SafeArrival for Families FAQ

What is SafeArrival?

SafeArrival is an absence management system that improves student safety and makes it easy for you to let the school know about your student's absence. You are asked to report your student's absence in advance whenever possible using one of the following convenient methods:

Step 1: Create an account using either the SchoolMessenger App or SchoolMessenger website.

SchoolMessenger App (free)
1. Download and install the free SchoolMessenger App from the Apple App Store or the Google Play Store (or from the links at https://go.schoolmessenger.ca).

2. Tap **Sign Up**.

3. Select **Attendance** from the menu and then select **Report an Absence.**

OR

SchoolMessenger (SafeArrival) Website:
https://go.schoolmessenger.ca

1. Go to the website.

2. Click **Sign Up**.

3. Select **Attendance** from the menu, then select **Report an Absence**

Interactive Toll-free Phone Number

1. Call the toll-free, interactive telephone system: 1**-833-680-8740**.

2. Follow the instructions to report an absence.

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

What happens if I do not report my student's absence?

If you do not report your student's absence in advance, the automated notification system will try to contact you. This may include email, text message or automated phone call. You will be asked to provide the reason for your student's absence immediately. You may do so using the phone line, website or App.

If an absence is not explained within approximately 30 minutes of the time that the school starts the notification process, school staff will follow up to make sure that your student is safe. If our system is unable to reach the designated contacts you have provided to the school, office staff will follow up. As we have been doing when direct follow-up contact with parents/guardians cannot be reasonably made, we will then determine appropriate action. This may involve contact with the RCMP.

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 student is absent, please be sure to report your student's absence in advance.

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

When can an absence be reported?

Absences can be reported in advance:

- up to the cut-off time of 30 minutes after the school's start time on the day of your student's absence;
- 24 hours/day
- 7 days a week
- For any school day in the current school year.

What is the cut-off time for reporting my student's absence?

The cut-off time is up to 30 minutes after your student's school start time on the day of your student's absence.

How do I use the toll-free phone line?

When you call the toll-free phone line (1-833-680-8740), 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 does not recognize your caller ID, you will be asked to enter the phone number you have on file at the school.

Can anyone who knows my phone number report an absence using the phone system?

Yes, anyone who uses a phone number that is registered for your student or anyone who can enter a phone number that is registered for your student can report an absence. You will receive an email confirmation anytime an absence is created. You can add a requirement for a PIN to be entered before an absence can be reported for a student. This can be done on the Attendance page of the SchoolMessenger app or site itself.

Who do I contact if I have any issues using these platforms?

Please contact your school for assistance.