

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

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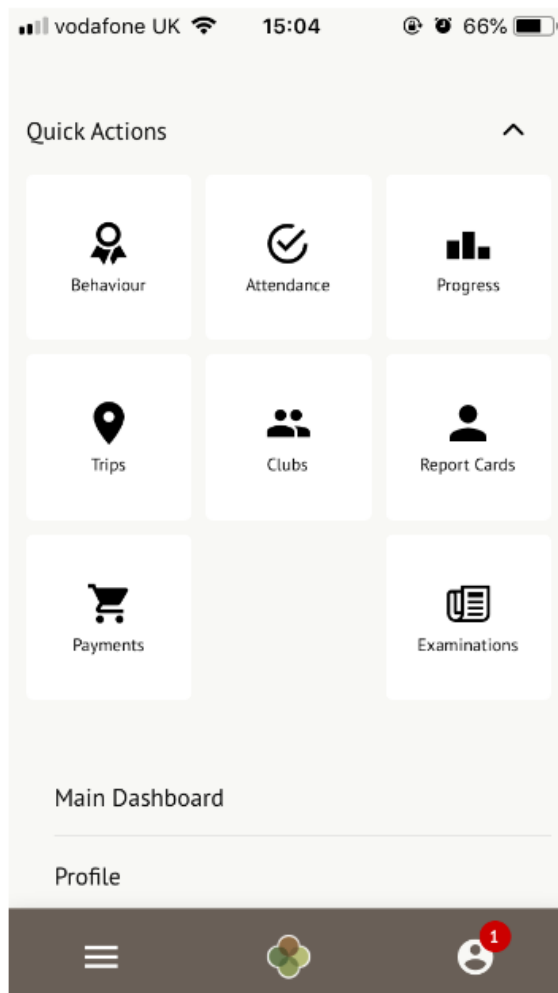
Registering a child for a wraparound care club using the Parent Portal or Arbor App is a simple process.

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.

