

SafeArrival Guide for Parents/Guardians

SchoolMessenger
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1. 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 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 elect Report an Absence. |
| Website | to be provided | <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 | to be provided | <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.

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

If you don’t report your child’s absence in advance, the automated notification system will try to contact you (using the communication preferences if you have set them up in the SchoolMessenger app). This may include push notifications to the app, email, SMS text message, phone calls. You will be asked to provide the reason for your child’s absence immediately. You may do so using the phone line, website or mobile app.

If you try to explain an absence using SafeArrival and are told it is past the cut-off time, please contact

the school directly.

If you don't want to receive notifications when your child is absent, be sure to report your child's absence in advance.

If you do receive notifications of your child's absence, be sure to provide the reason as quickly as possible, using one of the 3 methods listed above or during the phone call notification itself.

2. SchoolMessenger Account

A SchoolMessenger account is not required to use the toll-free phone line to report absences. However, we strongly recommend that you provide your email address to the school and set up your SchoolMessenger account. This allows you to review and update absences, review your contact information and communication preferences and more.

Please see related SchoolMessenger documentation for setting up your account, resetting your password, reviewing contact information, specifying communication preferences etc.

Once you have set up your account, choose ATTENDANCE from the menu.

If you can't set up your account, do not see the ATTENDANCE option, or do not see your child(ren) listed in your account, please contact the school directly to check that your correct email address is associated with your child(ren).

3. Using the Toll-Free Phone Line

When you call the toll-free phone line, 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 doesn't recognize your caller ID, you will be asked to enter the student's home phone number.

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.