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Dear Parents and Carers,

Thank you for bearing with us while we transition to Arbor for more of our communication, clubs, trips and meals. To further our transition, we are now going to be enabling **absence reporting via the Arbor Parent App** from **Wednesday 14th January 2026**. Parentmail absence reporting will be turned off by the end of this week.

This means that parents and carers will be able to notify the school of a pupil's absence directly through the app or by phone. This will help us to record absences more efficiently and ensure our records are accurate.

How to report an absence using the Arbor Parent App

1. Open the **Arbor Parent App** on your mobile device (or log in via the Arbor Parent Portal on a web browser).
2. Select your child from the homepage.
3. Click on 3 lines (bottom left)
4. Choose **Attendance**.
5. Select **Log Absence (Green box, top of page)**
6. Enter the **date(s)** of the absence and select the **reason**.
7. Add any additional notes if required.
8. Click **Log Absence (Green box, bottom of page)**

Once submitted, the school will receive the information and update your child's attendance record accordingly.

Important information

- Absences should be reported **as soon as possible**, preferably before the start of the school day.
- If you are unable to access the Arbor Parent App, please contact the school office for support.

If you have not yet downloaded the Arbor Parent App, it is available free of charge from the **App Store** and **Google Play**. You will need to use the email address registered with the school to log in.

Thank you for your cooperation and continued support.

Miss Wall
Office Manager

Mrs Darwood-Brown
Attendance & Pastoral Support Officer



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SCHOOL
2024 - 2025

