Overview

Parents/Guardians

Can I submit E-Absence requests for multiple students?

If you have more than one student, you can submit E-Absence requests for multiple students. To do this, you must navigate to each student within Parent Portal.

Can I cancel my E-Absence request after I have submitted the request?

Yes, you can cancel your E-Absence request, or the Attendance Coordinator/Clerk can cancel the request. To do this, you must use the full site view of Parent Portal at aspen.cps.edu and navigate to the front page.

Who will receive my E-Absence request if my student transfers to another school?

The current school will receive the E-Absence request. The absence requests before the transfer must be submitted via paper or phone.

Do I receive a CPS robocall after I submit my E-Absence request?

You do not receive a CPS robocall after you submit your E-Absence request if your request is approved. However, you receive a CPS robocall if your E-Absence request is denied or canceled.

Can I submit an attachment with my E-Absence request?

Yes, you can submit an attachment using the full site view of the Parent Portal at aspnn.cps.edu.

How far back in the past can I submit my E-Absence request? How far forward in the future?

You can submit a request from the beginning of the current school year until a date fifteen (**15)** days in the future.

How do I know my E-Absence request went through and was approved?

You receive an email once you submit your request to confirm that the Attendance Coordinator/Clerk received your request. You will receive another email once the Attendance Coordinator/ Clerk approves or denies your request.

If my E-Absence request is denied, can I submit another request for the same date(s)?

If the Attendance Coordinator/Clerk denies your request, you can submit another request for the same date(s) that the Attendance Coordinator/Clerk may approve.

How long does it take for my E-Absence request to be approved or denied?

Please allow 24 hours for the Attendance Coordinator/Clerk to review and approve or deny your request.

If my student attends high school, can I submit my E-Absence request for a period rather than the entire day?

Yes, you can submit a request for a period using the full site view of the Parent Portal at aspen.cps.edu.

Attendance Coordinators/Clerks

Where do I find the E-Absence request once the parent/guardian has submitted it?
The request is under the Workflow widget in Aspen.

How long do I have to approve or deny the E-Absence request?
Please respond to the request within 24 hours after you receive it.

If I deny the E-Absence request, do I have to enter an explanation, and will the parent/guardian see the explanation?
Yes, you are required to enter an explanation if you deny the request. The parent/guardian who submitted the request will receive an email with the explanation you entered. Please use language that is professional and objective. The explanation can be as simple as: "The submitted reason for absence does not meet the established criteria."

Can parents/guardians submit absence requests via paper form and phone calls?
Yes, parents/guardians can still submit paper notes or make phone calls to request an absence to be excused.

If a student transfers to another school, will I still see E-Absence requests for the student?
No, the requests will be sent to the new school once the student transfers to another school.

If a student transfers from another school, will I see E-Absence requests before the student transfers?
No, the parent/guardian will have to call the previous school to request to excuse those earlier absences before the student transferred.

When I try to approve or deny a request, I receive an error message saying, "A system error has occurred."

This error message is because the student was enrolled on the day, and the parent is trying to excuse the date; however, the student doesn't have a schedule on the date, which is causing the error message. Please follow the following steps to resolve this issue:
1. The scheduler needs to backdate the students' schedule
2. Have the parent cancel the request and resubmit
3. Login and approve the request