

ARBOR PAYMENTS - PARENT PORTAL

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

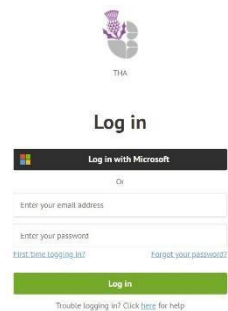
1. Log in to Thistley Hough Academy Parent Portal by visiting to the following URL: <https://thistleyhough.uk.arbor.sc/>

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".

Active Payments		
Meals	Account: Stacey Adams Account balance: £0.00	Click to top up account
School Fund	Account: Stacey Adams Account balance: £0.00	Click to top up account

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

Spring Term Total Payments: £0.00

Term

[Top up account](#)

View

Top-Up Details

Customer account

Bill payer*

Payment amount*

Narrative

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

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

Make Payment

Card number

Expiration date

Name on card

Security code (CVV/CVC)

[Cancel](#) [Pay £5.00](#)

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@thistleyhoughacademy.org.uk, providing as much detail as possible and including screenshots if available.