

## WHAT IS SAFE ARRIVAL?

SafeArrival, by School Messenger, is an absence management system that improves student safety and makes it easy for you to let the school know about your child's absence.

You are asked to report your child's absence in advance whenever possible using one of these three convenient methods:

### SchoolMessenger app (free)

1. Provide your email address to the school, if you have not already done so, or if you have changed it.
2. Get the app from the Apple App Store or the Google Play Store (or from the links at <https://go.schoolmessenger.ca>).
3. Tap **Sign Up** to create your account (make sure you sign up under **Canada** and not the U.S.A).
4. Select **Attendance** from the menu, and then select **Report an Absence**.

### Web and Mobile Web: [go.schoolmessenger.ca](https://go.schoolmessenger.ca)

1. Provide your email address to the school, if you have not already done so, or if you have changed it.
2. Go to the website.
3. Click **Sign Up** to create your account (make sure you sign up under **Canada** and not the U.S.A).
4. Select **Attendance** from the menu, then select **Report an Absence**

### Interactive Toll-free Phone: 1-844-434-8116

1. Call the toll-free, interactive telephone system.
2. Follow the instructions to report an absence.

Absences can be reported in advance:

- 24 hours/day
- 7 days a week
- For any school day in the school term
- Up to the cut-off time on the day of the absence:
  - **8:45 AM** for morning attendance
  - **12:30 PM** for afternoon attendance

Whenever an absence is reported or updated, you will receive a confirmation notice by email and/or text message (assuming you have provided your contact information to the school).

If you don't report your child's absence in advance, the automated notification system will try to contact you (using the communication preferences if you have set them up in the SchoolMessenger app). You will be asked to provide the reason for your child's absence immediately. You may do so using the phone line, website or mobile app.

If an absence is not explained within approximately 20 minutes of the time that the school starts the notification process, school staff will follow-up to make sure that your child is safe. If you try to explain an absence using SafeArrival, but are then told that it is past the cut-off time, please contact the school directly.

***If you don't want to receive notifications when your child is absent, be sure to report your child's absence in advance.***

***If you do receive notifications of your child's absence, be sure to provide the reason as quickly as possible, using one of the 3 methods listed above or during the phone call notification itself.***

## WHY DO I NEED A SCHOOLMESSENGER APP ACCOUNT?

A SchoolMessenger app account is *not* required to use the toll-free phone line to report absences. However, we strongly recommend that you provide your email address to the school and set up your SchoolMessenger app account. This allows you to review and update absences, review your contact information, communication preferences and more.

Please see related SchoolMessenger app documentation for setting up your account, resetting your password, reviewing contact information, and specifying communication preferences. Once you have set up your account, choose ATTENDANCE from the menu.

If you cannot set up your account, you do not see the ATTENDANCE option, or you do not see your child(ren) listed in your account, please contact the school directly to check that your correct email address is associated with your child(ren).

## HOW DO I USE THE TOLL-FREE LINE?

When you call the toll-free phone line, follow the instructions for reporting an absence.

If the phone number you are calling from matches a phone number on file with the school for your student(s), you will hear your student'(s) name(s). If the system doesn't recognize your caller ID, you will be asked to enter the student's home phone number.

If you have difficulty using the toll-free phone line, please consider using the SchoolMessenger mobile app or website. Otherwise, contact the school directly.

***Please Note: Email addresses & phone numbers can only be changed by the school office personnel and will be uploaded overnight. Changes will appear in SchoolMessenger the next day.***



## École Robert Browning absence reporting system.

Please read the enclosed instructions  
on what you need to do to be ready.