Absence Request Processing

Last Modified on 07/09/2026 9:30 am CDT

The Absence Request toolset is part of the Campus Workflow Suite.

Tool Search: Absence Request Processing

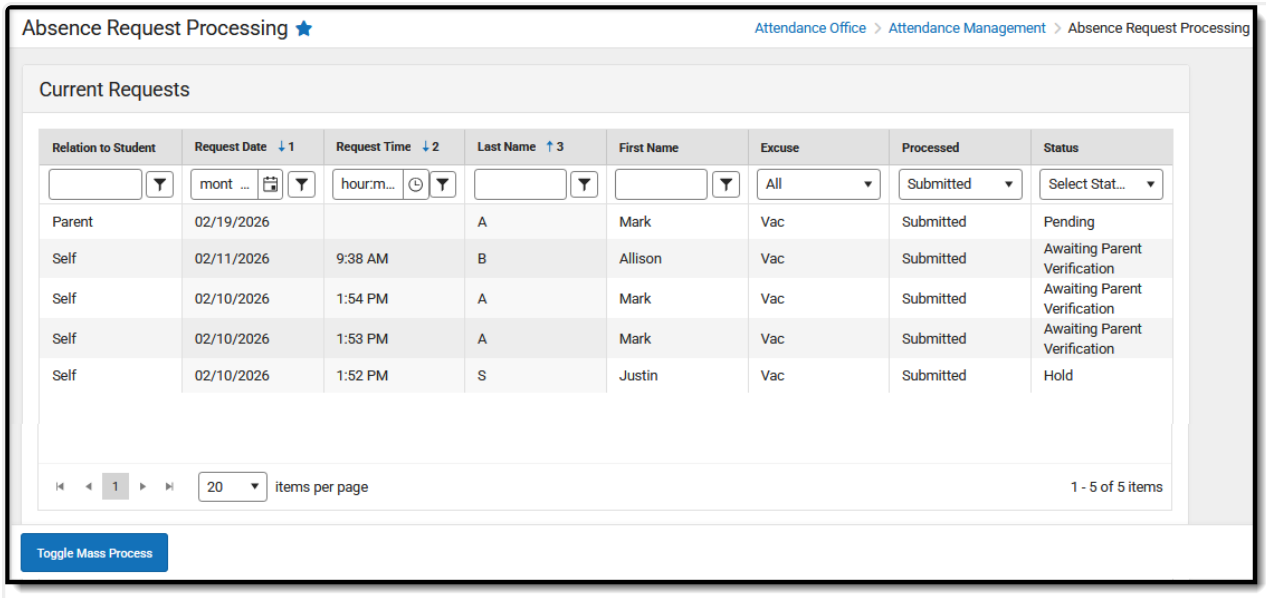
Before using the Absence Request Processing tool, be sure the Scanner Settings have been set up under

Attendance Office > Settings > Scanner Settings. If not, you will see this message:

> No configuration has been created for this tool. Please contact your administrator for assistance.

The Tardy Threshold and the Absent Threshold in Scanner Settings must be entered for each school/calendar for the Absent Request Processing to function.

Use the Absence Request Processing tool to manage Absence Requests submitted by a parent or guardian.



Absence Request Processing - Current Requests

See the Absence Request Processing Tool Rights article for information about rights needed

to use this tool.

