



Reporting an Absence in SchoolMessenger SafeArrival - For Parent/Caregiver Support

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SafeArrival 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 convenient methods:

Mobile App	SchoolMessenger app (free)	<ol style="list-style-type: none"> 1. Provide your email address to the school. 2. Get the app from the Apple App Store or the Google Play Store. 3. Tap Sign Up to create your account. 4. Select Attendance from the menu, then select Report an Absence.
Website	go.schoolmessenger.ca	<ol style="list-style-type: none"> 1. Provide your email address to the school. 2. Go to the website. 3. Click Sign Up to create your account. 4. Select Attendance from the menu, then elect Report an Absence
Phone	1-833-202-1417	<ol style="list-style-type: none"> 1. Call the toll-free, interactive telephone system. 2. Follow the instructions to report an absence.



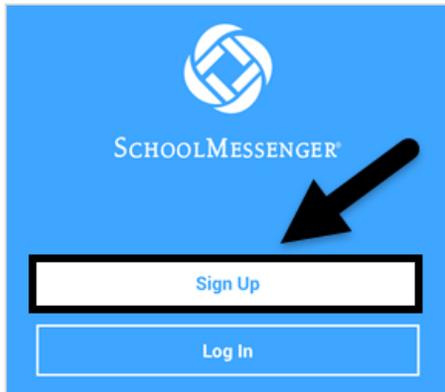
Absences can be reported in advance:

- 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 (30 minutes after the start of the school day).
- Up to 10 consecutive days (otherwise contact the school directly)

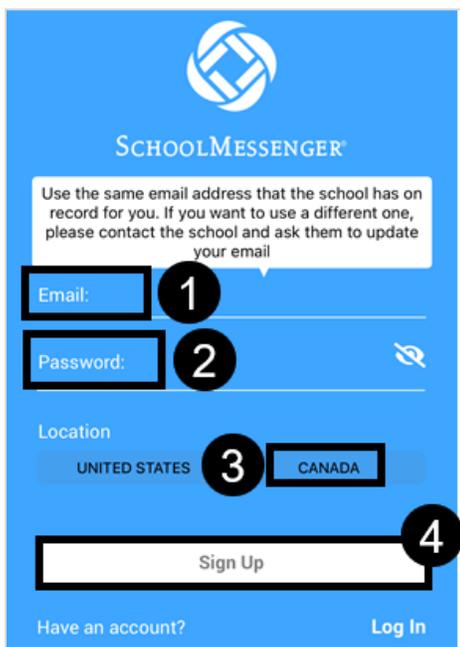


Creating an Account

1. Download the free **SchoolMessenger** app from your devices App Store.
2. Open the app.
3. Select **Sign Up**.

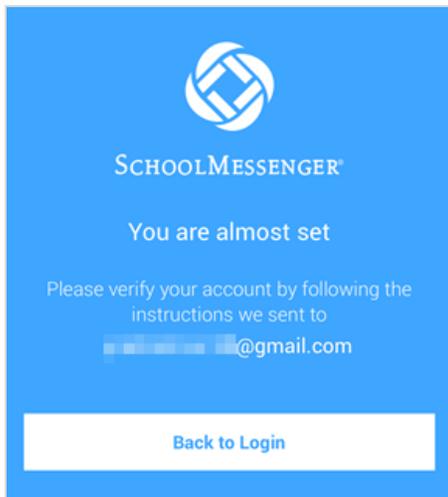


4. Enter your Email address (#1), select a Password (#2), select **Canada** (#3), and click **Sign Up** (#4). **Note:** You **MUST** use the same email that the school has on file for you in the system or you will not be able to submit absences with the app.