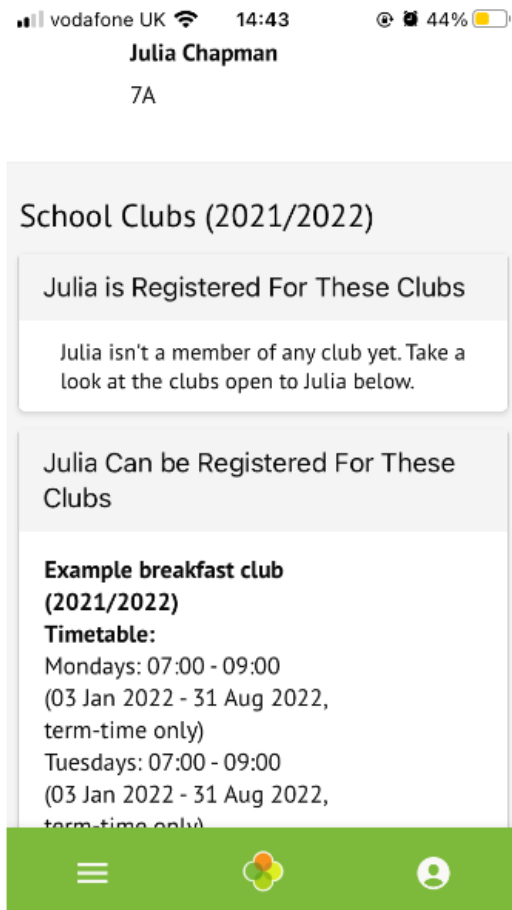
On the Parent Portal

On the Arbor App

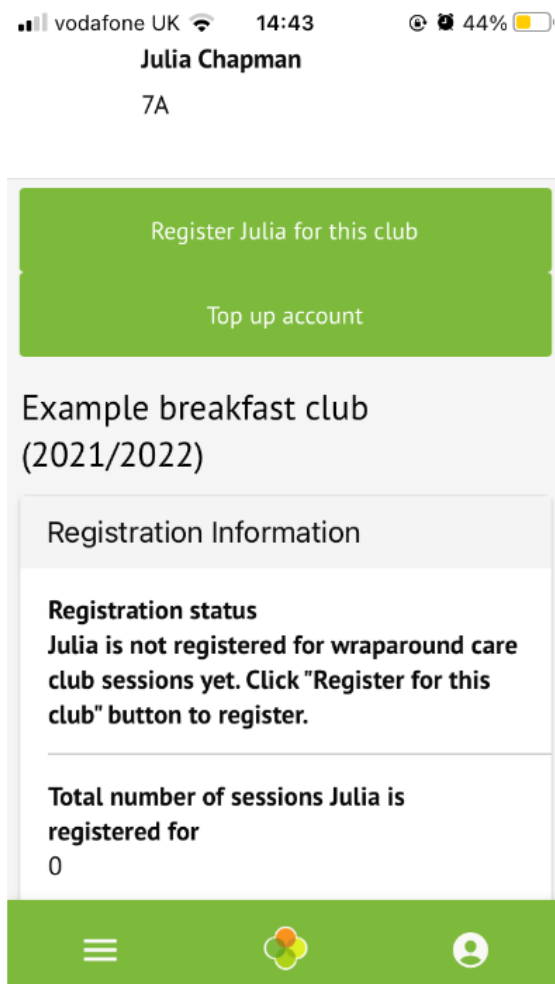
To sign up for a club, click the menu icon at the bottom left of your screen. **Select Clubs.**



You can then see a list of any clubs your child is attending, and any clubs open to your child.



Click a club to access the **Club Overview**. Click **Register For This Club** to sign up.



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 **Select One**

Tap to pick

Termly breakfast club booking

Daily breakfast club ✓

Weekly example

vodafone UK 14:45 44%

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

Choose Membership

Choose membership option

Daily breakfast club ▾

Cancel

Next »

Choose which membership periods to sign up to.

Select Membership Periods

3 selected ▾

Cancel

Next »

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

The screenshot shows a mobile app interface. At the top, the status bar displays 'vodafone UK', signal strength, Wi-Fi, time '14:46', location, and 44% battery. The app has a close button (X) in the top right. Below is a 'Club Overview' section with a dropdown arrow on the left. It contains:

- Name**: Example breakfast club
- Selected membership periods**: 03 Jan 2022, 10 Jan 2022, 11 Jan 2022

Below this is the 'Select Session Interval' section with a dropdown arrow on the left. It shows:

- Monday
- 07:00 - 09:00

At the bottom are two buttons: a grey 'Cancel' button and a green 'Next »' button.

Finally, confirm registration.

The screenshot shows the 'Review Sign-Up Details' screen in the mobile app. The status bar is identical to the previous screenshot. It features a close button (X) in the top right. Below is a summary box with:

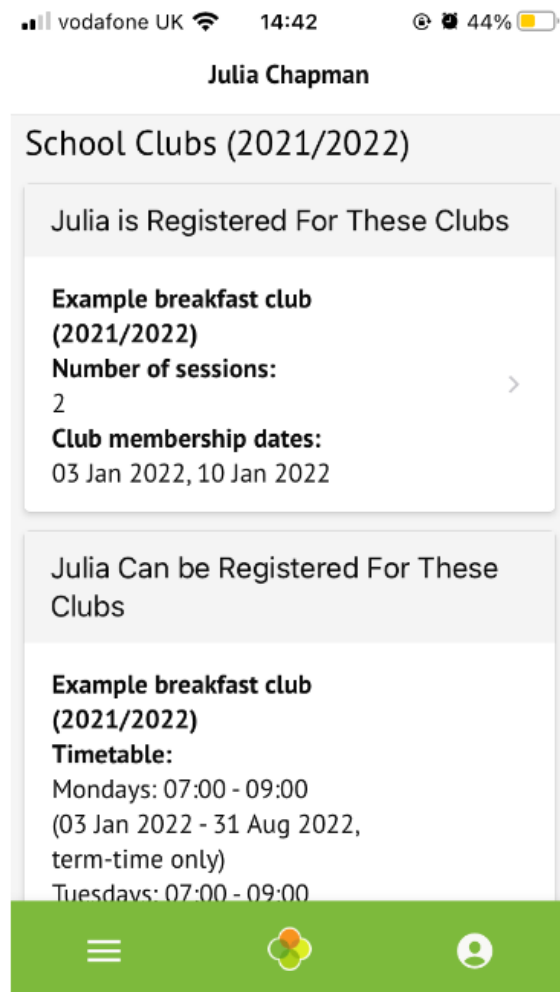
- session interval
- Wednesday: £4.00 for 09:00-10:00
- session interval

Below this is the 'Review Sign-Up Details' section with:

- Number of sessions**: 2
- Session interval**: Monday: 07:00-09:00 session interval
-
- Total price**: £8.40

At the bottom are two buttons: a grey 'Cancel' button and a green 'Register Julia For Club' button.

