

# ARBOR HOW-TO



## Report an absence

1. Log in to Arbor
  - Open the Arbor Parent Portal in your browser or the Arbor App
  - Enter your email address and password
2. Select your child
  - If you have more than one child, choose the correct child from your dashboard
3. Go to 'Attendance' or 'Report Absence'
  - Look for the **Attendance** section
  - This can be found under **Quick Actions** or on the dashboard under **Statistics**
  - Click **Log Absence**
4. Enter absence details
  - Select the time students will be absent
  - Add a reason
5. Submit the absence
  - Click **Log Absence** to send the information to the school

Arbor can only be used for same day absences. Future absences and appointments cannot be logged on Arbor and an email must be sent to: [attendance@carshaltongirls.org.uk](mailto:attendance@carshaltongirls.org.uk)



## Sign up for a trip or workshop

1. Log in to the Parent Portal or Arbor app.
2. Click **Activities**, then **Trips**.
3. You will see any trips available to your daughter.
4. Click on the trip you wish your child to join.
5. If sign-ups are open, a green button will appear saying "Sign up (your daughter's name) for trip."
6. Click the button and then click the Make Payment or Add Consent button and complete the steps to sign-up. Please make sure the Consent button is ticked.
7. If the trip can be paid in instalments, please refer to the description to pay the correct deposit amount to confirm your daughters place as this could be different to the minimum instalment available.

Workshops and prom payments will also show on Arbor as trips.



## Top-up meal account

Logging your child's absence is quick and easy using the Arbor Parent Portal or App.

1. Log in to Arbor
  - Open the Arbor Parent Portal in your browser or the Arbor App
  - Enter your email address and password
2. Select your child
  - If you have more than one child, choose the correct child from your dashboard
3. Go to **Payments** or **Accounts**
4. Select Meals
5. Click green **Top up account** button
6. Enter the amount you wish to add
7. Click **Pay now**
8. Follow the secure payment steps using your card
9. Confirm the payment

Arbor does not facilitate automatic reminders in the way that ParentPay did. Please check your daughter's account balance regularly and top-up her account in good time to avoid going into deficit.



## Need help?

If you have any difficulties accessing Arbor, please contact the school office for support.