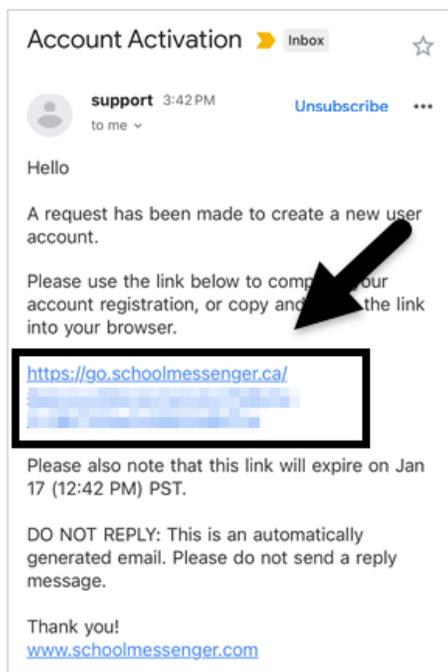




5. You will need to verify your account by following the instructions sent to the email you provided.



6. Click on the link in the email you received from SchoolMessenger Support. **Note:** *This link is only valid for 24 hours and will expire. If you do not use it within this timeframe, you will have to restart the registration process and have a new email sent to you with a new link.*





7. You will be redirected to the Login page. Enter your email address (#1), password (#2) and click **Log in** (#3).

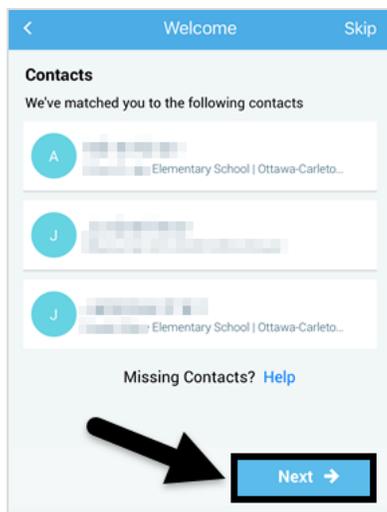
A screenshot of the School Messenger login page. The page has a blue header with the 'SCHOOLMESSENGER' logo and 'Log in' and 'Sign up' buttons. The main content area is light gray and contains the following elements: a 'Log in' heading, an 'Email' label above an empty text input field with a black arrow and the number '1' pointing to it; a 'Password' label above an empty password input field with a black arrow and the number '2' pointing to it; a 'Forgot your password?' link; a 'Location' section with a Canadian flag icon and the text 'Canada'; a question 'Is your school in the United States?' with a 'Switch location' link; and a large blue 'Log in' button at the bottom with a black arrow and the number '3' pointing to it.



Verifying Information

Students linked to your contact information will show up in the list. This will be automatically connected from the Student Information System used by your child's school and the information they have on file for you and your child(ren). **Note:** *If you do not see all of your children listed, you will need to contact the school office to have this corrected. Make sure the email you used to set up your account is the same email on file for **ALL** of your children.*

1. Click **Next**.



2. Verify the phone number (#1) and select **You can call** (#2).





Reporting an Absence

1. Open the SchoolMessenger App. 
2. If prompted to log in, enter your email address (#1), password (#2), and click **Log in** (#3).



SCHOOLMESSENGER* Log in Sign up

Log in

Email

Password

Forgot your password?

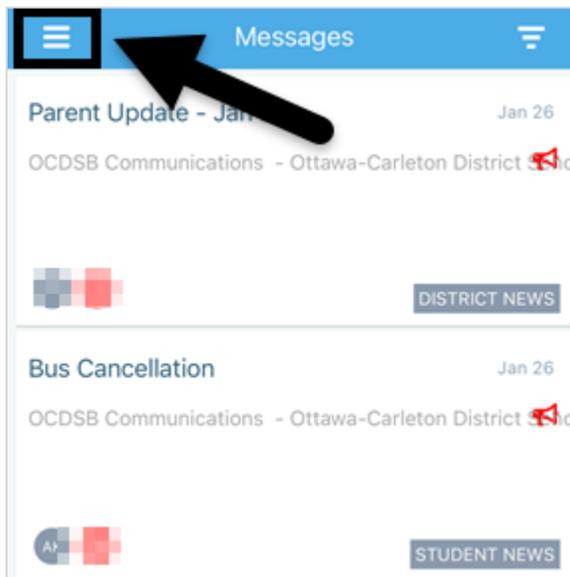
Location

Canada

Is your school in the United States? [Switch location](#)