They will then be signed up.



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

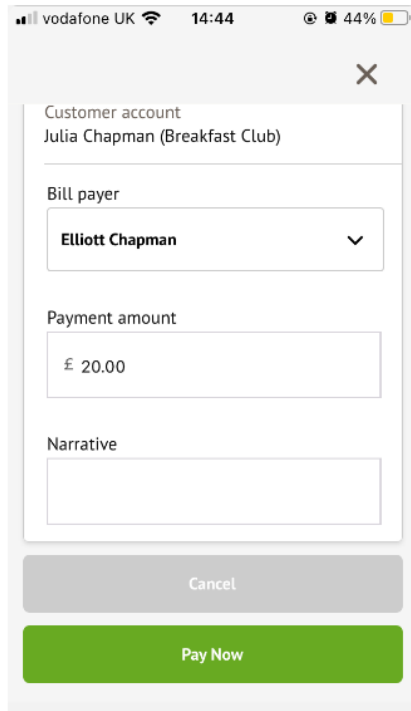
If your school requires you to top up funds before signing up, you won't be able to sign up - click the **Top Up Account** button.

! Please correct this error:

- You have insufficient funds on your account

OK

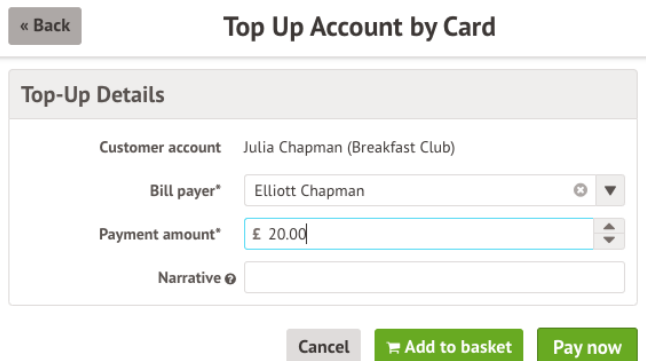
On the App, it will look like this:



The screenshot shows a mobile app interface for topping up an account. At the top, the status bar shows 'vodafone UK', signal strength, Wi-Fi, time '14:44', and battery '44%'. The app interface has a close button (X) in the top right. Below it, the 'Customer account' is 'Julia Chapman (Breakfast Club)'. The 'Bill payer' is a dropdown menu showing 'Elliott Chapman'. The 'Payment amount' is a text input field containing '£ 20.00'. Below that is a 'Narrative' text input field. At the bottom, there are two buttons: a grey 'Cancel' button and a green 'Pay Now' button.

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?](#)



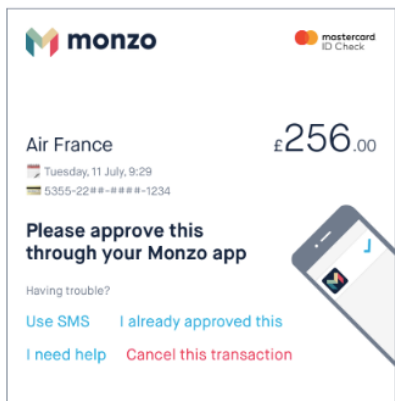
The screenshot shows the 'Top Up Account by Card' interface on the Parent Portal. It has a '« Back' button in the top left. The title is 'Top Up Account by Card'. Below the title is a 'Top-Up Details' section with a grey header. Inside this section, the 'Customer account' is 'Julia Chapman (Breakfast Club)'. The 'Bill payer*' is a dropdown menu showing 'Elliott Chapman'. The 'Payment amount*' is a text input field containing '£ 20.00'. Below that is a 'Narrative' text input field. At the bottom, there are three buttons: a grey 'Cancel' button, a green 'Add to basket' button, and a green 'Pay now' button.

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.

