ArborPay – Clouds Cashless Payment

How to add funds to your child's meal account within the Arbor App

On the Arbor App

On the main Arbor page, you can see your children's accounts. The accounts you can view and top u here will depend on what accounts your school has chosen to show and enable card payments for. You can also select the menu icon then click **Payments**.

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

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

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

If you can't click the **Pay now** button (the button is greyed out) when making a payment or top up, you'll need to check your firewall settings.

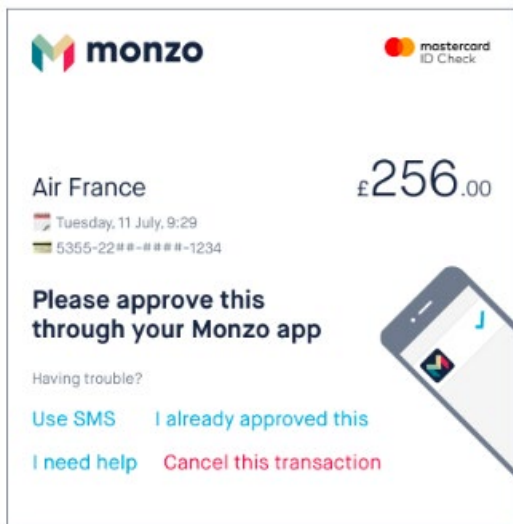4 - Next, you'll be able to input your card details. **Please note that you must use a Visa or Mastercard.**

5 - 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 (ArborPay 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.