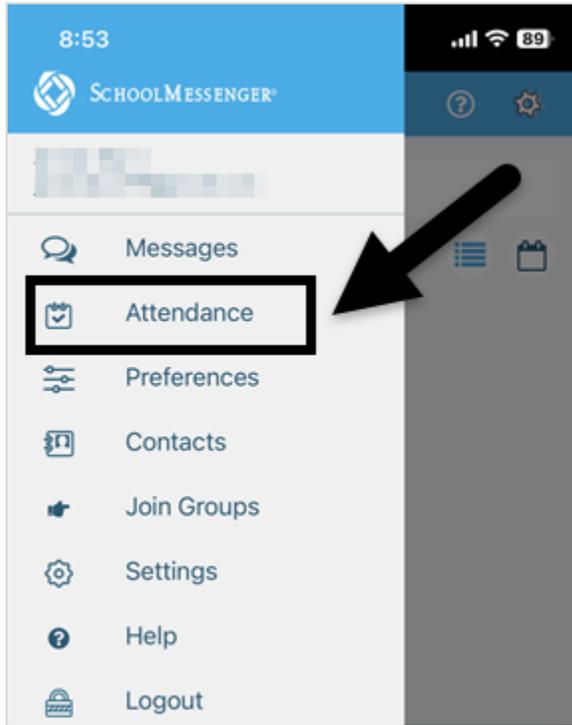
Log in

3. Click on the three lines in the top left corner of the app screen.

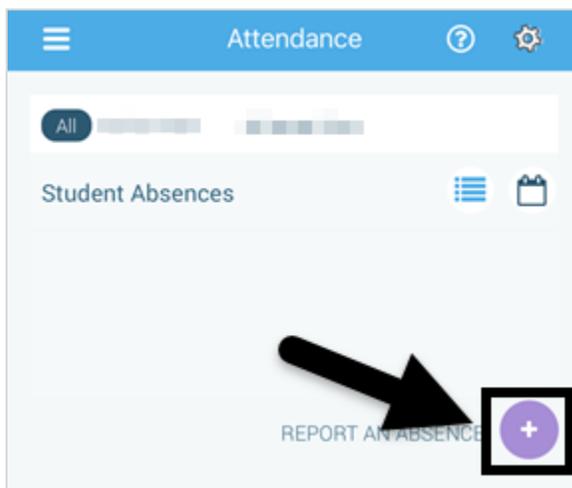




4. Select **Attendance**.



5. Click on the **plus** icon, which is used to report an absence.





6. Select the child's name you wish to report the absence for.

Report an Absence

Who will be absent?

A [redacted] Elementary School

J [redacted] Elementary School

7. Select either **Full Day** or **Multiple Day** absence

Note: If your child is going to be late, you must still report it as a *Full Day* absence. You will indicate the “late” in the next step and when your child arrives at school, the office will make the changes to reflect the time of arrival in the *Student Information System*.

Report an Absence

What type of absence is this?

Full Day

Multiple Day

CANCEL SEND



8. Select the reason for the absence.

What type of absence is this?

Full Day

Illness/Injury

Appointment

Vacation

Religious/Cultural Day

Bereavement

Absence Approved By Parent

Late

Multiple Day

CANCEL SEND

9. Select the date of the Absence (#1) and click **Send** (#2).

What type of absence is this?

Full Day

Illness/Injury

EDIT

Date of Absence

Fri 26 Jan 2024

Mon 29 Jan 2024

Tue 30 Jan 2024

SEND



Toll-Free Phone Line

1. Call **1-833-202-1417**
2. 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.
3. If you have any trouble using the Toll-Free Phone Line, please consider using the SchoolMessenger mobile app or website. Otherwise, contact the school directly.