

PARENT GUIDE

Reporting Absence & Viewing Attendance **on Arbor**



A step-by-step guide to the Parent Portal and Arbor App

Everything you might want to do with attendance in Arbor, in one place.

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Arbor is the system the school uses to manage attendance, messages and information about your child. This guide shows you how to report a same-day absence and how to check your child's attendance - using either the Parent Portal in a web browser or the Arbor App on your phone.

Need to let the school know about an appointment, a holiday or any future absence? Please contact the school office directly - Arbor's Log Absence feature only covers same-day absences.

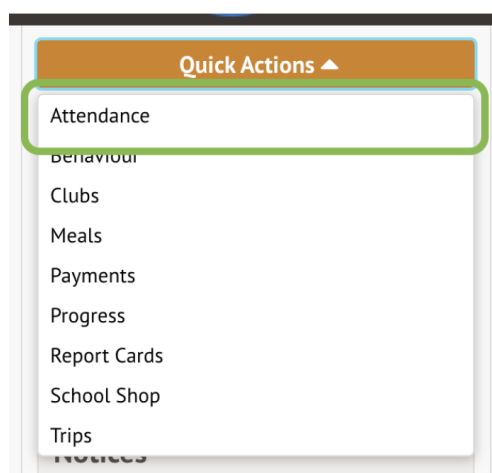
Part 1 - Arbor Parent Portal

Use this part if you're signed in to Arbor in a web browser on a laptop, desktop or tablet.

Reporting a same-day absence Parent Portal

Use this when your child won't be in school today (for example, they've woken up unwell).

1. Sign in to the **Arbor Parent Portal** in your browser.
2. At the top of the homepage, click the orange **Quick Actions** dropdown. A list of options will appear - choose **Attendance**.



3. On the Attendance page, click the green **Log Absence** button in the top-right of the page.
4. Fill in the form that opens:
 - **Absence start / end** - Arbor defaults to the full school day, but you can adjust either time (e.g. if your child will be in for the afternoon).
 - **Reason** - a short explanation, such as "unwell" or "dentist".

Log Absence

This form lets you notify that Kim will be absent today, Tue, 02 Jul 2024.
If you need to record an absence for a future date, you will need to contact the school.

Student	Kim Bowers
Date	Tue, 02 Jul 2024
Absence start*	09:00
Absence end*	15:45
Reason*	Please provide a reason for the absence

5. Click **Log Absence**. The request is now visible to school staff, who will approve or reject it.

IMPORTANT

Once the school has approved an absence, it can't be changed or deleted in Arbor. If something needs correcting after approval, please contact the school office at attendance@theromseyschool.org.

For future absences (appointments, holidays etc.), don't use Log Absence - contact the school office directly.

Viewing your child's attendance Parent Portal

Arbor gives you a clear view of how your child is doing for attendance - both overall and day-by-day. The Portal puts everything in a wide layout with a left-hand navigation menu.

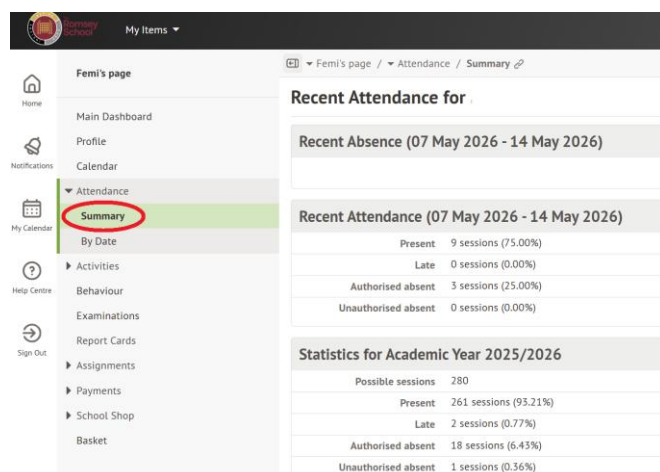
At a glance - on the homepage

When you sign in, the homepage shows a Statistics panel with your child's overall AM/PM attendance for the year, plus a snapshot for the last four weeks. You'll also see Achievement Points and any other school-wide stats.



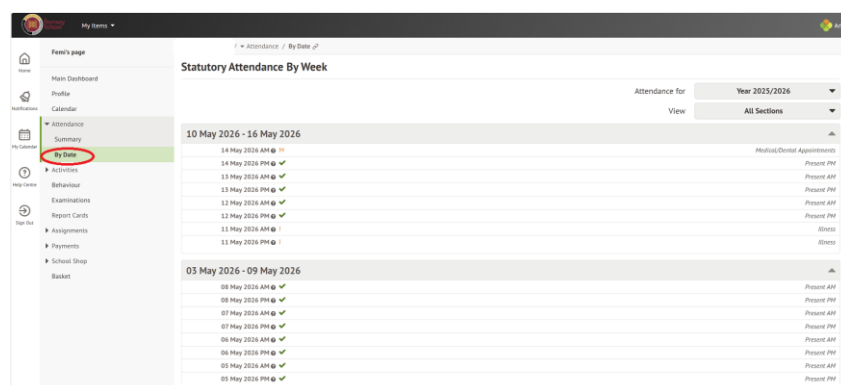
Attendance Summary

For a full breakdown, click **Attendance** in the left-hand menu, then **Summary**. You'll see totals for Possible sessions, Present, Late, Authorised absent and Unauthorised absent - each as a count and as a percentage.



Attendance By Date

Choose **By Date** from the same menu to see daily AM and PM marks in a grid. The most recent week is shown by default; you can change the date range with the dropdown menus at the top of the page.



