

How to log daily absences via the Arbor App

LIVE from Monday 23rd February





- Use the app to inform the school of your child's absence - on the day absence
- Change your password regularly and make sure children cannot access the Arbor App
- Only select whole day absences - any other times selected will be rejected - you will then receive a follow up email
- Leave a detailed reason for your child's illness. If this is left blank then the absence will be rejected
- Only use the app to notify us of whole day absences
- Report absences for each day of the illness
- Ask the front office for support using the Arbor app

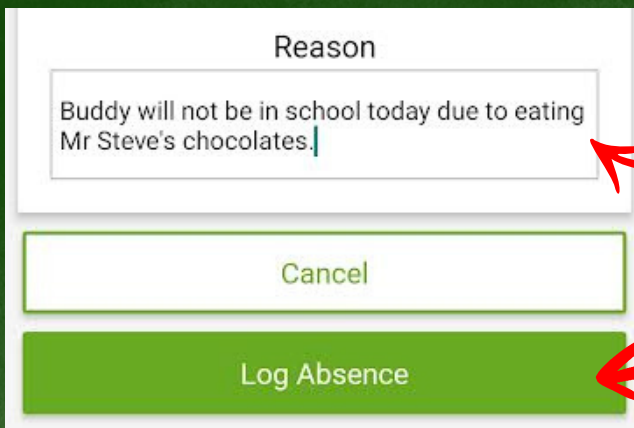


- Do not book off Medical appointments - Medical coding is different from illness and evidence may be requested - speak to front office
- Do not save your password on shared devices
- Do not share your password
- Do not download Arbor onto devices children have access to
- Do not select any other times except whole day absences from 8.30 to 15:15
- Do not use the app to plan collections part way through the day - these will be rejected
- Do not leave one word responses via the reason section



The school reserves the right to reject absences via the app if we require more detail.

You must leave a reason
The reason must be detailed



Reason

Buddy will not be in school today due to eating Mr Steve's chocolates.

Cancel

Log Absence

No reason = rejection

Don't forget to save



If you are sent a follow up email that looks like this please make sure you have responded to it - absences will be recorded as unauthorised if we do not receive a response.

Responsibility falls on the parent/carers to make sure the school has been notified.

Dear ,

is not in school today and we are concerned because we do not have an absence reason logged on.

If you have informed the school today via voicemail or email and have still received this follow-up email it may be for one of the below reasons:

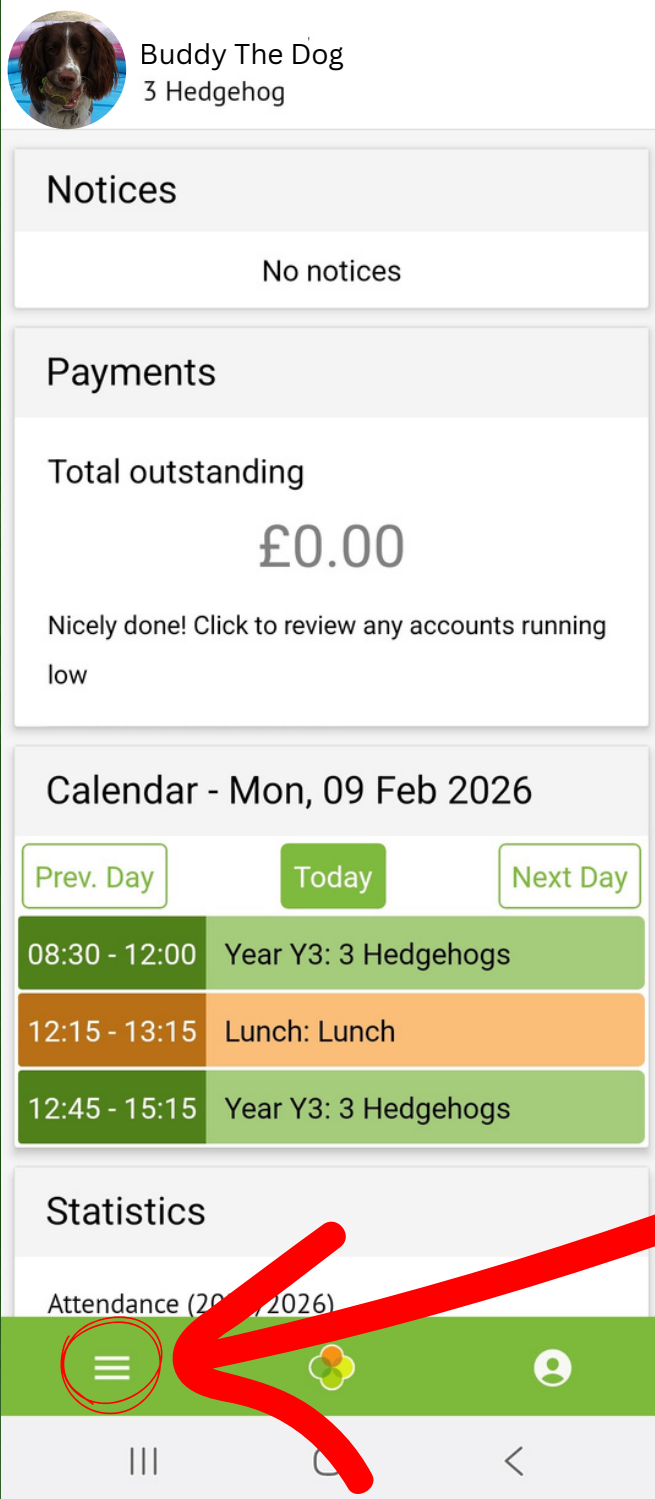
- No reason provided for absence
- The absence was not saved via the Arbor app
- The absence reason you provided was not clear and we need more information
- The voicemail message has not been recorded properly or staff are unable to understand your message due to background noise
- It may be due to the system being down and we have not received your message
- If you have notified the class teacher this morning - please be advised that they cannot log absences and you must inform the front office first

