

## <u> ArborPay – Clouds Cashless Payment</u>

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.

Me	als Balance: £4.00
Т	erm
	Summer Term
	Top Up Account

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.

£ 10.00		
Narrative		
Dinner mo	oney	
	Cancel	
_		_

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

Make Pa	yment	٥
Card number		
4000 0027 60	00 3184	
Expiration date	2	
08/23		
Name on card		
Miss G Mayo		
Security code (	CVV/CVC)	
111		
	Cancel	Pay £30.00



## CCHS – How to Log into.....

5 - You may have to then authenticate your identity for the payment to go through. This is a requirement of the recently introduced <u>Strong Customer Authentication (SCA) regulations</u>.

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).

附 monzo	D Check
Air France	£256.00
Please approve th through your Mon	is zo app
Having trouble? Use SMS I already a	approved this
I need help Cancel t	his transaction

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.

