



SafeArrival Parent Portal for St. Mary C.S.S

Introduction

Durham Catholic District School Board is pleased to be piloting an **efficient** student absence reporting system. This new system will reduce the time it takes to verify student attendance making it easier for you to report your child's absence and easier for staff to respond to unexplained student absences.

This new absence reporting system is called *Safe Arrival*. It will allow parents to report their child's absence quickly and conveniently in one of two ways:

1. **Parents can log into a website, dcdsb.schoolconnects.com to access a Safe Arrival Parent Portal where an account can be set up to report absences.**
2. **Parents can call into an automated interactive telephone system via a toll free number (1-844-288-7628) through which absences can be reported.**

Both methods will be available 24 hours a day, 7 days a week. Therefore future absences may be reported ahead of time, i.e.; Doctor's appointment.

The existing automated notification system to contact parents who have not reported their child absent remains the same. The automated notification system will contact parents at multiple contact numbers until one of the designated contacts is reached. By reporting your child absent in advance using the SafeArrival toll free number or SafeArrival Parent Portal website, you will not receive a call.

We will start using our new absence reporting system on **Monday May 4th, 2015**. ***As of May 4th, all absence reporting should go through the Parent Portal website or toll free number.*** Please do not contact the school directly to report an absence.

The benefit of using the SafeArrival website is that you may report your child's absences, update your contact phone numbers and email addresses should they change, as well as review messages sent through our SchoolConnects system.

Contents

This document contains the following topics on the use of the SafeArrival Parent Portal:

- Activating Your Parent Portal Account
- Reporting an Absence using the Parent Portal
- Updating Your Login Information
- Updating Your Contact Information
- Reviewing Messages Sent by SchoolConnects
- Logging Out of the Parent Portal



Activating Your Parent Portal Account

When parents click on the link in the email invitation, they are brought to the parent portal website.

Durham Catholic DSB

Please enter your login name or phone number or email address and your password and then click Log In.

Login Name: [Forgot login name?](#)
Click here for assistance

or phone number or email address
you designated for login identification [Don't have login?](#)
Click here to get one

Password: [Forgot password?](#)
Click here for assistance

Remember my login name

[What is the Parent Portal?](#)

Parents must enter one of the following pieces of information contained in the email into the “Login Name” field:

- Name
- Phone number
- Email address

Parents enter their password from the invitation into the “Password” field. Once this information is entered correctly, a popup screen appears that steps the user through the authentication process.

School Connects

Please supply your login name or phone number or email address and your password and then click on the Log In button to login

Login Name: [Forgot login name?](#)
Click here for assistance

or phone number or email address
you designated for login identification

Password: [Forgot password?](#)
Click here for assistance

Remember my login name

This is your first time logging into Parent Portal. You are required to go through a user authentication process to ensure the security and privacy of the student information. You will receive a call at the phone number associated with you on the student record and be given a code to enter on screen to verify that you are the intended user.

Click OK to begin the process.

The authentication process involves SchoolConnects calling the phone number listed in the parent email and playing a confirmation number to the caller that must be entered into the “Please input the authentication code” field.




Parent Portal User Authentication

The Parent Portal user authentication process has begun. You will receive a call shortly at the telephone number associated with your user login to verify that you are the intended user.

Important: The telephone message will give you an authentication code that you need to enter on your computer. Have a pen and paper ready to write down this code or enter it directly on the computer when requested. When your phone rings, answer the call and follow the voice instructions.

Please input the authentication code

Process Status



[Cancel](#)

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Once the confirmation number is entered correctly on-screen, the account is authenticated and the user enters the parent portal.

The following menu is presented:

Log Out

Parent Portal

What is SchoolConnects Parent Portal?

Welcome to the Synrevoice SchoolConnects Parent Portal



Student Attendance
Explain student absences marked by teachers or notify the school of planned absences, late arrivals and early departures



Edit Contact Information
Update contact information and preferences for parents and relatives the school may contact



Edit Your Login Information
Change your password, login name, login phone number, or login email



Review Messages Sent to You
Retrieve messages that have been sent to you through SchoolConnects

Parents can update their contact information, report a student absence or edit their login information.



Reporting an Absence using Parent Portal

To report an absence, a parent clicks on the “Student Attendance” icon and the following screen appears:

[Explain Absence / Report Planned Absence](#) ?

