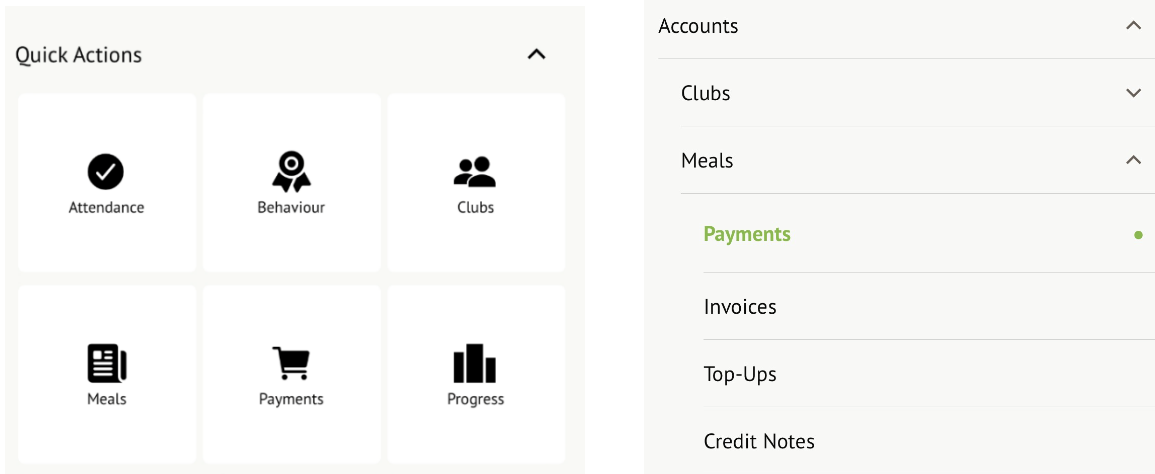
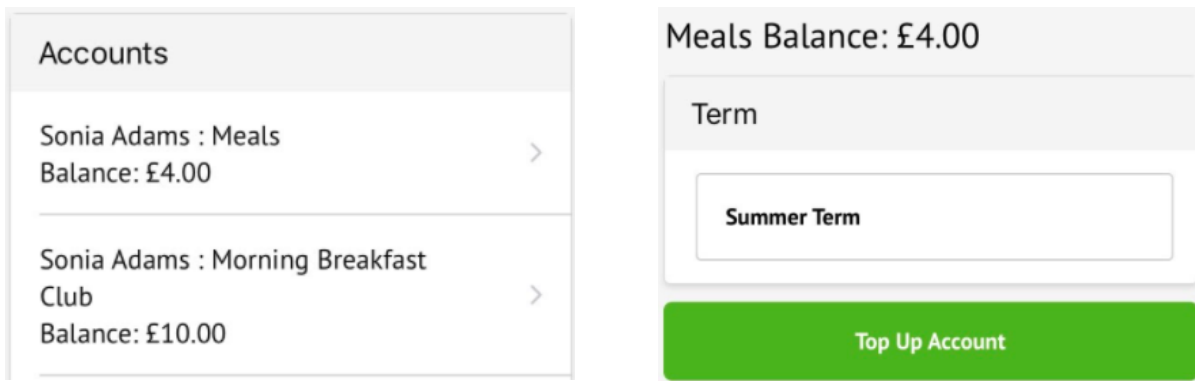


Topping up your Arbor account

- Select the **Menu** icon and then click the **Payments** button.
- Use the menu.
- Click into a specific account from the student's page.



Click an account to see more information, or top up.



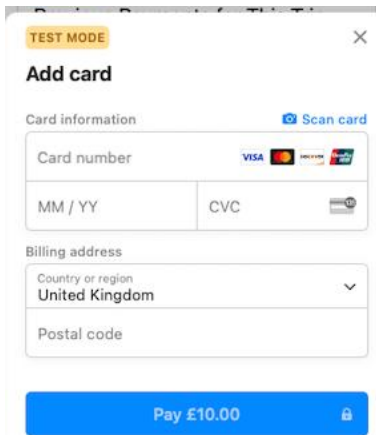
Click the green button to top up the account by inputting your card details.

The screenshot shows a payment form. It has two input fields: 'Payment amount' with the value '£ 10.00' and 'Narrative' with the value 'Dinner money'. Below the input fields are two buttons: a grey 'Cancel' button and a green 'Pay Now' button.

Input the amount to top up, then click to pay.

Topping up your Arbor account

Next, you'll be able to input your card details on the secure Stripe checkout panel. Scan a new card, enter details manually, use details saved with Onelink or use Apple Pay or Google Pay (if available). **Please note that you must use a Visa or Mastercard.**

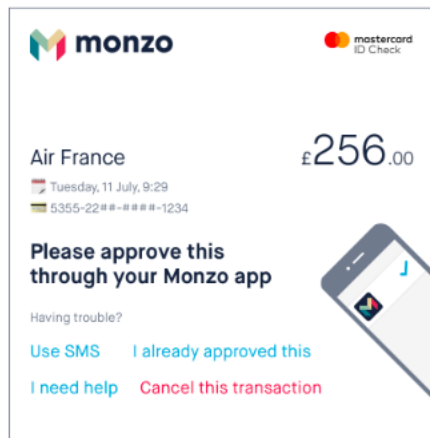


You may have to then authenticate your identity for the payment to go through. This is a requirement of the recently introduced [Strong Customer Authentication \(SCA\) regulations](#).

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.



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.

