



Attendance Responses

Attendance Responses in ParentHub

The Attendance feature allows schools to send attendance messages to a specific list and collect replies directly in the ParentHub app, with all responses saved to an Attendance report in BrightView for staff review

How It Works

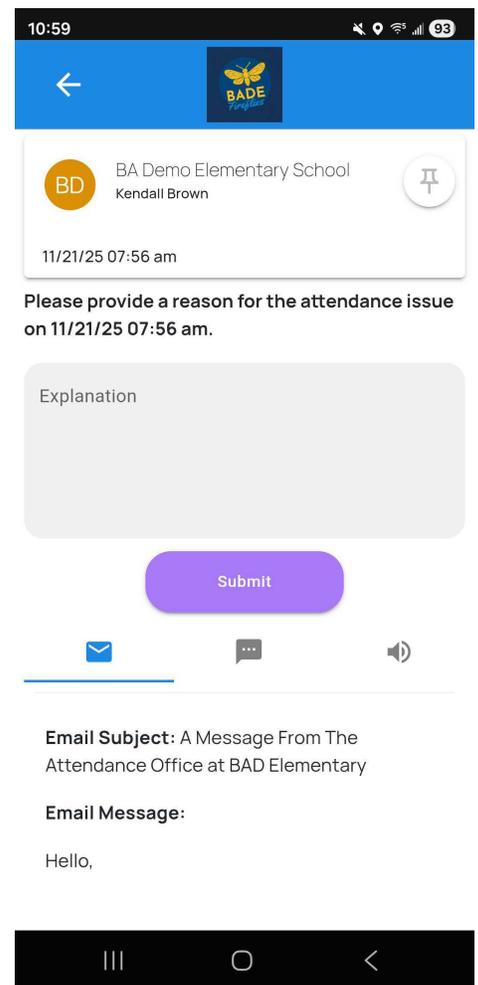
- Attendance messages are associated with a designated Attendance list in BrightView.
- Recipients on that list can reply to the attendance message inside ParentHub.
- Replies are captured and stored in a BrightView report, giving staff a centralized view of responses.

Set Up and Send Attendance Messages

Step A: Create or Identify Your Attendance List

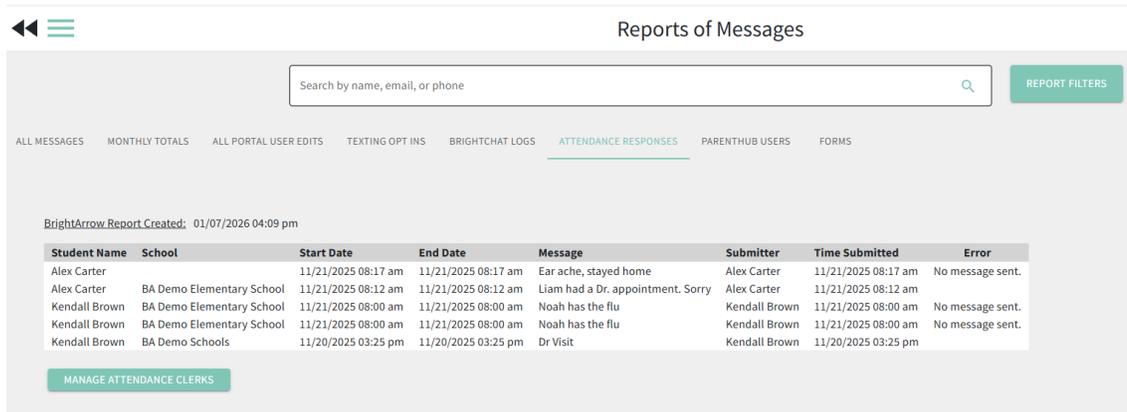
1. In BrightView, go to Lists.
2. Create a new list (or select an existing list) to use as your Attendance list.
3. Add the intended recipients to that list (students, parents/guardians, or other contacts, depending on your workflow).
4. Let us know which list you wish to use as your Attendance list.

Aside from the reply feature, the Attendance list functions the same as the current Attendance workflow.



Where To Find Responses

In BrightView, open the Reports page, then click the Attendance Responses tab to review responses submitted through ParentHub. This report serves as the system of record for who responded and what they submitted.



The screenshot shows the 'Reports of Messages' interface in BrightView. At the top, there is a search bar with the placeholder text 'Search by name, email, or phone' and a magnifying glass icon. To the right of the search bar is a green button labeled 'REPORT FILTERS'. Below the search bar is a navigation menu with several tabs: 'ALL MESSAGES', 'MONTHLY TOTALS', 'ALL PORTAL USER EDITS', 'TEXTING OPT INS', 'BRIGHTCHAT LOGS', 'ATTENDANCE RESPONSES' (which is highlighted with a red underline), 'PARENTHUB USERS', and 'FORMS'. Below the navigation menu, there is a sub-header that reads 'BrightArrow Report Created: 01/07/2026 04:09 pm'. The main content area is a table with the following columns: 'Student Name', 'School', 'Start Date', 'End Date', 'Message', 'Submitter', 'Time Submitted', and 'Error'. The table contains six rows of data. At the bottom of the table, there is a green button labeled 'MANAGE ATTENDANCE CLERKS'.

Student Name	School	Start Date	End Date	Message	Submitter	Time Submitted	Error
Alex Carter		11/21/2025 08:17 am	11/21/2025 08:17 am	Ear ache, stayed home	Alex Carter	11/21/2025 08:17 am	No message sent.
Alex Carter	BA Demo Elementary School	11/21/2025 08:12 am	11/21/2025 08:12 am	Liam had a Dr. appointment. Sorry	Alex Carter	11/21/2025 08:12 am	
Kendall Brown	BA Demo Elementary School	11/21/2025 08:00 am	11/21/2025 08:00 am	Noah has the flu	Kendall Brown	11/21/2025 08:00 am	No message sent.
Kendall Brown	BA Demo Elementary School	11/21/2025 08:00 am	11/21/2025 08:00 am	Noah has the flu	Kendall Brown	11/21/2025 08:00 am	No message sent.
Kendall Brown	BA Demo Schools	11/20/2025 03:25 pm	11/20/2025 03:25 pm	Dr Visit	Kendall Brown	11/20/2025 03:25 pm	

Common Questions

Why can't a recipient reply in ParentHub?

Most often, the recipient is not on the configured Attendance list, the message was not sent as an Attendance message type, or they are not signed into ParentHub with an account linked to the contact record.

Do replies update automatically?

Yes. Replies submitted in ParentHub are saved to the BrightView report as they are received.