


### Reporting Absences

#### How do I report my child's absence?

With **SafeArrival**, you are asked to report your child's absence in advance using any of the following three convenient options:

1. Using your mobile device, download and install the **SchoolMessenger app**  from the Apple App Store or the Google Play Store (or from the links at <https://go.schoolmessenger.ca>). The first time you use the app, select **Sign Up** to create your account. Select **Attendance** then **Report an Absence**.
2. Use the SafeArrival website, <https://go.schoolmessenger.ca>. The first time you use the website, select **Sign Up** to create your account. Select **Attendance** then **Report an Absence**.
3. Call the toll-free number **1-844-435-3440** to report an absence using the automated phone system.

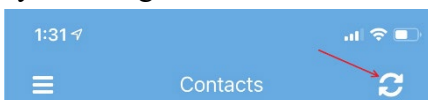
These options are available 24 hours/day, 7 days a week. Future absences can be reported at any time.

#### Why can't I see attendance options in my SchoolMessenger app account?

Call your school and ask the Secretary to confirm they have your correct email address associated with your child(ren) and that you are setup correctly as the contact for attendance.

#### Why can't I see my child(ren) in my account?

- Call your school and ask the Secretary to confirm they have your correct email address associated with your child(ren) and that you are setup correctly as the contact for attendance.
- Refresh the App by selecting Contacts from the menu and clicking on the refresh icon.



Refreshing the App, or logging out and then logging back in is always recommended to resync the data.

#### Why is my child listed at multiple schools when I try to report attendance via SafeArrival?

If your child is on an IEP and is attending a remote-only class at a school other than the home school, you will see their name listed twice – once for the remote host school and once for the home school.

- Use the **SchoolMessenger Attendance tool** to report your child's **absence from their remote host school** as this is the school where they are assigned to a class.
- If your child spends part of the day with the special education teacher at the home school and they will miss a session with that teacher, you must **phone the home school** and leave a message with the Secretary to advise the teacher your child will be absent.

### Can I report absence when we are away on vacation?

The toll-free phone line can be used from anywhere in Canada or the continental US. The website and app can be used anywhere you have Internet access.

### Can absences be reported for days when school is not in session?

Absences cannot be reported for non-instructional days.

### Can extended absences be reported through the system?

Absences longer than 5 consecutive school days must be reported directly to the school. This includes when you are adding a new absence report that, in addition to existing reported absences, would cause the maximum number of **consecutive** school days to be exceeded.

### What is the cut-off time? Why won't the system let me edit/explain/delete an absence?

- **Elementary** cutoff time is at the time the first SafeArrival notifications are completed each day.
- **Elementary** Parents/guardians can report, edit, explain or delete absences up to the **cut-off time on the day of the absence**.
- **Secondary** parents/guardians can report and excuse an absence all day until **11:00 PM**.
- Absences for dates in the past cannot be edited, explained or deleted through the system. Parents/guardians must contact the school.
- An absence that was **not** reported in advance by the parents/guardians, but was entered by the school cannot be deleted by parents/guardians.

### Plans changed and my child went to school. How do I delete the reported absence?

- You can delete a reported absence up to the cut-off time.
- After the cut-off time, the absence cannot be deleted. If the child is at school, the reported absence is ignored. The final student attendance record is in the Student Information System.

### How do I report a half-day absence?

- If the student will be away for the morning, report a Late Arrival, with the arrival time being the start of afternoon classes.
- If the student will be away for the afternoon, report an Early Departure, with the departure time being the end of morning classes.

### Who can report my child's absence?

- Only contacts for the child that are in the school database as Priority 1 or 2 and flagged as Guardian and Access to Records will see the 'Attendance' option when they login to the SchoolMessenger website or App. The email address you use to login to SchoolMessenger also has to match the email address in the school database.

- Call your school and ask the Secretary to confirm they have your correct email address associated with your child(ren) and that you are setup correctly as the contact for attendance.
- Anyone that knows the phone number that is in the school database for your child can use the SafeArrival phone system to report the absence. We recommend you create a 4 digit PIN to be used when absences are reported using the SafeArrival phone system.
  - Create your PIN from within the SchoolMessenger website or App, click on the link **Manage your PIN settings** at the bottom of the Attendance page.