Click on student name to select student:

Peter Miller	TRAINING SCHOOL
Vanessa Miller	TRAINING SCHOOL

Planned Absences: 2

New

Attention: Before reporting a new planned absence, please review the lists below to see if it has been reported already or marked by a teacher.

Edit	Date	Incident	Reason	Entered By	On	At	Conf.#	Delete
	Nov 26	Absent full day	Weather	Mark Miller	Nov 22	3:08 PM		
	Nov 23	Absent full day	Illness		Nov 22	3:01 PM	Pt514	

Absences Marked by Teachers: 0

Date	Incident - Periods	Reason	Entered By	On	At
There are no marked absences.					

Cancel

Note: The attendance data on this screen may not accurately reflect that on the students official record. The reason displayed for each incident is according to what the students parent(s) have entered in the past and transferred to the official student records. However, changes made to the official records may not be reflected here. To obtain an accurate attendance report for the student, please contact the school office.

To report an absence, the parent clicks on the “new” button and the following screen appears:

Report A Planned Absence ?

Student: LN1228, FN1228

Type of absence: Full-day absence

1-day Multi-day

Date: 31 Mar 2011

Reason: Doctor appointment

Save **Cancel**

(The same absence reporting options are available in parent portal and the telephone IVR.) Absences reported through the parent portal appear in the daily attendance report.

When parents report an absence through the parent portal or through the telephone interactive voice response system (IVR) and there is an email address on file with any or all parents, an email confirmation message will be sent to all email addresses, one email for each day absent.



Update Login Information

Parents can change their login information by clicking on the “Edit Your Login Information” icon and the following screen appears:

Edit Your Login Information [Return to Home Page](#)

Login credentials

Login name: **markmiller**

Change login name to:

Full name: **Mark Miller**

4 letters 4 numbers

Password: and

The numeric part of the login password is the same as the PIN that you use to receive voice messages delivered by SchoolConnects over the phone.

Language:

Login phone number: **(416)9**

You can use this phone number to identify yourself when logging into Parent Portal. This is also the phone number at which Parent Portal calls you for user authentication.

Login email address: **s. e@gmail.com**

You can use this email address to identify yourself when logging into Parent Portal. This is also the address to which Parent Portal sends emails for various confirmations.

History

Generated from: **Relatives**

On **19 Nov 2012**

Last updated by: **Power Administrator**

On **22 Nov 2012**

Access status

Access to Parent Portal: **Allow**

Authentication: **Authenticated**

Has Master rights for:

Student	
Peter Miller	✓
Vanessa Miller	✓

[Save](#) [Return to Home Page](#)

In this screen, parents can change their:

- Password
- Login name
- Login phone number
- Login email address

When creating a new password, the password **MUST** contain 4 alpha characters followed by 4 numeric characters. The numeric characters serve as the parent’s PIN. The PIN will be requested by SchoolConnects if the parent receives an automated attendance call from SchoolConnects.

If parents experience a problem logging in, they can click on a link and have their password or user name emailed to them. Parents can login using the login name they were assigned (or modified), their login email address or their login telephone number.




SchoolConnects

Please supply your login name or phone number or email address and your password and then click on the Log In button to login

Login Name: [Forgot login name? Click here for assistance](#)

