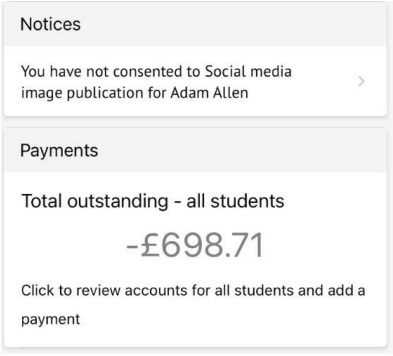
How to make Payments and Top-up Accounts on Arbor

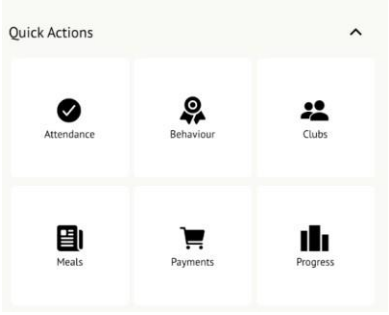
To see all outstanding balances across all you children's' accounts, click the balance on your homepage.

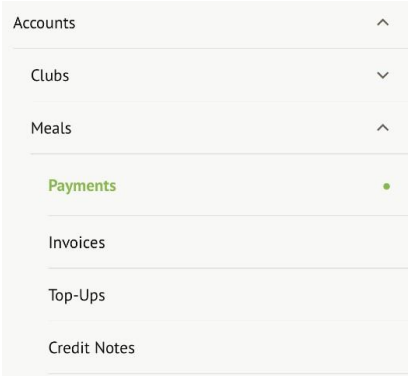
Top Tip: This will show as £0 if the balances are all 0 or all positive.



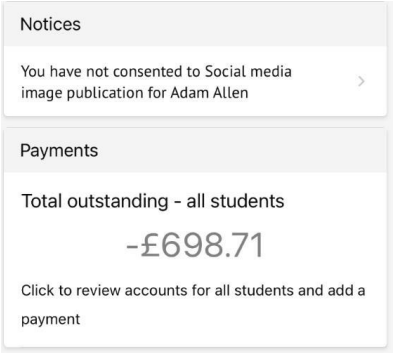
To see accounts for one of your children, you can either:

- Select the **Menu** icon and then click the **Payments** button.
- Use the menu – Active payments
- Click into a specific account from the student's page



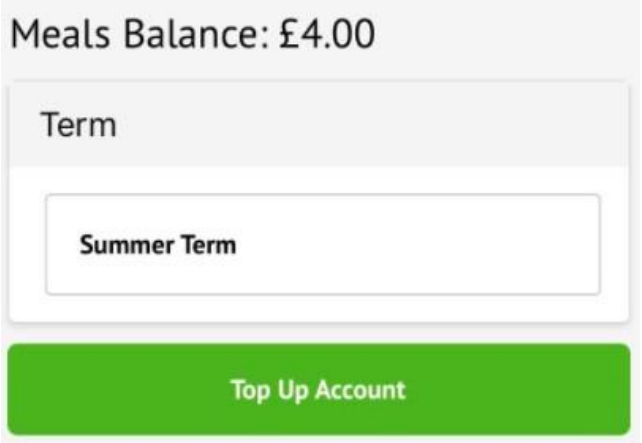


Or click the balance on your homepage.

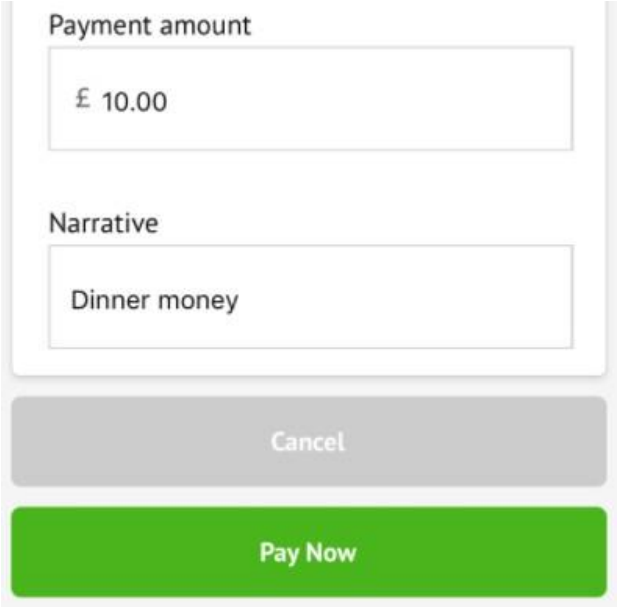


Click an account to see more information, or top up.

