Schools introduce SafeArrival absence reporting tool

What is Safe Arrival?
SafeArrival is an absence-reporting system that improves student safety and makes it easy for parents/guardians to let the school know about your student's absence. Parents and guardians are asked to report your student's absence in advance whenever possible using a mobile app, a website, or an interactive toll-free phone number.

Absences can be reported in advance:
- 24 hours a 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 (usually before first bell)

How does it work?
The new student absence reporting system will let you use a mobile app, a website, or an interactive toll-free phone number to report an absence in advance. These options are available 24 hours a day, 7 days a week.
Future absences can be reported at any time.

There are three ways you can report your student's absence in advance:
1. Using your mobile device, download and install the SchoolMessenger blue app from the Apple App Store or the Google Play Store or from School Messenger website or you can select it from within the LDSB mobile app. The first time you use the app, select Sign Up to create your account. Please ensure you use the same email address your student's school has on file. If you do not use that same email address, you will not be able to create an account. You may have already created an account when we introduced the Communicate broadcast system. Select Attendance, then Report an Absence.
2. Using the School Messenger website portal. The first time you use the website, select Sign Up to create your account. Please ensure you use the same email address your student's school has on file. If you do not use that same email address, you will not be able to create an account. You may have already created an account when we introduced the Communicate broadcast system. Select Attendance then Report an Absence.
3. Calling 1-855-257-9349 toll-free to report an absence using the automated phone system. If the phone number you are calling from matches a phone number on file with the school for your student, you will hear your student's name. If the system doesn't recognize your caller ID, you will be asked to enter the student's home phone number.

What happens if I did not report my student's absence ahead of time?
If your student is marked absent and the absence has not been reported in advance, our new SafeArrival system will attempt to reach the student's priority contact by telephone to confirm the absence. If our system is unable to reach the designated contacts, school office staff will follow up. If you don't want to receive notifications when your student is absent, be sure to report their absence in advance. If you do receive notifications of your student's absence, 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 will I receive notification of my student's absence?
If you report your student's absence in advance, you will not receive a notification. If your student is in elementary school, you will receive a notification as soon as possible following attendance in the morning. For families with secondary students, you will receive a message after first period (about 10:30 a.m.) if they were absent first thing in the morning. If your student is absent for subsequent periods, you will receive a notification at the end of the day, around 6 p.m.

What if I know my student is absent, but I am not receiving notifications?
If you report your student's absence in advance, you will not receive a notification. If you are not receiving messages, it is likely that your student's school has incorrect contact information for you. If your contact information changes throughout the school year, please provide this information directly to your student's school.

How can I unsubscribe to messages?
Parents/guardians may unsubscribe to general messages sent via the Communicate broadcast tool within School Messenger. The bottom (footer) of every email contains a link to unsubscribe. You can also set your notification preferences by logging into your School Messenger account (online or via the app). Parents/guardians cannot, however, unsubscribe from attendance notifications.

Do I need a School Messenger App account?
A School Messenger app account is not required as you can always use the toll-free phone line at 1-855-257-9349 to report absences. However, we recommend that you provide your email address to the school and set up your School Messenger app account as this will allow you to review and report absences, review your contact information, communication preferences and more.

How do I change my notification preferences?
You can change your preferences by going in to your profile within the app or the website portal. Detailed instructions on how to do this are included in the [Setting up your School Messenger App Account.](#) If there are two parents/guardians with different email addresses, each guardian will have to log in to update their own notification preferences. Please note for elementary absences, we will require at least one telephone number. You cannot receive these messages via email or text.

When I log into the SchoolMessenger App, it says my email address is not associated with any records.
You may not have provided your school with an email address, or perhaps your email has changed. Please contact your school to verify that your email address is associated with the student in the system.

I cannot see the attendance option in the app or website portal, what do I do?
If you do not see the Attendance option or your child(ren), please check with the school to make sure you are using the email address that they have on record. You can always use the toll-free phone line at 1-855-257-9349 to report absences.

How do I use the toll-free phone line?
Call the toll-free phone line at 1-855-257-9349 and 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, you will hear your student's name. If the system doesn't recognize your caller ID, you will be asked to enter the student's home phone number. You will also be asked if calling from a home phone to set up a 4-digit Personal Identification Number. Personal Identification Number (PIN) provides an additional layer of security, and prevents students or others from reporting absences. Details on how to set up your PIN and how to update it from within the app or website portal are available in Using the School Messenger App for SafeArrival. Each parent has his/her own PIN. Once your PIN has been set, all future absence reports will require your unique PIN for verification.

What absence reasons are available?
1. Illness or Injury
2. Appointment(s)
3. Missed Bus
4. Parental Permission
5. Family Vacation
6. Funeral/Bereavement
7. Holy/Cultural Day
8. Inclement Weather

Can I report an absence when we are away on vacation?
Yes. The app and website portal can be used from anywhere you have Internet access. The toll-free phone line can be used from anywhere inside Canada or in the continental U.S.

Can extended absences be reported through the system?
Absences longer than 10 days must be reported directly to the school.

I reported my student's absence but did not receive a confirmation notice.
Please contact the school to confirm your email address is correctly associated with the student in the system, and that you have opted-in to receiving email communications. You can review your notification preferences in the app or website portal.

I received a confirmation notice, but I did not report my child absent.
Please confirm that another parent/guardian, did not report the absence. If it is still not clear, the school can verify who reported the absence and through which method.

I reported my child's absence. Why did I still get notified of the absence?
If the reported absence did not cover the timeframe when attendance was taken, you will be notified of the absence. For example, if you reported a Late Arrival of 9:30 and attendance was taken at 9:45, you will be notified of the absence.

Why does the system keep calling me about the same absence?
If you do not respond by indicating the absence type and reason, the system will repeat the notification for a period of time.

Why is the system using this phone number/email to send notifications?
SafeArrival uses the information provided to the school and any notification preferences that have been set up by you using the SchoolMessenger app or website portal.

What if I'm not calling from my home phone number, or if it is not recognized?
You will be asked to enter the student's home phone number.

What do I do if I get a busy signal?
Please try again in a few minutes or use the app or website portal.

The toll-free line repeated the menu options and then disconnected me. What do I do?
The touch-tone sounds from your phone are not recognized by the automated system. Please try calling again or use the app/web if this problem persists.

Plans changed, and my child went to school after all. 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 student is at school, the reported absence is ignored.

Can anyone who knows my phone number, including my child, report an absence using the phone system?
Anyone who uses the phone at the student's home number, or anyone who can enter the student's home phone number, can report an absence for that student. We strongly recommend that you provide your email address to the school. Then, whenever an absence is reported or updated, you will receive an email notification. You can also set up a unique Personal Identification Number (PIN) which provides an additional layer of security and prevents students from reporting their own absences. Details on how to set up your PIN and how to update it from within the app or website portal are available in Using the School Messenger App for SafeArrival. Each parent has his/her own PIN. Once your PIN has been set, all future absence reports will require your unique PIN for verification.