or phone number or email address you designated for login identification

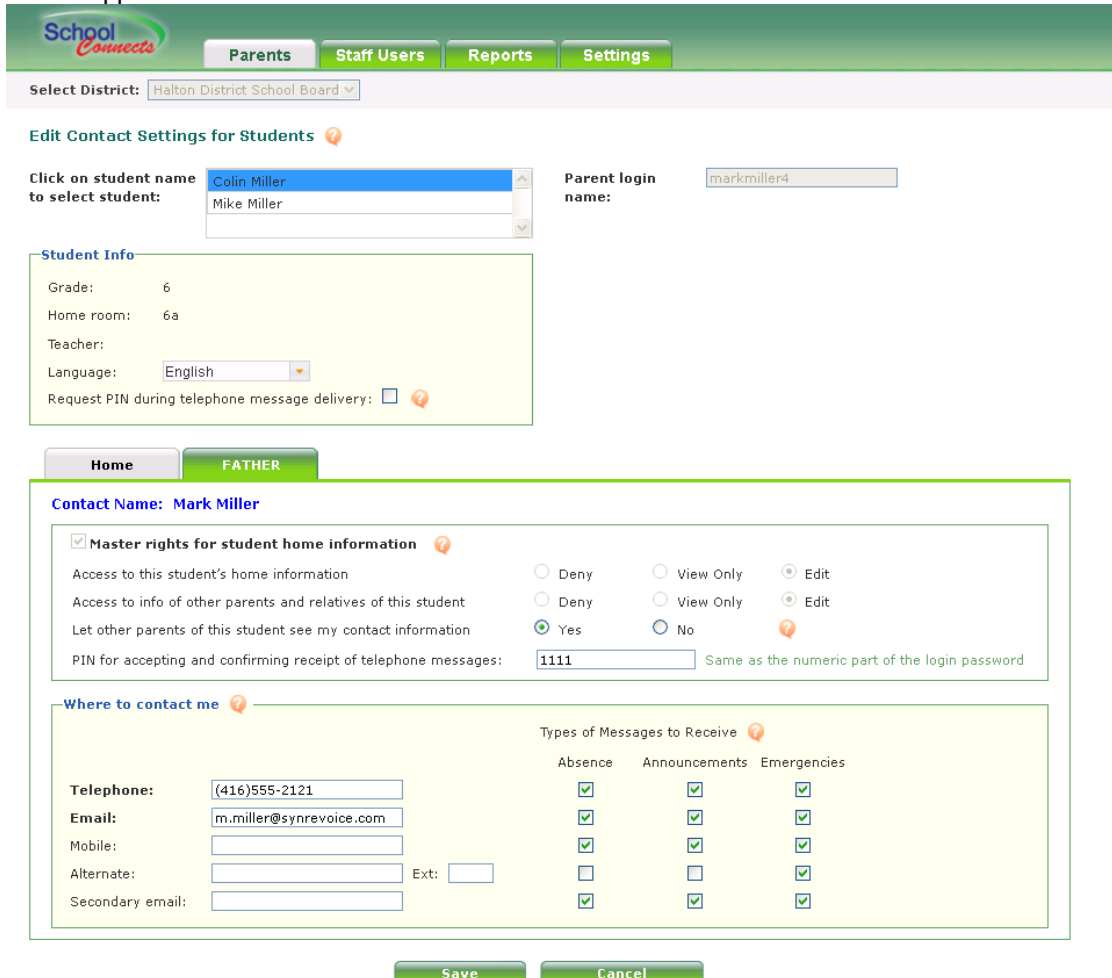
Password: [Forgot password? Click here for assistance](#)

Remember my login name

[What is Parent Portal?](#)

Update Contact Information

To update parent contact information, parents click on the “edit contact information” icon and the following screen appears:



SchoolConnects | Parents | Staff Users | Reports | Settings

Select District: Halton District School Board

Edit Contact Settings for Students

Click on student name to select student:
 Mike Miller

Parent login name:

Student Info

Grade: 6
Home room: 6a
Teacher:
Language: English
Request PIN during telephone message delivery:

Home | **FATHER**

Contact Name: Mark Miller

Master rights for student home information

Access to this student's home information: Deny View Only Edit
 Access to info of other parents and relatives of this student: Deny View Only Edit
 Let other parents of this student see my contact information: Yes No
 PIN for accepting and confirming receipt of telephone messages: Same as the numeric part of the login password

Where to contact me

Types of Messages to Receive

	Absence	Announcements	Emergencies
Telephone: <input type="text" value="(416)555-2121"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Email: <input type="text" value="m.miller@synvoice.com"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mobile: <input type="text"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Alternate: <input type="text"/> Ext: <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Secondary email: <input type="text"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Parents can check off which phone numbers SchoolConnects calls for absence, general announcements and emergency messages.

Information entered by parents is automatically updated in the SchoolConnects Address Book. This information is also protected from change during the daily The Student Management System Address Book update.



Reviewing Messages Sent Via SchoolConnects

Parents can review messages by clicking on the “Review Messages Sent to You” icon.

