



Meal Menu choices on the Parent Portal or Parent App

You can choose your child's meals in advance using the Meal Choices area!

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

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.

Click on a meal.

Meal Choices



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.

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. Your child's teacher can amend their choice while taking the register, or you can 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	
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

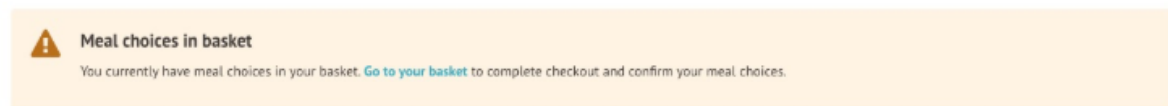
Add Meal Choice

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

The image shows a table with meal choices for a week starting 08 Sep 2025. The table has two columns: the first column lists the days of the week (Monday to Friday), and the second column lists the meal choices (Jacket Potatoes, Stew, Jacket Potatoes, Jacket Potatoes, Jacket Potatoes). To the right of the table, there are two orange-bordered boxes, each containing the text "In basket".A yellow warning banner with a red triangle icon on the left. The text reads: "Meal choices in basket" followed by "You currently have meal choices in your basket. [Go to your basket](#) to complete checkout and confirm your meal choices."/>

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.

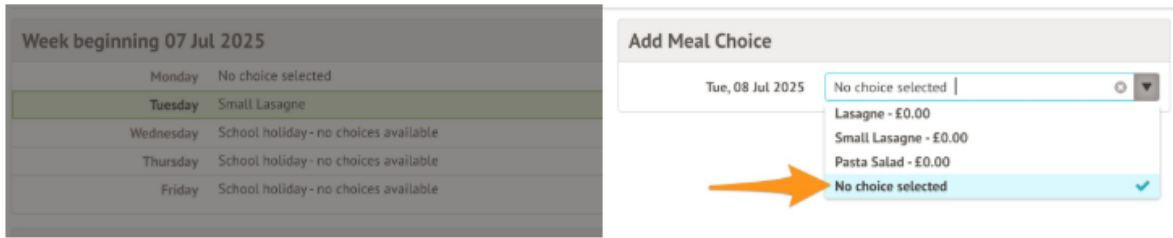
Editing choices

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 "[y]ou 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:

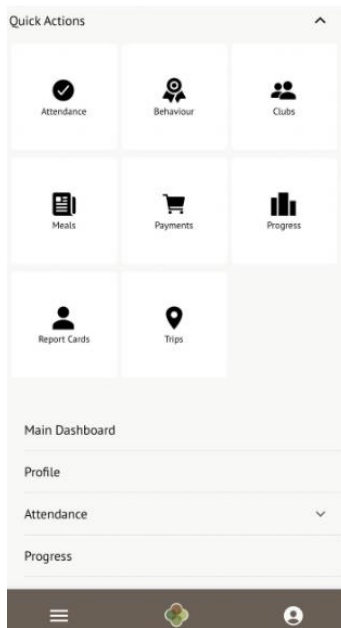
- Click on the day you want to change to open the edit screen.
- Update the meal choice to **No Choice Selected** using the dropdown
- Click the green **Process** button to delete the choice

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



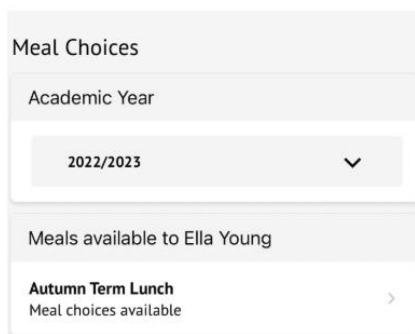
On the Parent App

Click the three lines to access your main menu, then click on **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.

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. 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. Your child's teacher can amend their choice while taking the register, or you can 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.

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.

Meal Choices

Select your meal choices below and complete your basket checkout to confirm. Please note, the deadline for making meal choices is 1 week before your meal takes place.

Add Meal Choice

Wed, 18 Jun 2025

Chicken Salad (GF) - celery, milk - £2.00

Thu, 19 Jun 2025

Linda M Sausage and Beans - £2.00

Fri, 20 Jun 2025

Margarita Pizza (V) - £2.00

Process

If your school requires a balance in your Meals account for current and future meals, your selections go into your [Basket](#) before confirmation. A banner will notify you to complete the basket checkout to confirm your choices if necessary.

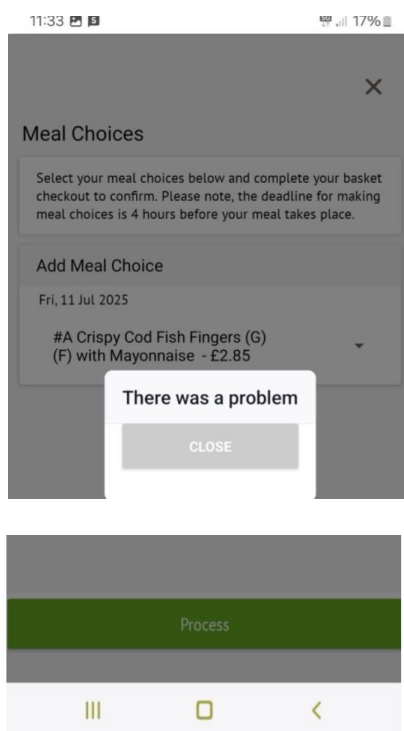
You can get to your basket by tapping the green **Go To Basket** button after adding your meal choice, or by navigating to **Quick Actions > Basket**.

If you have sufficient balance to cover the cost of the new meal choices and any other meal choices you have made previously but have not been charged for yet, tapping **Checkout** will confirm your choices. If not, you'll need to enter your payment details on the next screen to pay the difference before confirming your 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 warning message pop up alerting you that **There was a problem** when you try to change the meal choice and press **Process**.



To remove a meal choice to get rid of the **There was a problem** message:

- 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**.