## **Absence Confirmations**

### **I reported my child's absence. Why didn't I receive a confirmation notice?**

- Call your school and ask the Secretary to confirm they have your correct email address associated with your child(ren) and that you are setup correctly as the contact for attendance.
- Check your communication preferences to ensure you have allowed emails.
  - Login to SchoolMessenger > click on the 3 lines on the top left of the window to open the menu > click on Preferences > Click on SafeArrival and set the options you want (phone, SMS (text), and/or email)

### **Why did I receive a confirmation notice when I didn't report an absence?**

Check with other guardians of the student and the student (it's possible/likely they may have reported their own absence).

## **Absence Notifications**

### **I reported my child's absence. Why did I still get notified of the absence?**

- If the reported absence did not cover the time frame when attendance was taken, you will be notified of the absence. For example, if you reported a Late Arrival with the expected arrival time of 9:30 and attendance was taken at 9:45, you will be notified of the absence.
- If the notifications were started before the absence report was received by the system, you may still be notified of the absence.

### **Why does the system keep calling me about the same absence?**

If no one submits the absence type and reason, the system will keep calling about the same absence for up to 20 minutes.

### **Why is the system using this phone number/email and SMS to send notifications?**

SafeArrival uses the information provided to the school and stored in the Student Information System and any communication preferences that have been set up using the SchoolMessenger app.

- Call your school and ask the Secretary to confirm they have your correct phone and email address associated with your child(ren).
- Check your communication preferences to confirm how you want to be notified when your child has an **unexplained** absence from school.
  - Login to SchoolMessenger > click on the 3 lines on the top left of the window to open the menu > click on Preferences > Click on SafeArrival and set the options you want (phone, SMS (text), and/or email). For your child's safety we recommend all three options are turned on and that you respond to the notifications and explain the absence so that the school knows your child is safe.

## Tips: When to Use Each 'Absence Type'

- **Full Day:** To be used when your child will not be in school or logging in remotely for the entire school day.
- **Multiple Days:** Only use if your child will not be in school or logging in remotely for more than 1 day. If your child will be away for **more than 5 consecutive days, you must notify your attendance office.**
- **Late:**
  - **Elementary Schools:** To be used if your child will be late in the a.m. or will be absent in the a.m., but will be attending in the p.m.
    - If your child will be late in the a.m., report it as 'Late' and indicate the time your child is expected to be in class.
    - If your child will be absent during the a.m., but will be attending after lunch in the p.m., report it as 'Late' and enter the start of p.m. as the arrival time.
  - **Secondary Schools:** To be used if your child will be late for period 1 or if they will be absent from period 1, but will be attending period 2.
    - If your child will be late for period 1, please report it as 'Late' and indicate the time your child is expected to be in class.
    - If your child will be absent from period 1, but will be attending period 2, report it as 'Late' and enter the start of period 2 as the arrival time.
- **Early Departure:** If your child has to leave for the remainder of the school day, please select 'Early Departure' and indicate the time they will be leaving class.
- **Leave & Return:** If your child must leave class, but will be returning before the end of the school day, please select 'Leave and Return' and indicate the time they will be leaving class and the time they are expected to return to class.

### Additional Absence Types

The following absence types will **not count as 'absences'** on your child's report card, they are for awareness purposes only for your child's safety.

#### **Elementary Hybrid Students:**

Please note, the absence types '**Present – Remote Today**' and '**Present – In-School**' are additional options for **Hybrid** students only – these are to be used when your child will be logging into their class remotely when they are expected to be attending classes in-person **or** when they are attending classes in-person when they are expected to be logging in remotely.

#### **Secondary Cohort A and B Students:**

Please note, the absence type '**Present – Remote Today**' is an additional option for **Cohort A and B** students only – use this when your child will be logging into their class remotely when their cohort schedule indicates they should be in-class.