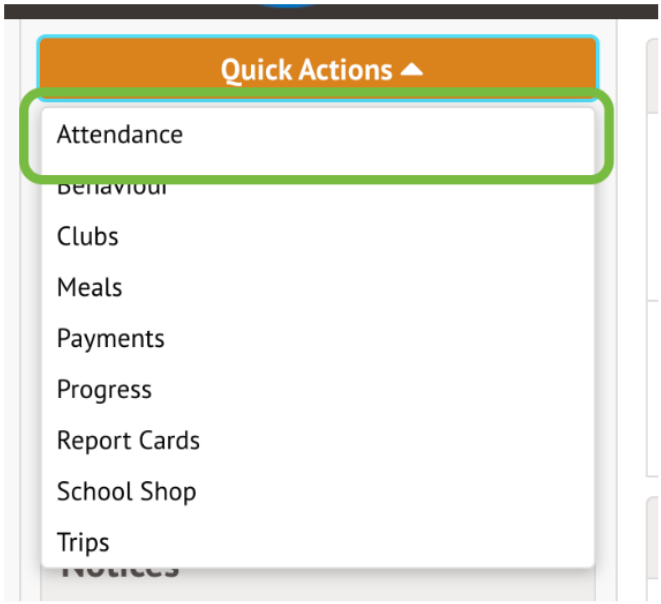
Logging absences on the Parent Portal and Arbor App

Parents can now log same-day absences for their children using the Parent Portal and Arbor App. To do this, they must access the Attendance section, input the absence details, and submit the request. School staff will then approve or reject the absence. Once approved, it will be visible in the Attendance tab. Absence requests cannot be edited, only deleted and recreated if changes are needed, and approved absences cannot be deleted.

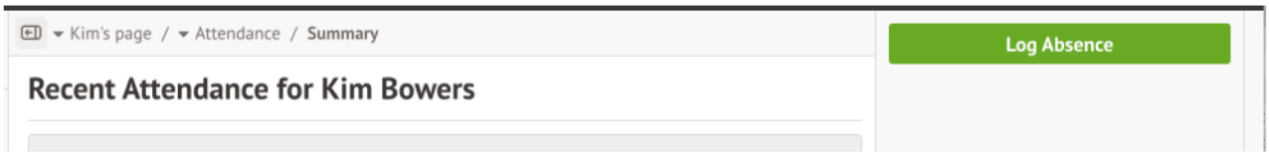
Recording an absence

To record an absence, click on the **Quick Actions** button and then click **Attendance**

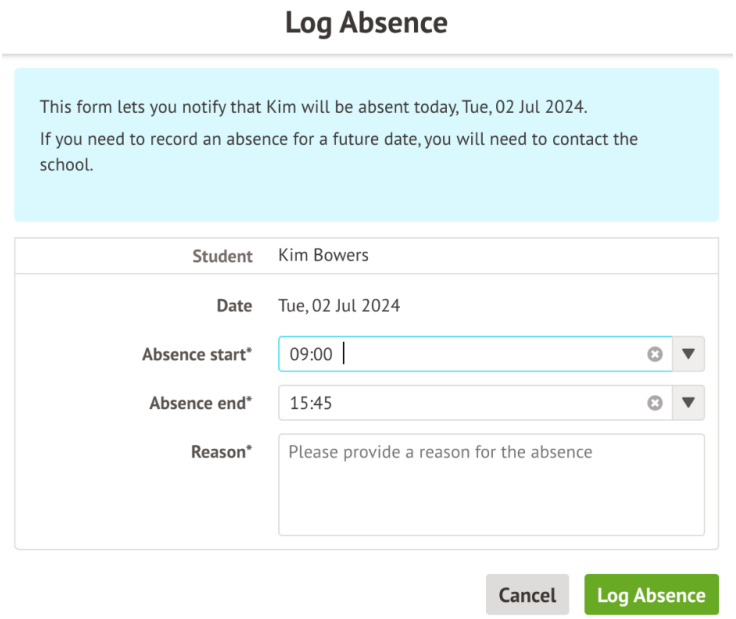


From here, click the green ***Log Absence*** button in the top-right of the page.

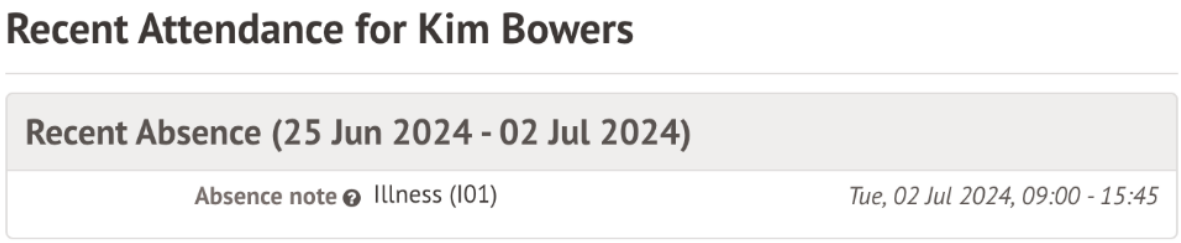
From here, click the green ***Log Absence*** button in the top-right of the page.



Here, you can input the start and end time for the absence and type in the reason for the absence. By default, the absence start and end times reflect the student's full day, but these can be adjusted as needed. Once you have filled in this data, click **Log Absence**. This will then be visible to school staff.

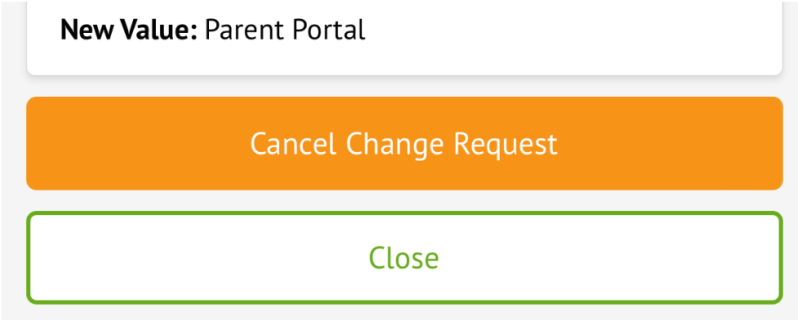


Once this has been logged, school staff can accept or reject the absence. Approved absences appear in the **Attendance** tab of the Parent Portal or Arbor App.



Editing or deleting absence requests

It is not possible to edit an existing absence request, so if you need to make any changes, you should delete the absence request and create a new one. To delete the absence, click on it and then click **Cancel Change Request**.



Please note: It is not possible to delete an absence once it has been approved by your school. If you need to make any changes after this has happened, please contact your school.