December 3, 2018

SafeArrival (SchoolMessenger) – Student Absence Reporting and SMS Text Messaging

We would like to thank you for your patience as Greater St. Albert Catholic Schools worked closely with SchoolMessenger to resolve some technical issues. At this time all families should be able to view their child(ren) and report absences through the SafeArrival system.

The SafeArrival absence reporting process has been put in place to support families in having their children arrive safely to school. This system will make it easier for you to report, and respond to, school absences for your child. The SafeArrival system also integrates with our notification system, School Messenger.

The **student absence reporting system** will allow the school to verify student attendance, and quickly notify parents and guardians of absences that were unexpected or unplanned..

Report your child's absence in advance with 3 convenient methods:

1. On a mobile device, install the District App (search "*Greater St. Albert Schools"* in the Apple App or Google Play stores).
   - Select **SafeArrival** → **Attendance** → **Report an Absence**. (*Please note, to sign up for School Messenger SafeArrival it is best to use a computer. Your account MUST be verified within 24 hours*)
2. On the SafeArrival website, go.schoolmessenger.ca.
   - **Sign Up** to create your account, then select **Attendance** followed by **Report an Absence**.
3. Call the toll-free number **1-844-818-9908** to report an absence using the automated phone system.

Report future absences using one of these three options 24 hours/day, 7 days a week.

What happens if I do not report my child(s) absence?

If your student is marked absent and it is not explained in advance, the SafeArrival system will send notifications by automated phone call, text message, email, or mobile app push notification to get a reason for the absence. If our system is unable to reach the designated contacts, office staff will follow up. Calls will continue for up to 20 minutes <u>or</u> until you choose an option to explain the absence.
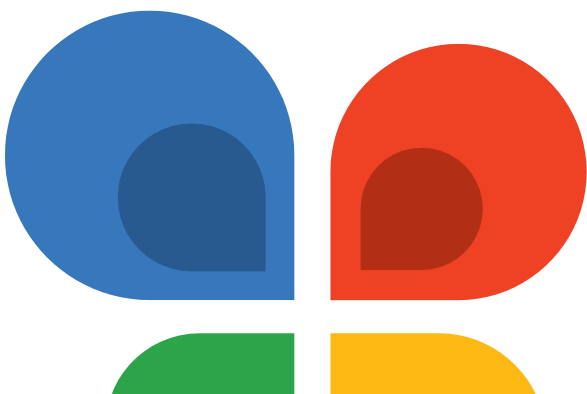
When should I start using this new system?

The system is available now. Please report absences using the SafeArrival instead of sending notes or calling/emailing the school.

How do I make sure my child(ren) are set up in the system?

It is important that all contact information on file is **the same for each child**. Please update your contact information at their school as soon as possible.

How do I sign up to receive the NEW SMS text messaging option?

We are excited to now include some notifications via SMS text messaging. This service does not replace our existing means of communication, it is another option.

Step 1: Please make sure the district has your wireless number(s) in our student information database. If you have not already provided that information to your school please contact them and provide them with that information.

Step 2: To receive text messages to your phone you must provide your consent. The process is simple and only takes a few seconds to complete.

- **Simply text 'Yes' to 724665**
- You will receive the following reply message:
  You're registered 4 SchoolMessenger. Txt STOP to quit, HELP for help. Std msg/data rates apply. Freq varies. schoolmessenger.com/tm

Please repeat the opt-in process for any wireless numbers that you wish to include.

Please note: *the district does not charge you for this service and it does not pay for text message charges that may be incurred by you for sending or receiving text messages. Check with your wireless carrier for possible charges.*

Frequently asked questions:

- Why can I not see all of my children?
  - If you are unable to see all of your children through your account, it is because the email address on file for **you** does not match for each of your children. Please contact your child's school to update this information.
- What happened to my account? I created one but can no longer access it.
  - First, make sure you are using the email address the school has on file to login. Second, when an account is created you will receive an email asking you to verify your account. This account must be verified within 24 hours or you will need to recreate your account.

- Can I prevent my child from excusing their own absence?
    - Yes you can! At the bottom of the Attendance screen in SchoolMessenger, there is a link to **Manage your PIN settings**. Create a unique PIN that must be entered when reporting/excusing an absence.
- Can I choose what numbers are called or where I receive emails?
    - Absolutely! The first step is making sure that your child's school has your correct contact information in the Student Information System. Once all contract information is up-to-date you can select how you receive messages through the Preferences screen in SchoolMessenger.
- I excused my child over the phone but still received an email/phone call telling me they were absent, why is that?
    - When excusing an absence over the phone you must follow all directions until the very end. Once the absence is properly reported you will be given a confirmation number and you will also receive an email letting you know your child has an excused absence. If you did not receive both confirmations, the absence was not properly reported and you will need to try again.

Who do I contact for more information?

Please contact your child's school if you have any questions.

Opt-In for SMS text messaging from your mobile phone now!

Just send

"Y" or "Yes" to 724665