



February 2026

Dear Parent/Carer

Reporting Unplanned Absence on the Parent Portal via Arbor App

I am writing to update you that we are streamlining our process for reporting **daily unplanned absence**.

From **Monday 23 February (after half term)** parents/carers will be required to log same-day absences for their children using the Parent Portal in the Arbor App. This will involve accessing the Attendance section on your Arbor App, inputting the absence details and submitting the request which will be sent directly to us for approval. Please complete this on the day of absence before 8.30am. Please note that absence requests cannot be edited - they can only be deleted and recreated if changes are needed. It is very important that you include the specific symptoms your child is experiencing rather than stating they are 'unwell'. Please find a link below that provides guidance on administering this process:

[Logging absences on the Parent Portal and Arbor App](#)

Should you not be familiar with the Arbor Parent Portal and App, or are yet to download it, please find set-up guidance below (it can be downloaded via the Apple App store or Google play store):

[Log into the Parent Portal and the Parent App – Arbor Help Centre](#)

Please note that all **'future absence'** requests, such as for medical/dental appointments, should continue to be made via the google form on the school website through the link below (also via Quick Links on the school website):

[Absence & Attendance - Ashlyns School](#)

Ashlyns School discourages requests for future absence. Parents who have to request leave of absence for their child during term time must apply in writing. Leave of absence for any reason is only authorised by the Headteacher in exceptional circumstances, and must be requested with at least 15 working days' notice.

Please note that the functionality to log absences in the Arbor app will not be available until after half-term. Thank you in advance for your support with this change in procedure. Should you have any queries please do not hesitate to email admin@ashlyns.herts.sch.uk.

Yours sincerely

Mr D Beattie
Deputy Headteacher