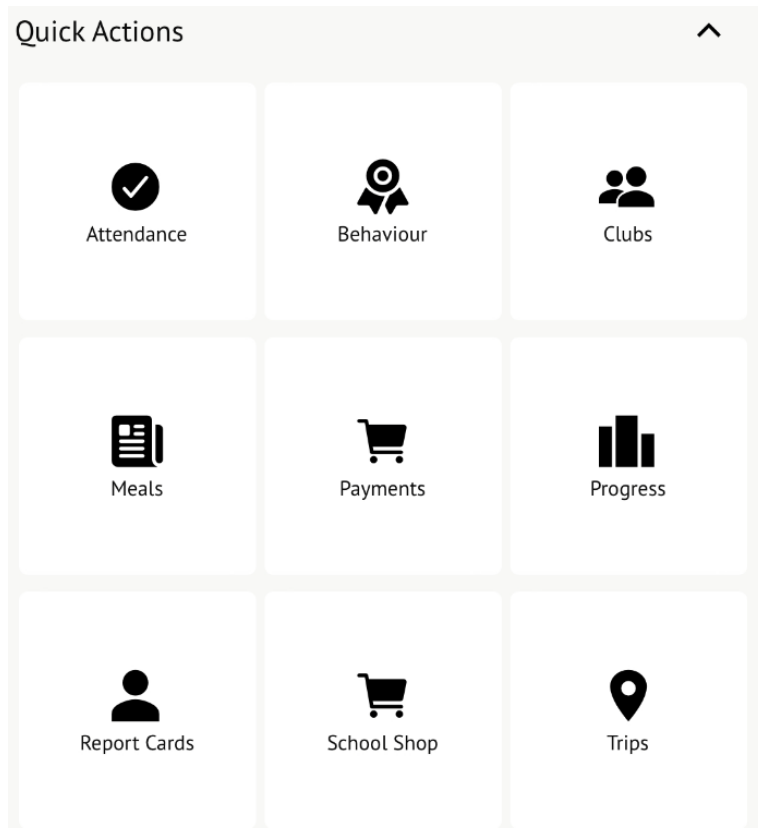
|                      |                    |
|----------------------|--------------------|
| Invoice number       | INV65535           |
| Total price          | £20.00             |
| Amount paid          | £20.00             |
| Amount outstanding   | £0.00              |
| Last payment made on | 05 Oct 2020, 12:31 |
| Fully paid on        | 05 Oct 2020        |

### Attachments

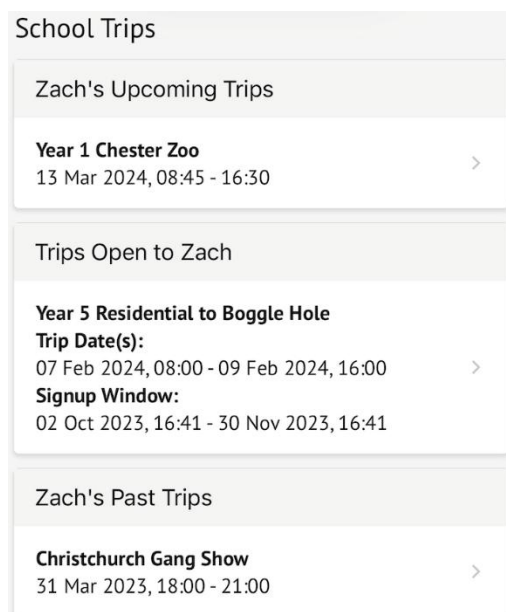
[Add another payment](#)

# Signing my child up for a Trip on the Parent App

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



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.



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

Sign up Zach for trip

### Year 5 Residential to Boggle Hole

Registration Information

**Registration status**  
Zach does not have a place on this trip yet. Click 'Sign up for trip' button to register.

Trip Overview

**Location**  
Boggle Hole

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

✕

### Register Zach for Trip

Trip Price

**Trip price**  
Free

Add Consent

Cancel

Add Consent

If no payment is required but you are allowed to give a voluntary contribution, you can select this option.

**Voluntary Contribution**

Yes

**Payment Amount**

Payment amount

£ 2

Cancel

Sign Up For Trip (No Payment)

Pay

**Voluntary contribution**

Allowed

**Previous Payments for This Trip**

**Already paid**

£0.00

**Left to pay**

£10.00

**Make a Payment**

Payment amount

£ 0

Cancel

Add To Basket

Go To Basket

If it is a trip you have to pay for, you can then [add the payment to your basket](#).

**Voluntary contribution**

Non allowed

Previous Payments for This Trip

**Already paid**

£0.00

**Left to pay**

£80.00

Make a Payment

Payment amount

£ 10

Cancel

Add To Basket

Go To Basket

If you have more left to pay, click the outstanding balance on your homepage, then click on the trip.

Payments

Total outstanding - all students

**-£698.71**

Click to review accounts for all students and add a payment

You can then add further payments to the basket.

Add another payment

## Christchurch Gang Show

### Registration Information

#### Registration status

Congratulations, Adam's place is confirmed for this trip!

#### Amount left to pay

£8.00

### Previous Payments for This Trip

#### Already paid

£0.00

#### Left to pay

£8.00

### Make a Payment

Payment amount

£ 3

Cancel

Add To Basket

Go To Basket