

## How to make payments via Arbor App or Parent Portal

### Log in to the Arbor App or Parent Portal

Please see the information on our website on how to log in.

<https://www.riverviewprisch-staff.co.uk/arbor-parent-portalapp>

If you are still struggling with access, please email [office@riverview.staffs.sch.uk](mailto:office@riverview.staffs.sch.uk) or come into the office for help.

- **Dashboard**

When you log into the app/portal, you will arrive in your dashboard.

Here you should see all the payment options available and current balances if applicable. You will see balances to the right hand side.

### Accounts

*Pupil Name:* Meals

*Pupil Name:* School Events

*Pupil Name:* Wraparound Care clubs

*Pupil Name:* Nursery Supervision (if applicable)

### Activities

*Pupil Name:* Clubs

*Pupil Name:* Trips

### School Shop Products

*Pupil Name:* School Shop Products

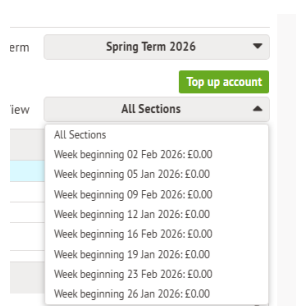
**NB As confirmed we will be transferring existing ParentPay credit/debts balances over and you should see these on your child's Meals account in due course.**

If you have more than one child at the school, you will see **all Accounts** in any of your children's dashboards. However, you will need to toggle between different children on the top left hand side of the dashboard to see their individual **Activities and School Shop Products** options.

- **Making payments/toping up accounts**

From the dashboard, select what you want to pay for.

For example if you want to top-up your child's meal account, select **Meals**, then from the next screen, select the green Top up account option on the right hand side and the relevant week from the drop down Section. You can pay by card or use Apple/Google pay.



The minimum amount for card payments we accept is:

- £1.00 for Clubs and Trips
- £1.00 for School Shop
- £2.00 for Meals and all other Customer Account Types

If you wish to pay by alternative means or you are having technical issues, please speak to a member of the office team.

For additional help, please refer to the Help Centre on the left hand side of the screen.



This will take you to specific help for the page you are currently looking at.