



2 July 2026

Dear Families

Ref: Welcome to Abbot's Lea School – Details of School Payment System

We would like to extend a warm welcome to you and your family as your child prepares to join Abbot's Lea School in September.

As part of our home-school communication systems, we use **Arbor Parent**, which allows parents and carers to access important information about their child, receive communications from school and make payments for trips, activities and other school-related items.

All school communications are sent via Arbor, so it is important that you activate your account and regularly check the Arbor Parent App or Parent Portal to ensure you receive all updates and information from school.

If you have not yet received your Arbor login details, or if you require them to be resent, please contact the school office at reception@abbotsleaschool.co.uk

There are two ways to access Arbor:

- **The Parent Portal** – accessible on a laptop or desktop computer.
- **The Arbor Parent App** – available for smartphones and mobile devices.

Logging in to Arbor

For guidance on accessing your account, please visit:

[Logging In to the Parent Portal & Parent App – Arbor Help Centre](#)

Logging In to the Parent Portal & Parent App - Arbor Help Centre

When logging in for the first time:

1. Enter the email address held on our school records.
2. Select Abbot's Lea School from the list of schools.
3. Accept Arbor's terms and conditions.
4. Confirm your child's date of birth when prompted for security purposes.

If you have more than one child attending the school, please use the date of birth of your eldest child when first logging in. Once your account is activated, you will be able to switch between children within the App.

Keeping Your Details Up to Date

It is important that we hold accurate contact information for all parents and carers. If you need to update your email address, telephone number or any other contact details, please contact the school office and we will be happy to assist.

Need Help?

If you experience any difficulties accessing Arbor, please first check that the email address you are using matches the one held by the school.

If you continue to experience problems, please contact us at:

reception@abbotsleaschool.co.uk

A member of the team will be happy to help you access your account.

We look forward to welcoming your child to Abbot's Lea School and working in partnership with you throughout their educational journey.

Yours sincerely

A handwritten signature in blue ink that reads "A Hildrey". The signature is written in a cursive style with a small flourish at the end.

Mrs A Hildrey
Headteacher