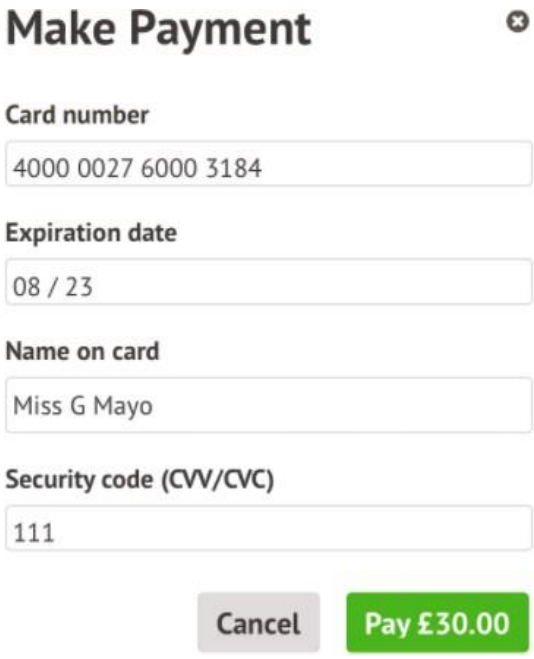
Click the green button to top up the account by inputting your card details.



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



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



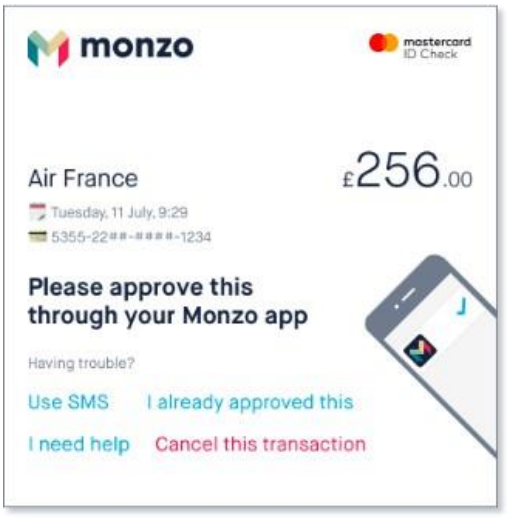
You may have to then authenticate your identity for the payment to go through. This is a requirement of the recently introduced Strong Customer Authentication (SCA) regulations.

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

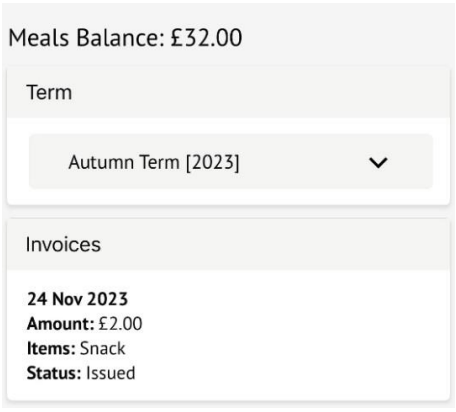
For example, here's what it may look like if you're using Monzo (we are not affiliated with Monzo, this is purely an example).



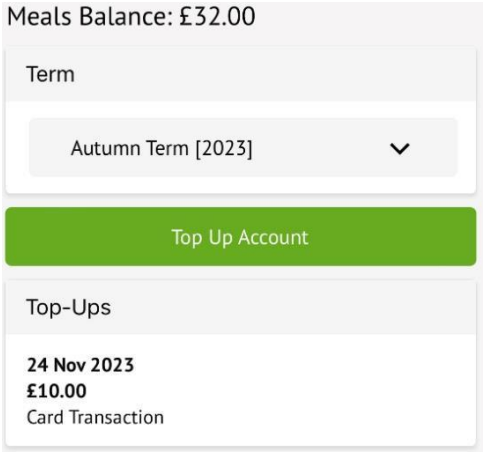
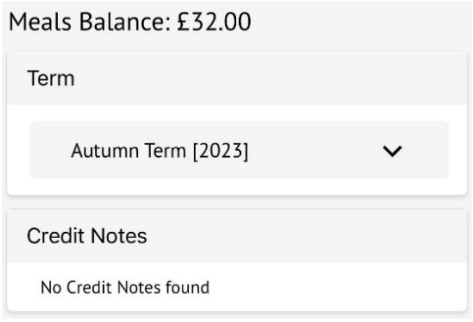
Once we've been able to confirm your identity, the payment will be completed and your card will be charged. You'll see confirmation that the transaction has been successful.

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.



The Top-ups page shows the type of top-up made, this will be from Card (made by you or another Primary Guardian).



The Credit Notes page shows all the credit notes.