As part of our safeguarding duty you need to contact the school office via email at info@bassettgreen.net or by calling our absence line 02380676262 by 9.15am on every day of the absence.

This absence will be recorded as unauthorised until we receive a valid reason from you. Please be advised that unauthorised absences are reported to the local authority and can be used for penalty fines.

Please respond to this email regarding the absence. We apologise in advance for any inconvenience caused, the absence will remain unauthorised until we hear back from you.

Best regards,



Step 1

Please select the 3
horizontal lines



Quick Actions



Attendance



Basket



Clubs



Meals



Payments



Report Cards



School Shop



Trips

Main Dashboard



Profile

Attendance



Activities



Report Cards



Step 2

Quick actions

Please select the
Attendance icon



Step 3

Please click the
absence button

Log Absence

Recent Attendance for Buddy The Dog

Recent Absence (02 Feb 2026 -
09 Feb 2026)

None

Recent Attendance (02 Feb 2026 -
09 Feb 2026)

Present

12 sessions (100.00%)

Late

1 sessions (8.33%)

Authorised absent

0 sessions (0.00%)

Unauthorised absent

0 sessions (0.00%)

Statistics for Academic Year
2025/2026



Step 4

You cannot change the date

8:30

All other times will be rejected

15:15

All other times will be rejected

A reason must be left - if this reason is not accepted the absence request will be rejected

Do NOT forget to submit

Log Absence

i Info

This form lets you notify that Buddy will be absent today, Mon, 09 Feb 2026. If you need to record an absence for a future date, you will need to contact the school.

Student
Buddy The Dog

Date
Mon, 09 Feb 2026

Absence start
08:30

Absence end
15:15

Reason
Buddy will not be in school today due to eating Mr Steve's chocolates.

Cancel

Log Absence

FAQs



Can I still call the absence line? - Yes



Can I email instead? - Yes



Can I come into the Front Office? - Yes



The steps look different on my device, Can I be shown how to use it?

Yes! Please come in to the front office and we can show you the steps on your device



Can I be sent the Arbor log in?

Yes, please contact front office



Do I need to report on day 2 aswell?

Yes, you must report every day of the child's absence



Will the school contact me even after filling in the form?

Yes and no, we trust that you have reported your child's absence however if the reason is not clear or not enough information has been given - then the absence will be rejected and we will send a follow up email or a phone call. You are expected to respond as the attendance mark will remain unauthorised untill we have communicated with you



Can I include more than one child in the "Reason" textbox?

NO - Please log into each child's Arbor to report absences



Can I book anything other than an illness?

NO - Please contact the front office