The screenshot shows the SchoolConnects Parent Portal. At the top left is the 'SchoolConnects' logo, and at the top right is a 'Log Out' button. The main content area is titled 'Parent Portal' with a sub-header 'What is SchoolConnects Parent Portal?'. Below this is a welcome message: 'Welcome to the Synnevoice SchoolConnects Parent Portal'. There are three main menu items: 'Student Attendance' (with a calendar icon), 'Edit Contact Information' (with a document icon), and 'Edit Your Login Information' (with a person icon). The 'Review Messages Sent to You' option, which includes the text 'Retrieve messages that have been sent to you through SchoolConnects', is circled in red and features a green envelope icon.

Messages Sent to Parent

[Back](#)

Student: Last **30** **60** **90** days

Or specify Start date: End date: [Go](#)

Peter Miller			
Message title	Sent to	Delivery status	Click icon to retrieve message
Safe Arrival Absence Message (District)	Home; KAROLINE MILLER	+1 Confirmed delivery to person 29 Oct 2012 10:40 AM Successfully Sent 29 Oct 2012 10:40 AM	
Safe Arrival Absence Message (District)	Home; KAROLINE MILLER	+1 Confirmed delivery to person 28 Oct 2012 11:09 AM Successfully Sent 28 Oct 2012 11:09 AM	
Safe Arrival Absence Message (District)	Home	Confirmed delivery to person 27 Oct 2012 12:05 PM Successfully Sent 27 Oct 2012 12:05 PM	
Safe Arrival Absence Message (District)	Home	Confirmed delivery to person 26 Oct 2012 4:10 PM Expired before delivery completed	
Survey Regarding Director of Education (District)	Home	Confirmed delivery to person 26 Oct 2012 2:50 PM	

Within this module, email messages can be reviewed by clicking on the the green envelope icon.



The screenshot shows a window titled "Messages Sent to Parent" with a "Back" button in the top right. On the left, there is a list of messages for "Peter Miller". The selected message is titled "Safe Arrival Absence Message (District)". The message details are:

- Student name: Peter Miller
- Message title: Safe Arrival Absence Message (District)
- Date: 27 Oct 2012 12:05 PM
- Status: Successfully Sent

The message body is titled "email" and contains the following text:

Subject: Student Absent from Morning Roll Call
Attachment: No Attachment
Body: This is a message from TRAINING SCHOOL. Your student Peter Miller in grade 5 was marked absent during morning roll call.

If you are unaware of this absence, please call TRAINING SCHOOL at (647)233-6552.

If you are aware of this absence and have not received a call from our automated notification system, please call the school to provide an explanation or reply to this email.

Thank you.
TRAINING SCHOOL
(647)233-6552

A "Close" button is located at the bottom right of the message window.

If parents click on the green telephone icon, they can listen to messages and review the text of your message onscreen. Apple Quicktime player must be installed in order to listen to messages.

The screenshot shows a window titled "Messages Sent to Parent" with a "Back" button in the top right. On the left, there is a list of messages for "Peter Miller". The selected message is titled "Survey Regarding Director of Education (District)". The message details are:

- Student name: Peter Miller
- Message title: Survey Regarding Director of Education (District)
- Date: 26 Oct 2012 2:50 PM
- Last delivery result: Confirmed delivery to person

The message body is titled "Voice message" and contains the following text:

Message text: This message is being sent to you on behalf of the Board of Trustees of the Durham Catholic District School Board. Our current Director of Education, [redacted], recently announced her retirement from the Board after more than 15 years in the role. The Board of Trustees is currently engaged in the process of selecting a new Director of Education. As an integral member of our Learning Community, our Trustees would like your help with the task of selecting a new Director of Education by filling out a short survey which can be accessed via the Board website at www.durhamcatholic.ca starting on Wednesday, October 17th. Surveys must be filled out no later than October 24th by 6:00 p.m. Look for the link to the Survey under the [redacted] section on the homepage. Only one survey may be filled out per person and ALL SURVEY ANSWERS WILL REMAIN CONFIDENTIAL. Thank you in advance for your participation.

Voice message: [Speaker icon]

A "Close" button is located at the bottom right of the message window.

By clicking on the speaker icon, the message will be loaded and played in Quicktime.

Logout of the Parent Portal

Click the Logout button in the upper right hand corner of the Parent Portal window, and choose OK.