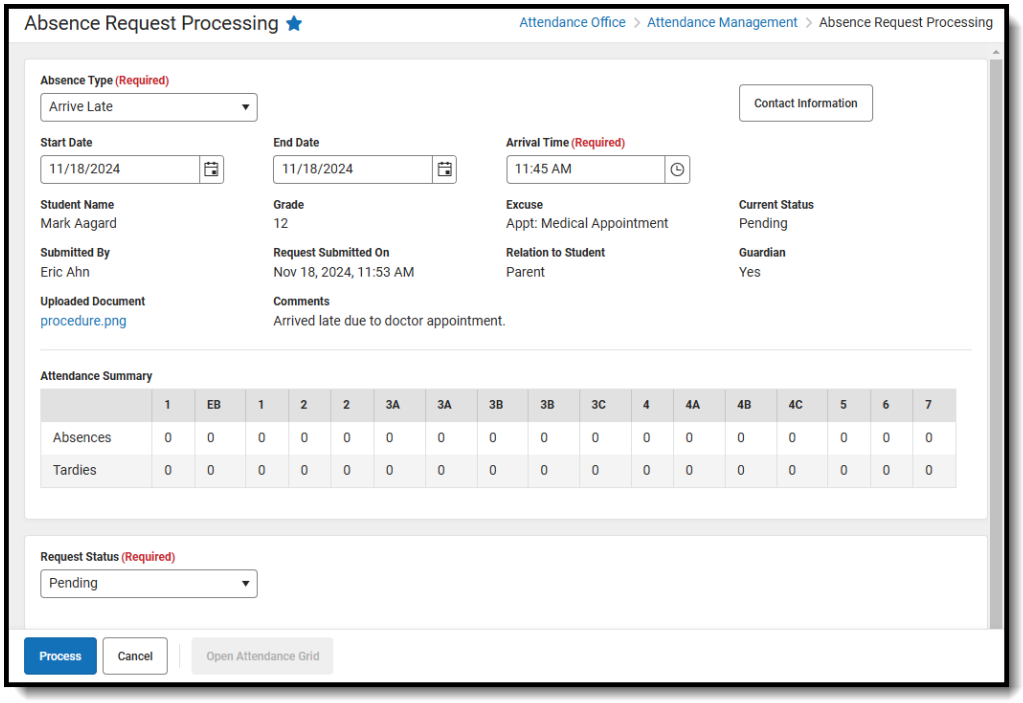
Current Requests Filter Options

Field	Description
Relation to Student	Use the Relation to Student field to filter the list of requests by the relationship of the requester to the student: Self or Parent/Guardian. Leave the filter option blank to include all relations.
Request Date	The Request Date field allows users to filter the results by the date on which the absence request begins. Leave this filter blank to include all dates.
Request Time	The Request Time column to filter the list of requests by the parent-indicated time of arrival or departure for **Arriving Late** or **Leave Early** absence requests. This column remains blank for **Full-Day** absence requests. Leave this filter blank to include all request times.
Last Name	The Last Name field allows users to filter the results by the student's last name.
First Name	The First Name field allows users to filter the results by the student's first name.
Excuse	Use the Excuse field to filter the results by the Excuse reason entered for the student's absence. **Excuse options can be modified in District-Wide Scanner Settings. All Schools MUST be selected.**
Processed	The Processed column allows users to filter results by the request's processing status: All, Submitted, or Processed. Leave this filter blank to include all requests. **Process Status** / **Description** **All** — Use this selection to include all requests. **Submitted** — Select Submitted to include only requests currently in a Submitted status. **Processed** — Use Processed to include only requests that have been processed.

<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Status</td><td>Use the Status column to filter the results by the status currently assigned to the absence request:
<table>
<tr><th>Status</th><th>Description</th></tr>
<tr><td>Pending</td><td>The absence request has been submitted by parent/guardian. The request has not yet been reviewed or processed by office staff.</td></tr>
<tr><td>Processed</td><td>The absence request has been successfully processed and approved by office staff.</td></tr>
<tr><td>Hold</td><td>The absence request requires additional information before the request can be processed. Requests in a Hold status can be processed without this additional information. Check your district policy before processing requests in a Hold status.</td></tr>
<tr><td>Ignore</td><td>The absence request has been rejected/declined by office staff.</td></tr>
</table></td></tr>
<tr><td>Toggle Mass Process</td><td>Use this option to process a large number of requests at once. See Mass Process Absence Requests for more information.</td></tr>
</table>

