Signing my child up for a Breakfast or After-School Club on the Parent Portal or Arbor App

Gwyn Mabo
November 07, 2023 10:51

Registering a child for a wraparound care club using the Parent Portal or Arbor App is a simple process.

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 Arbor 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.

Accounts	
Zoe Holmes: Meals	Balance: -£36.00 ▶

Activities	
Zoe Holmes: Clubs	▶
Zoe Holmes: Trips	▶

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. Click on the appropriate club from the **Clubs open to (Child's Name)** list to open up that club's information page.

Aaron Can be Registered For These Clubs

Bengeworth After School Club (2021/2022)	**Timetable:** Mondays: 15:45 - 18:00 (07 Sep 2021 - 31 Aug 2022, term-time only) Tuesdays: 15:45 - 18:00 (07 Sep 2021 - 31 Aug 2022, term-time only) Wednesdays: 15:45 - 18:00 (07 Sep 2021 - 31 Aug 2022, term-time only) Thursdays: 15:45 - 18:00 (07 Sep 2021 - 31 Aug 2022, term-time only) Fridays: 15:45 - 18:00 (07 Sep 2021 - 31 Aug 2022, term-time only)	▶
Example breakfast club (2021/2022)	**Timetable:** Mondays: 07:00 - 09:00 (03 Jan 2022 - 31 Aug 2022, term-time only) Tuesdays: 07:00 - 09:00 (03 Jan 2022 - 31 Aug 2022, term-time only) Wednesdays: 07:00 - 09:00 (03 Jan 2022 - 31 Aug 2022, term-time only) Thursdays: 07:00 - 09:00 (03 Jan 2022 - 31 Aug 2022, term-time only) Fridays: 07:00 - 09:00 (03 Jan 2022 - 31 Aug 2022, term-time only)	▶

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

« Back	**Example breakfast club (2021/2022)**	Attachments
		Register Aaron for this club
		Top up account

Registration Information	
Registration status	Aaron is not registered for wraparound care club sessions yet. Click "Register for this club" button to register.
Total number of sessions Aaron is registered for	0
Total number of sessions Aaron attended	0
Current wraparound care club balance	-£2.20
Total spent	£0.00

In the slide over, choose the membership period to sign up for - this may be a day, a term or the whole academic year, depending on what your school has set up.

« Back   **Register Aaron for Club**

Club Overview

Name	Example breakfast club
Club price per session	Monday: £0.00 for 07:00-09:00 session interval Monday: £0.00 for 08:00-09:00 session interval

Choose Membership

Choose membership option*	Daily breakfast club

Cancel   **Next »**

Choose which membership periods to sign up to.

« Back   **Register Aaron for Club**

Club Overview

Name	Example breakfast club
Selected membership option	Daily breakfast club (Sign-up cut-off: 24 hours before session starts)
Club price per session	Monday: £0.00 for 07:00-09:00 session interval Monday: £0.00 for 08:00-09:00 session interval

Select Membership Periods

Day*	Mon, 03 Jan 2022 Tue, 04 Jan 2022 Wed, 05 Jan 2022

Cancel   **Next »**

Then select which times to sign up to for the club.

« Back   Register Julia for Club

Club Overview

Name	Example breakfast club
Selected membership periods	03 Jan 2022, 04 Jan 2022, 05 Jan 2022

Select Session Interval

Monday*	07:00 - 09:00
Wednesday*	08:00 - 09:00

Cancel   Next »

Finally, confirm registration.

« Back   Register Julia for Club

Membership information

Some of the memberships you have selected were unavailable due to cut-off time, maximum number of participants or price not being defined. Available memberships are presented bellow.

Club Overview

Name	Example breakfast club
Selected membership option	Daily breakfast club (Sign-up cut-off: 24 hours before session starts)
Club price per session	Monday: £4.20 for 07:00-09:00 session interval Monday: £2.10 for 08:00-09:00 session interval Wednesday: £4.00 for 07:00-09:00 session interval Wednesday: £2.00 for 08:00-09:00 session interval Wednesday: £4.00 for 09:00-10:00 session interval

Review Sign-Up Details

Number of sessions	2
Session interval	Monday: 07:00-09:00 session interval Wednesday: 08:00-09:00 session interval
Total price	£6.20

Cancel   Register Julia for club

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

« Back

Example breakfast club (2021/2022)

Registration Information

Registration status	Congratulations, Aaron is registered for Example breakfast club (2021/2022)! Check the details below. Contact the school's office if you have any questions or requests.
Total number of sessions Aaron is registered for	1
Total number of sessions Aaron attended	0
Current wraparound care club balance	-£2.20
Total spent	£0.00

Aaron Memberships

Day	**Dates:** 03 Jan 2022 **Student will have meal?:** No **Total sessions:** 1

FAQ

I want to select a different time to attend each week

If your school offers different times you can sign up to, you can only specify one for each day. To change the times for different weeks, sign up for each session one at a time.

Why hasn't my child been signed up for all the sessions I selected?

Depending on the available sessions, you may not be signed up for all the sessions you select.

- If your school has a cap on the number of students who can attend a session that is already reached, your child won't be signed up.

- If your school decides on a cut-off time for signing up to a session, your child won't be signed up if you try to book past the cutoff time.

- If your school charges for the club but haven't specified the price for the session, you won't be able to book your child on - please contact your school and ask them to add a price for the session.

For all the reasons above, please contact your school and ask them if they can add your child into the session manually.

Topping up your account if your balance is low

If your school requires you to top up funds before signing up, you won't be able to sign up - click the **Top Up Account** button.
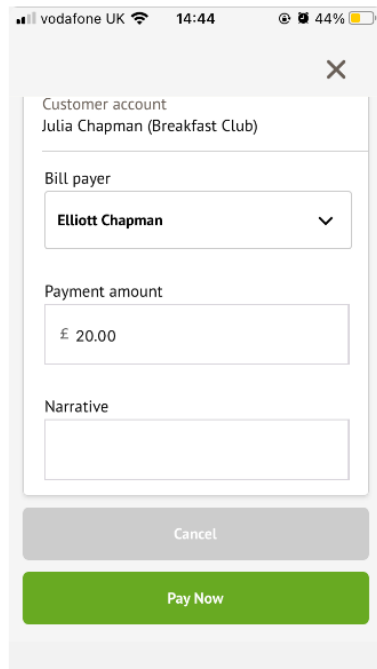
⛔ **Please correct this error:**

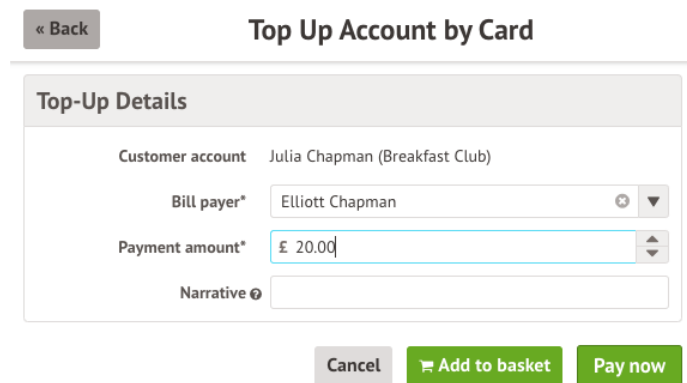- You have insufficient funds on you account

OK

On the App, it will look like this:

On the Parent Portal, you can choose to pay or add the amount to your basket to pay later.

Top Tip: Can't click the button? Follow this article: I can't click the button to pay?

When you pay, 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.