Using the SchoolMessenger app, website and Toll free # for SafeArrival

Choose one of these three options for using the SchoolMessenger app:

1. Download the SchoolMessenger app search **school messenger**
2. Open your browser and go to **go.schoolmessenger.ca**
3. Use the temporary toll free # - **1-844-288-7628**

Sign Up for an account. Use the same email address that the school has on record for you. If you want to use a different one, please contact the school and ask them to update your email. Choose your password; it must contain at least one number, one uppercase letter, one lowercase letter and must be at least 6 characters. Verify your account by following the instructions in the email that is sent to you.

Log in to the app using your email address and the password that you created in the Sign Up step above.

If your email address is associated with at least one child in a school that is actively using SafeArrival, you will see the **ATTENDANCE** option on the menu. This is shown at the top of the screen on the website or in the menu that is displayed if you click the menu icon in the top left corner of the mobile apps.

 NOTE: If you do not see the **ATTENDANCE** menu or your students, please check with the school to make sure you are using the email address that they have on record for you.

Android Example
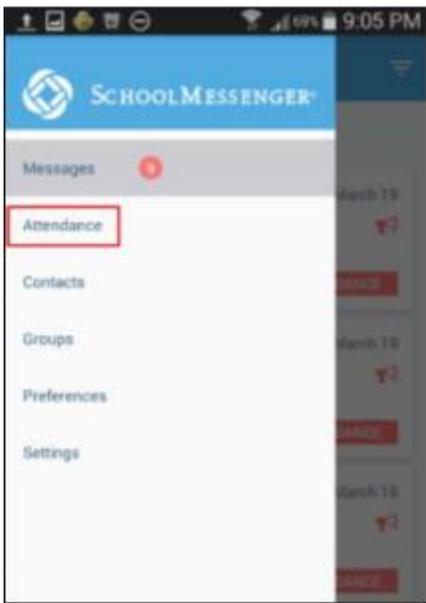
 Tap/click **Attendance** to go to the Attendance page.

Website Example

iOS Example

the main menu icon

select All to see all your childrens' absences or select one child to see just his/her absences

select the List icon to see absences in list format

select the Calendar icon to see absences in calendar format

tap a highlighted date to see the details of the absence, or to edit/delete the absence

tap **+** to report an absence

On the calendar view, to go the previous or next month,

● in the iOS app, swipe left or right
● in the Android app, tap the name of the previous or next month
● on the website, click the < or > at the top of the calendar

Reporting an Absence

To report an absence:

● Tap/click [REPORT AN ABSENCE **+**]
● Be sure to enter your selections for all of the requested items. If the Send button is not activated, it means you've missed something.
● Tap/click Send to report the absence.

Website Example

Reporting absences just got a whole lot easier
Just tell us who will be absent, when and why, and we inform the school.

Who will be absent?
- D Donald Knoblauch Clarkson School — select which student will be absent

Type of absence — Late
Reason — Missed bus — select the type of absence and the reason for the absence

Date of Absence — March 21, 2018
Expected time of arrival — 09 : 30 AM — select the date(s) of the absence and any time(s) that are requested (e.g. arrival, departure)

Cancel   Send — select Send to report the absence

Explaining an Absence

If your student is marked absent and you have not reported the absence in advance, you will be notified of the absence. You can use the mobile apps or website to explain your student's absence.

 Settings > Push Notifications

If you would like to receive absence notifications directly to the SchoolMessenger app,
● go to the **Settings** menu
● tap **Push Notifications**
● tap the name of your child's school district
● Tap **Attendance** as a type of message that you want to receive as push notifications.

Logging Out of the SM app and Website

● To **log out** of the mobile apps, tap the main menu icon in the top left corner of the app, then tap **Settings** and **Logout.**

● To **log out** of the website, click the downward-pointing arrow next to your name in the top right corner of the app, then click **Log out.**
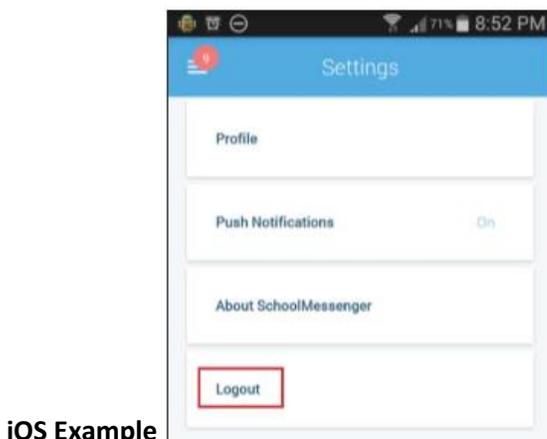
iOS Example
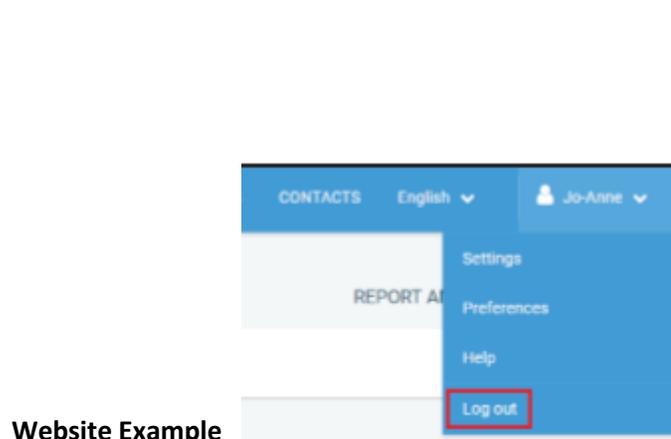
Website Example

1-844-288-7628 (toll-free)

Reporting an Absence – Toll-free phone #

Toll free recording example

Welcome to the SchoolMessenger notification system for Durham Catholic District School Board

If you are calling to report an absence, late arrival or early departure **press 3**
If Jennifer will be absent, **press 2**
To enter an absence for today day, **press 1**
       To enter an all day absence, **press 1**
       To enter a Late arrival **press 2**
       To enter an Early departure **press 3**
       To enter Leave and Return **press 4**
Please select an absence reason from the following list: Illness, **press 1**
You have indicated that Jennifer in Grade 2 at Central School will be absent all day on November 29 for the following reason: **Illness**
If the information is correct and you want to update the attendance record now, **press 1**
Thank you. Your absence update has been successfully processed.
Please wait for the confirmation code

Elementary
The attendance system will not send a call if the absence was reported before the school bell start time.

Secondary
The attendance system will not send a call if the absence was reported before the 2nd class period.