Review an Absence Request

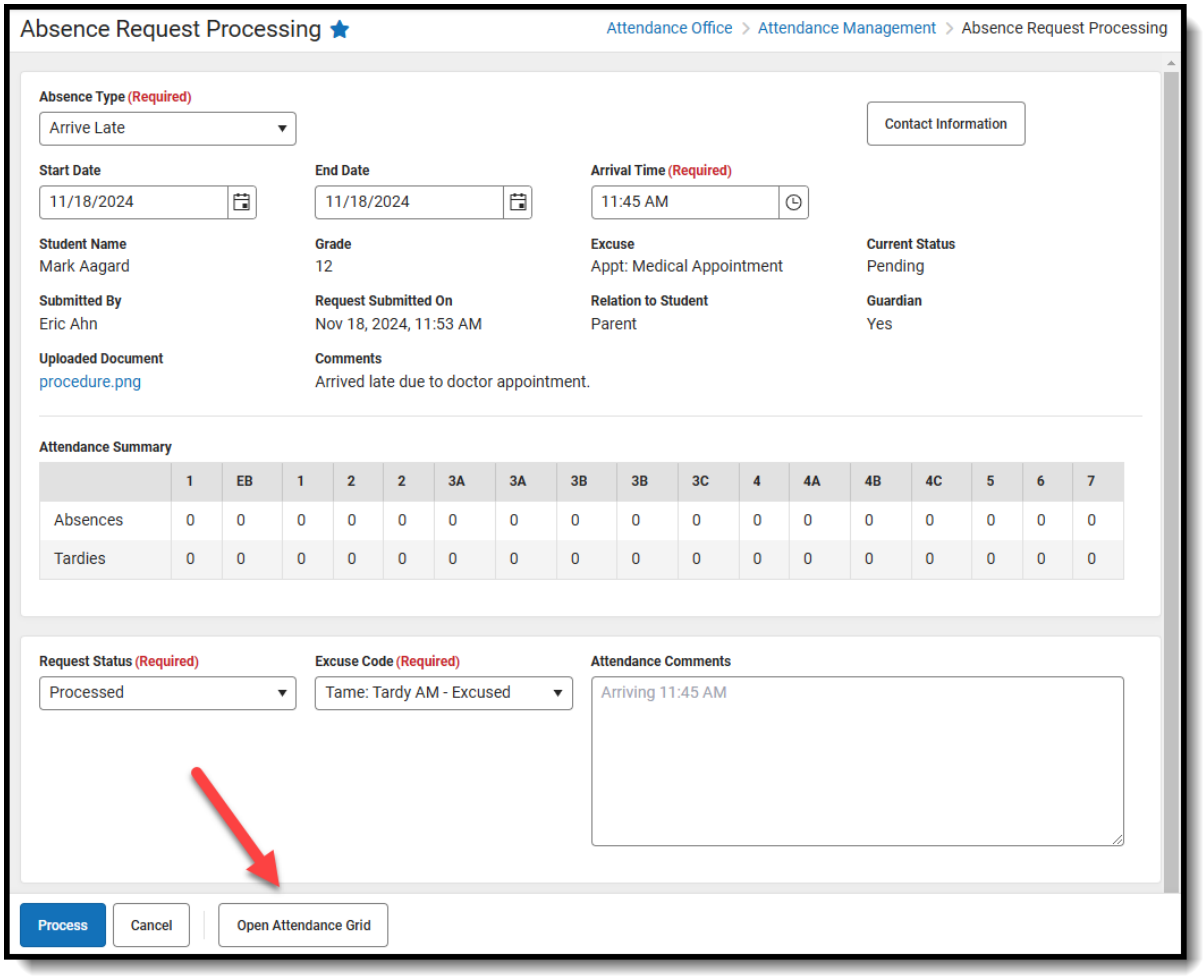
1. Select the request you want to process from the Current Requests list.
   Result: A detailed view of the absence request displays.



2. Review the absence request information and attendance summary for the student.
    - The Attendance Summary shows the student's attendance from the current term.
3. If the attendance request is a late arrival or early departure for today, it can be processed from the absence request or by clicking the Open Attendance Grid button at the bottom. See the Attendance Grid section for more information

    Absence Requests may encounter issues with period schedules with periods that overlap.

4. For information on how Attendance Codes are determined/applied, see New Excuse Field Logic.



Absence Request Processing Field Descriptions

Field	Description
Absence Type ***Required***	The type of absence request. Options include: Full Day Absence, Arrive Late, or Leave Early. This field can be edited. **NOTE:** If you are processing an application for the second time, due to a document upload being added after initial processing, this field is not editable.