Part 2 - Arbor App

Use this part if you're using the Arbor App on a phone. The information is the same as the Parent Portal, but the screens look different and the menus are in different places.

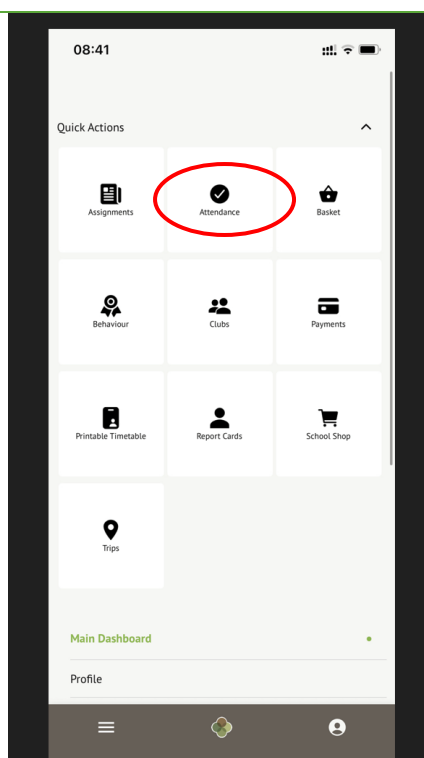
QUICK ORIENTATION

In the app, Quick Actions is a grid of large icons (not a dropdown).

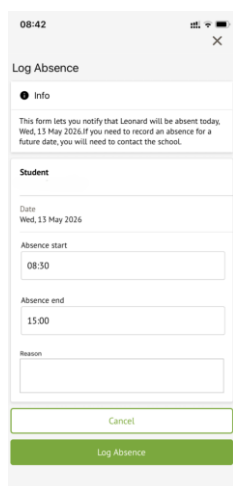
Main navigation lives in the menu icon (≡) at the bottom-left of the screen.

Reporting a same-day absence Arbor App

1. Open the **Arbor App** and sign in. You'll land on your child's dashboard.
2. Find the **Quick Actions** panel - it's a grid of icons (Behaviour, Attendance, Progress, Trips, Clubs, etc.). Tap the **Attendance** icon.



3. Tap the green **Log Absence** button at the top of the next screen.
4. Fill in the start time, end time and a brief reason. Defaults cover a full school day - adjust if your child will only miss part of it.
5. Tap **Log Absence**. The request is sent to the school office for approval.



IMPORTANT

Approved absences can't be edited or deleted from the app. For corrections after approval, contact the school office.

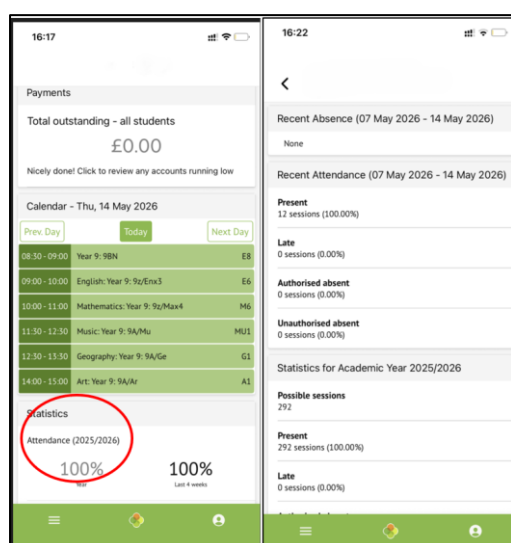
For future absences, don't use Log Absence - contact the school office directly.

Viewing your child's attendance Arbor App

The app shows the same information as the Portal, but laid out for a phone - with navigation hidden behind the menu icon (≡) at the bottom of the screen.

At a glance - on the dashboard

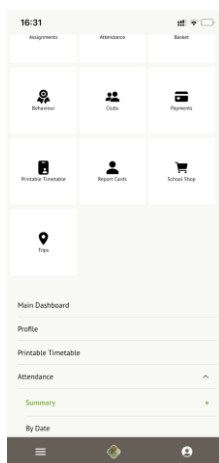
On the home screen, scroll down to the Statistics section to see your child's overall AM/PM attendance for the year and a figure for the last four weeks.



More detail

Tap the menu icon (≡) at the bottom-left of the screen, then choose **Attendance**. You'll see two options:

- **Summary** - totals for Present, Late and Absent for the year and the last week.
- **By Date** - every attendance mark for the year, week by week. Tap a week to expand it.



Extra help - Frequently asked questions

Can I log an absence for tomorrow or next week?

No - Arbor's Log Absence button only handles today. For anything planned in advance (appointments, holidays, longer absences), please contact the school office directly.

Does the school see the absence straight away?

Yes. As soon as you tap or click Log Absence, the request is visible to school staff so they can review it.

Why isn't the absence showing in the Attendance tab yet?

Absences only appear in the Attendance tab once school staff have approved them. Until then, your request is recorded but still pending.

I made a typo - can I edit the request?

Requests can't be edited, but they can be deleted before approval. Open the request, choose Cancel Change Request, then submit a fresh one with the correct details.

I can't see a Log Absence button - what now?

The feature may not be enabled at your school yet, or your account may have a different setup. Contact the school office and they'll be happy to help.

Where do I get the Arbor App?

Search for "Arbor" in the Apple App Store or Google Play, and sign in with the same email address and password you use for the Parent Portal.

If you're ever unsure, the school office is always happy to help.

Source: [Arbor Help Centre](#)