



Ringwood School

Dear Parents/Guardians

It's been a busy 16 weeks since we launched Arbor: Time flies! We hope you're finding it easy to use and benefiting from the improved visibility of your child's successes at Ringwood School.

From a payment's perspective, we have put together a few tips & FAQs that you may find helpful on

1. App functionality
2. Payment methods
3. E-mail notifications for payments
4. Tracking your payment history / Viewing invoices
5. Help Centre

1. Arbor App Functionality

We understand the app is different between Android and Apple. Additionally, the app has limited functionality such as:

- You pay for items one at a time because you can't "add to basket" in the app
- The calendar/timetable is for "today" only, you can't navigate to another day

Recommendation

We recommend that you log into the actual parent portal via your preferred browser on your device at this address: <https://ringwood.uk.arbor.sc>

On a mobile phone, whilst you have to move the screen about to see the whole page, it does give you greater functionality such as making multiple payments at once using the "add to basket" facility and ability to navigate through the calendar/timetable.

Search in your browser for "Arbor" or use the address <https://login.arbor.sc/>

2. Payment Methods:

Arbor follows strict security requirements to make sure payments have been made and verified by you.

With the Arbor App, you have the option to pay via Apple Pay or Google Pay

When using the Parent Portal, Arbor doesn't save your payment details so you may have to put them in each time unless you use the built-in password manager on your device or browser so you can select them as they pop up when you click to pay.

3. E-mail notifications for payments

Arbor currently only sends e-mail notification for meals payments. We have sent feedback to Arbor suggesting that e-mail notification for all purchases would be helpful. You can, however, check your "Invoices" to see your payment history. Read on for more information.

4. Tracking your payment history

When items are put on to a student's account, the item will stay on the account even when it has been paid for.

Items are now set up with a maximum number that you can pay for so you should not be able to pay for more than has been allocated.

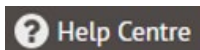
To see which items you have paid for, you can **check your invoices** as follows:

Viewing Invoices via a browser or in the Android App

- **Quick Actions Button**
- Payments
- Three horizontal lines at the top
- Invoices
- Filter by student / Account (All, Trips, Clubs or Meals) and by term

Viewing Invoices via the Apple App

- ☰ on the bottom left of the screen
- Account
- school shop/trips/meals/clubs (whichever they want the receipt for)
- invoices



Should you have any questions the Arbor Help Centre is comprehensive and may provide the answer you're looking for. For Ringwood School specific queries please e-mail payments@ringwood.hants.sch.uk.