Field	Description
Start Date	The first day the student will be absent. This field can be edited. **NOTE:** If you are processing an application for the second time, due to a document upload being added after initial processing, this field is not editable.
End Date	The last day the student will be absent. This field can be edited. **NOTE:** If you are processing an application for the second time, due to a document upload being added after initial processing, this field is not editable.
Arrival/Departure Time ***Required***	If the absence request is Arriving Late or Leave Early, the time the parent indicated they would be arriving or leaving. **NOTE:** If you are processing an application for the second time, due to a document upload being added after initial processing, this field is not editable.
Student Name	The name of the student.
Grade	The student's grade level.
Excuse	The reason for the student's absence. **Excuse options can be modified in District-Wide Scanner Settings. All Schools MUST be selected.**
Current Status	The status of the absence request.
Submitted By	The student or parent/guardian who entered the absence request.
Request Submitted On	The date and time the absence request was submitted.
Relation to Student	The parent/guardian's relationship to the student. The relation may also be **Self** if the student submitted the request (via the Check In/Out Kiosk).
Guardian	An indicator that the person submitting the absence request is the student's guardian.
Uploaded Document	A document uploaded with the absence request. This can be viewed by clicking the document link. Documents are limited to 2 MB. See Supported File Types for a list of accepted file types.
Comments	Any comments relating to the student absence.

Field	Description
Contact Information	Clicking this button opens a pop-up listing the student's guardians and their contact information.
Attendance Summary	An overview of the student's historical attendance information.
Request Status ***Required***	The status currently assigned to the absence request: **Status** / **Description** **Pending** — The absence request has been submitted by parent/guardian. The request has not yet been reviewed or processed by office staff. **Processed** — The absence request has been successfully processed and approved by office staff. **Hold** — The absence request requires additional information before the request can be processed. Requests in a Hold status can be processed without this additional information. Check your district policy before processing requests in a Hold status. **Ignore** — The absence request has been rejected/declined by office staff.
Excuse Code ***Required***	The attendance code applied to a processed absence request.
Attendance Comments	Additional comments related to the absence.

Absence Request Check In Logic

Absence Request Check In Logic

- The system compares the attendance code assigned to the period the student is checking into against periods before and after the check-in. If the student is checking in during passing time OR during an unscheduled period, the code from the next scheduled period is used.
- For any periods *before* the check-in, the system compares each period working backward one-by-one from the current period:
  - If the Attendance Codes match OR the attendance was entered by the teacher, the code is overwritten to the default code (which is the initial attendance code chosen by the reviewer) and continues to check prior periods.
  - If Attendance Codes do NOT match AND is attendance was NOT entered by the teacher, the existing codes are left as-is, and no further checks are performed for future periods.
- For any periods *after* the check-in, the system compares each period working forward one-by-one from the current period:
  - If the Attendance Codes match OR the attendance was entered by the teacher, the code is removed (because the student is now present in school) and continues to check future periods.
  - If Attendance Codes do NOT match AND attendance was NOT entered by the teacher, the existing codes are left as-is, and no further checks are performed for future periods.

