

Topping up the meal account on the Parent Portal

To top-up a meal account on the Parent Portal dashboard, look under the **Accounts** section and click on the **Meals** line item.

The screenshot shows the Parent Portal dashboard for a student named Chloe Adams. The dashboard is divided into several sections: Quick Actions, Statistics, Guardian Consultations, Overdue Assignments, Accounts, and Activities. The 'Accounts' section is highlighted with a yellow arrow pointing to the 'Chloe Adams: Meals' line item. The 'Meals' line item shows a balance of -£61.36. Other accounts listed include 'Chloe Adams: Snacks for students' with a balance of £3.40 and 'Chloe Adams: Breakfast Club' with a balance of £0.00.

This will take you to the payment details page. Click on **Top up account** to top up the meal account.

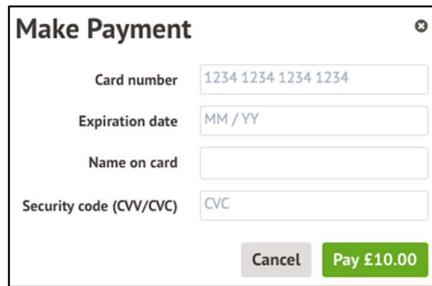
The screenshot shows the 'Meals Balance' page. The balance is -£0.40. The page displays the 'Summer Term' and 'Total Payments: £146.20'. A 'Top up account' button is highlighted with a yellow arrow. Below the total payments, there is a table showing weekly meal costs for two weeks starting in August 2019.

| Week beginning | Total |
|----------------|--------|
| 19 Aug 2019 | £4.40 |
| Monday | £2.20 |
| Tuesday | £0.00 |
| Wednesday | £2.20 |
| 12 Aug 2019 | £11.00 |
| Monday | £2.20 |
| Tuesday | £2.20 |

A slide over will load, where you can select the bill payer and payment amount. Please note the minimum payment amount is £2. You can choose to **pay now** or to add your payment to your basket to pay later.

The screenshot shows the 'Top Up Account by Card' form. The form has a 'Back' button and a 'Top-Up Details' section. The 'Customer account' is Molly Allen (Meals). The 'Bill payer' is Carly McKelvey. The 'Payment amount' is £10. There is a 'Narrative' field. At the bottom, there are three buttons: 'Cancel', 'Add to basket', and 'Pay now'.

If you choose to pay now, click on **Pay now** button. In the pop-up, add in your card details then click **Pay**.



The screenshot shows a 'Make Payment' dialog box with the following fields and buttons:

- Card number: 1234 1234 1234 1234
- Expiration date: MM / YY
- Name on card: [Empty field]
- Security code (CVV/CVC): CVC
- Buttons: Cancel, Pay £10.00

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 you have registered with your bank or credit card provider.

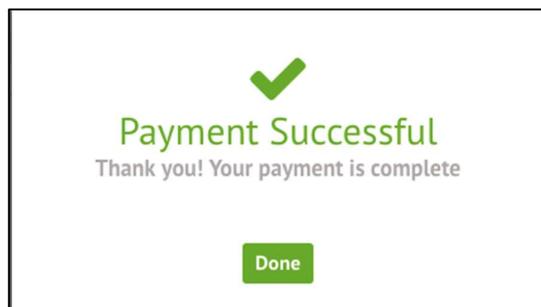
For example, here's what it may look like. (Please note, this is purely an example)



The screenshot shows a 'QPAY' authentication screen with the following content:

- QPAY logo and Mastercard ID Check logo.
- Text: Enter your One-Time Passcode
- Text: A one-time passcode was sent via text message to your mobile number mobile:447*****8395
- Text: Please enter the passcode below.
- Merchant: NEXTDIRECTORY
- Amount: 5.00 GBP
- Date: 09/11/2020
- Card Number: XXXX-XXXX-XXXX-1890
- Passcode: [Input field]
- Buttons: Submit, Cancel

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.



The screenshot shows a 'Payment Successful' confirmation screen with the following content:

- Green checkmark icon.
- Text: Payment Successful
- Text: Thank you! Your payment is complete
- Button: Done

The meals balance will be updated to reflect the top-up right away.