



## Arbor – How to book Wraparound care on the Arbor Portal (Website)

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.



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)	<b>Timetable:</b> 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)	<b>Timetable:</b> 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, click on **Register For This Club** in the top right-hand corner of the page.

« Back **Example breakfast club (2021/2022)**

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

Attachments

Register Aaron for this club

Top up account

In the slide over, choose the membership period to sign up for – this is for the entire academic year. **ADHOC bookings must be made through the School office.**

« 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.

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## 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\*

Cancel

Next »

Finally, confirm registration.

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## 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 below.

### 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.

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## 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	<b>Dates:</b> 03 Jan 2022 <b>Student will have meal?:</b> No <b>Total sessions:</b> 1
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## FAQ

### 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.

- We have a cap on the number of students who can attend a session, if this is already reached, your child won't be signed up.
- You may have missed the 24 hours window to book, please contact the School Admin Office.
- If your balance is not at zero, you cannot book a new session, please top up your account first. **See Top up instructions below:**

### Topping up your account if your balance is low

Here's the message on the Parent Portal.

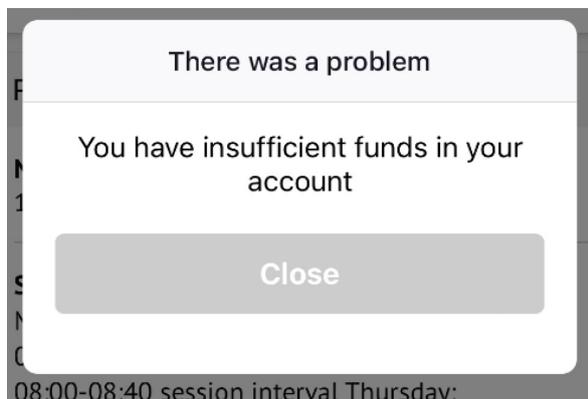


#### Please correct this error:

- You have insufficient funds on you account

OK

On the App, it will look like this.



You will need to return to the club page and click **Top up account**.



On the Parent App, you can add the amount [to your basket](#).

## Top Up Account by Card

### Top-Up Details

Customer account  
Zach Allen (Meals)

Bill payer

Laura Allen

Payment amount

£

Narrative

Cancel

Add To Basket

Go To Basket

On the Parent Portal, you can choose to pay or add the amount [to your basket](#) to pay later.

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## Top Up Account by Card

### Top-Up Details

Customer account Julia Chapman (Breakfast Club)

Bill payer\* Elliott Chapman

Payment amount\* £ 20.00

Narrative ⓘ

Cancel

🛒 Add to basket

Pay now

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

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.