Absence Request Check Out Logic

Absence Request Check Out Logic

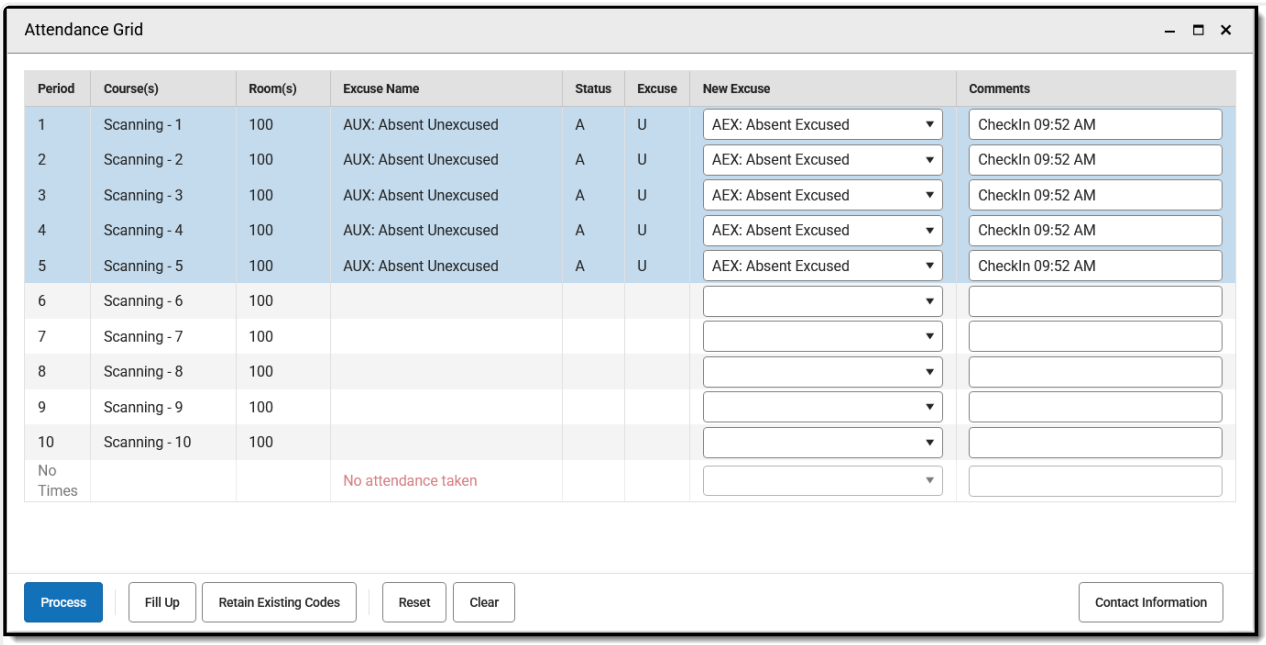
- The system compares the attendance code assigned to the period the student is checking out of against periods after the check-out. If a student checks out during passing time OR an unscheduled period, the code from the next period is used.
- For any periods *before* the check-out:
  - All existing attendance will remain as-is since check-outs don't affect prior periods.
- For any periods *after* the check-out the system compares each period working forward one-by-one from the current period:
  - If the Attendance Codes match OR the attendance was entered by the teacher, the code is overwritten to the default code (which is the initial attendance code chosen by the reviewer) and continues to check future periods.
  - If Attendance Codes do NOT match AND attendance was NOT entered by the teacher, the existing codes are left as-is, and no further checks are performed for future periods.

Exception Logic

- If a user processes an absence request without reviewing the Attendance Grid, the new defaults are used to assign attendance to the student in the request.
  - Users can still manually change the attendance codes prior to processing the scan/request.

The Attendance Grid

The Attendance Grid allows users to manually adjust attendance as needed if the automated filling of attendance codes doesn't meet their needs.



Absence Request Processing - Attendance Grid

Attendance Grid Fields

Field	Description
Period	The name/number of the **Period**.
Course(s)	The name of the **Course(s)** in which the student is rostered for the given period.
Room(s)	The **Room** in which the Course is scheduled.
Excuse Name	The **Excuse Name** field lists the existing excuse code and name used for the selected period.
Status	The attendance **Status** for the period. Statuses are set for excuses in Attendance Code Setup.

Field	Description
Excuse	The existing **Excuse** code for the period. Excuse codes are created at the school-level in Attendance Code Setup.
New Excuse	The **New Excuse** code to use for the selected period. See New Excuse Field Logic for more information. Users with R (Read) rights only cannot modify the New Excuse.
Comments	Use the **Comments** field to enter any additional information about the absence.
Process	Click **Process** to process the absence requests.

