

Meal Menu choices on the Parent Portal or Parent App

Please note that once the deadline your school has set passes, you can see, but no longer edit your meal choices - please contact your school if you'd like to change your choice.

On the Parent Portal

On the Parent App

From the main Parent Portal page, click **Quick Actions** and select **Meals**.



You'll be taken to the **Meal Choices** page, where you will be presented with a list of Meals that have available menus to choose from. You can see past meals by using the Academic Year drop-down menu. **Please choose Academic Year 2026/2027.**

Click on a meal.



You can then see the **Meal Choices** page:

- You can see your child's meal account balance at the top - if this balance is negative it will be highlighted in red.
- You can top up the balance via card payment using the **Top up account** button. You can see more about topping up here: [Reviewing Balances and Adding Top Ups](#)

On the page you can see all future dates you can select a meal for:

- **Deadline passed** - the deadline your school has set to make a meal choice has passed and cannot be edited by you. Contact your school if you'd like to change what meal your child is going to have.
- **School holiday - no choices available.** Your school has set this day as a non-school day. Please contact your school (please do not contact Arbor) if this is incorrect.
- **No choices made** - click to select the meal your child will have.

- **Meal Choice** - you've set a meal choice already, but you can click it to change your choice.

« Back Meals Balance: £0.00

[Top up account](#)

Term: Autumn 2023/2024 ▼

Week beginning 02 Oct 2023

Day	Meal Choice	Action
Tuesday	Pasta with Tomato Sauce	Deadline passed
Wednesday	No choices made	▶
Thursday	No choices made	▶
Friday	No choices made	▶

Adding and confirming choices

To choose a meal (for a single meal or a week):

- Click on a day to view meal options for that week.
- Select your choices from the drop-down next to each day.
- Ensure days without choices are set to **No Choice selected** (you can update these later).
- Click the green **Process** button to confirm.

« Back Meal Choices

Add Meal Choice

Mon, 01 Sep 2025	Packed Lunch	⊗ ▼
Tue, 02 Sep 2025	Jacket Potatoes	⊗ ▼
Wed, 03 Sep 2025	Absent	⊗ ▼
Thu, 04 Sep 2025	Jacket Potatoes	⊗ ▼
Fri, 05 Sep 2025	No choice selected	⊗ ▼

If your school requires you to have enough balance in your Meals account to cover the cost of your current and future meal choices, your choices are added to your [Basket](#) before being fully confirmed.

You can identify which choices are unconfirmed by looking for the words "In basket" and by referring to the warning banner at the top of the page, alerting you that there are **Meal choices in basket**.

Week beginning 08 Sep 2025

Monday	Jacket Potatoes	
Tuesday	Stew	
Wednesday	Jacket Potatoes	
Thursday	Jacket Potatoes	
Friday	Jacket Potatoes	

In basket

In basket



Meal choices in basket

You currently have meal choices in your basket. [Go to your basket](#) to complete checkout and confirm your meal choices.

Click on the **Go to your basket** link in the banner or head to **My Items & My Payments** using the top menu to view your pending choices.

If your balance is sufficient, clicking **Checkout** confirms your selections instantly. If not, you'll need to enter your card details to pay the difference before confirming your choices.

Adding and confirming choices for multiple students at once

The Parent Portal allows you to add meal choices for all of your students and to check out your basket for all of the items at the same time. However, you need to make sure all students have sufficient balance before you check out.

If one student is in debt and you add their top-up to the basket, you will not be able to select meal choices for the other sibling, who has the funds, until that top-up is processed. Even if the basket item is only for the other sibling. Please ensure you process the top-up first, before adding any meal choices.

Editing choices

To edit a meal choice that has already been made, you must first remove the current meal choice. If you do not do this first, you see a red warning message alerting you that "you cannot add a meal choice for [the date], because one already exists. Please remove the existing meal choice first" when you try to change the meal choice.

To remove a meal choice:

- Click on the day you want to change to open the edit screen.
- Update the meal choice to **No Choice Selected** using the dropdown
- Click the green **Process** button to delete the choice

This reverts the day to **No choices selected**.