<table>
<tr><th>Field</th><th>Description</th></tr>
<tr><td>Fill Up/Fill Down</td><td>
<table>
<tr><th>Absence Request Type</th><th>Logic</th></tr>
<tr><td>Check In (Arrive Late)</td><td>The Fill Up button is available for Check In (Arrive Late) absence requests.
Press Fill Up immediately after opening the grid to assign the default excuse code used for the period to which the student is checking in and use the same excuse code to fill up for all previous periods.
If the student is checking in during passing time, the code initially selected by the user (on the prior screen) is used and fills up for any periods preceding passing time.</td></tr>
<tr><td>Check Out (Leave Early)</td><td>The Fill Down button is available for Check Out (leave early) absence requests.
Press Fill Down immediately after opening the grid to assign the default excuse code used for the period from which the student is checking out and the same excuse code to fill down for all subsequent periods.
If the student is checking out during passing time, the code initially selected by the user (on the prior screen) is used and and fills down for any subsequent periods after passing time.</td></tr>
</table>
NOTE: Users may also change a code anywhere in the grid and then use the Fill Up or Fill Down button to fill up/down from that spot, using the code they selected for that period.
</td></tr>
<tr><td>Retain Existing Codes</td><td>The Retain Existing Codes button is used to revert values entered in the New Excuse column to the existing codes listed in the Excuse column.</td></tr>
</table>

Field	Description
Reset	If values in the New Excuse column were cleared in error, press **Reset** to reset the default New Excuse values.
Clear	Press **Clear** to remove all selected values in the New Excuse and Comments fields.
Contact Information	Use the Contact Information button to view a list of contacts and contact information for the student.

Process the Absence Request

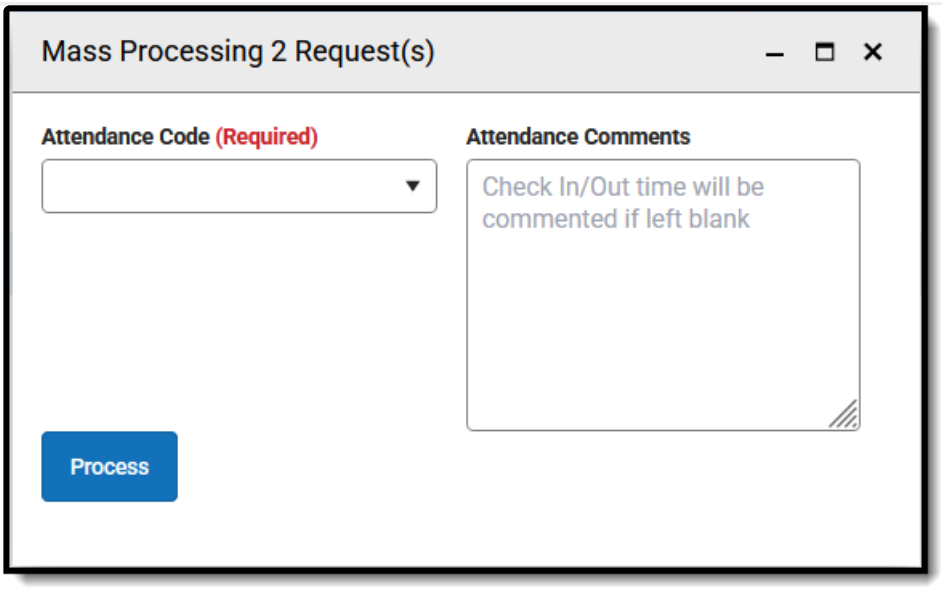
1. If processing the request, select the **Request Status** from the dropdown list.
2. Select an **Excuse Code** from the dropdown list.
3. Enter **Attendance Comments**. (Optional)
4. Click **Open Attendance Grid** to review how your attendance codes and comments will be applied to the student.
5. Click **Process.**
   Result: A confirmation message displays and you are returned to the Current Requests screen. The value in the **Processed** column changes to *Processed* and the **Status** changes to the Request Status you selected.

> **NOTE:** If you are processing an application for the second time, due to a document upload being added after initial processing, present minutes will NOT be altered. Only attendance codes can be modified.

Mass Process Absence Requests

Users can process multiple submitted absence requests at one time using the Toggle Mass Process button.

1. Press the **Toggle Mass Process** button.
2. Select the requests to include in the mass process.
3. When finished selecting the appropriate requests, press **Mass Process**.



Mass Process Editor

4. Use the **Attendance Code** drop-list to select the excuse code to apply to all selected absence requests.
5. If necessary, enter any **Attendance Comments**.
6. Click **Process** to process the absence requests.