

# Safe Arrival Parent Portal PARENT INSTRUCTIONS

## Introduction

Our school uses the **Safe Arrival** program to manage student attendance reporting. The Safe Arrival program reduces 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.

The Safe Arrival program allows parents to report their child's absence quickly and conveniently in one of two ways:

1. Parents can log into a website, [attendance.ddsb.ca](https://attendance.ddsb.ca) to access a Safe Arrival Parent Portal where an account can be set up to report absences.
2. If you have an Android or Apple device, you can also download the SafeArrival app. You can go to the Google Play store or the Apple App and search using the keyword "safearrival" (one word) to download the Synvoice SafeArrival app. Use district code **ddsbs** or search for Durham District School Board.
3. Parents can call into an automated interactive telephone system via a toll free number (1-844-350-2646) through which absences can be reported.

Parents must report student absences prior to bell time for the current day, as well as future absences via the internet or telephone 24 hours a day, 7 days a week. Therefore future absences may be reported ahead of time, i.e.; Doctor's appointment.

Please do not contact the school directly to report an absence.

We are also using an automated notification system to contact parents who have not reported their child absent. The automated notification system will contact parents at multiple contact numbers until one of the designated contacts is reached. If our system is unable to reach a designated contact after 20 minutes, office staff will follow up. By reporting your child absent in advance using the Safe Arrival 1-844-350-2646 number or Safe Arrival Parent Portal website, you will not receive a call.

The benefit of using the Safe Arrival Parent Portal 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.

This document contains instructions on the use of the Safe Arrival Parent Portal website.

## Contents

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

- Creating your own 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

# Creating Your Own Account

If you do not have an email address on file with the district, you can create your own account by going to the SafeArrival website:



## Durham District School Board

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

Login Name:  [Forgot?](#)  
or phone number, email address used as ID

Password:  [Forgot?](#)

Remember

[What is the Parent Portal?](#)

Click on the “Don’t have login?” link:

## Request Issuance of Parent Login

To obtain a Parent Portal login, please supply the following information:

Parent first name:

Parent last name:

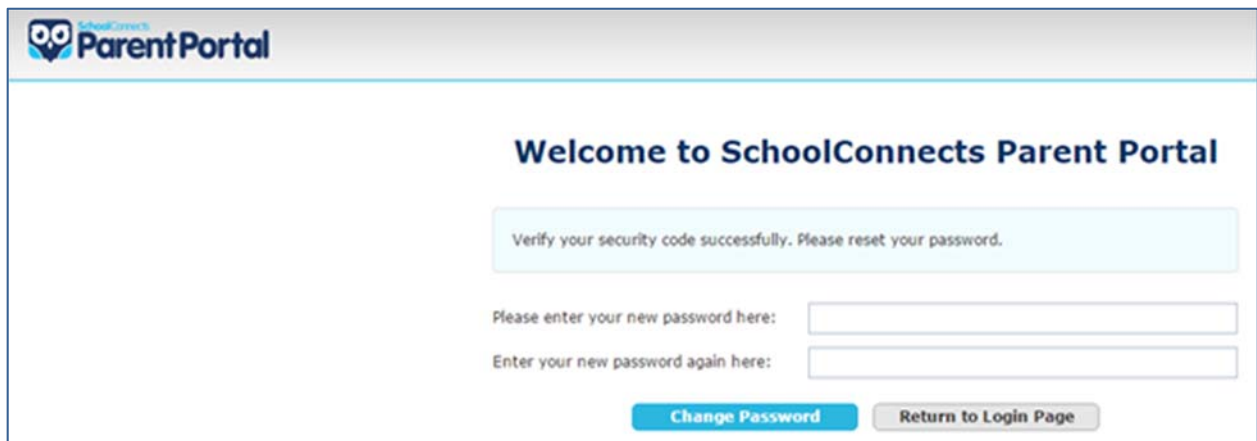
Student first name:

Student last name:

Any 10-digit cell phone number capable of receiving text messages that you have supplied to the school that we can reach you at now

Fillout the information on the page and enter a cell phone number that is on-file with the school. (If you did not receive an email invitation, you do not have an email address on file with the school.)

If the information is found in the system, you will receive a text message with a 6 digit code to enter on-screen. Once the code is entered successfully, you will be asked to change your password. You will then be brought into the Portal.



**Parent Portal**

### Welcome to SchoolConnects Parent Portal

Verify your security code successfully. Please reset your password.

Please enter your new password here:

Enter your new password again here:

# Update Login Information

When you first login, you are brought to the screen displayed below. You can change your login information in the future by clicking on the “Edit Your Login Information” icon.

## Edit Your Login Information ?

[Return to Home Page](#)

### Login credentials

Login name:  [Change](#)

Full name:

Password:  [Change](#)

Language:

### Other login info

Login phone number:

As an alternative to your login name, you can also enter the login phone number to identify yourself when logging into Parent Portal. This is also the phone number that Parent Portal calls to authenticate your identity when needed.

Login email address:

You can also enter this email address to identify yourself when logging into Parent Portal. This is also the email address that Parent Portal sends confirmation notices when important changes have been made to your login credentials or contact information.

### Welcome to Durham District School Board SchoolConnects Parent Portal.

You can change your login name or password anytime.

When you log in again, you can use the login name, email address or phone number displayed on this screen.

Parent Portal may call your phone number to deliver information used in verifying your identity.

Your email address is used to deliver requested password information and notify you when important changes have been made to your account.

If you have multiple phone numbers or email addresses on file, you can click on the drop down arrow to change your primary phone number or email address.

[Get SafeArrival mobile apps](#)

[Save](#)

[Return to Home Page](#)

In this screen, parents can change their:

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

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.

# Reporting an Absence using Parent Portal



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

**ParentPortal** New Version Test District

Explain Absence / Report Planned Absence Return to Home Page

Click on student name to select student:

Aaron Chen	Parent Portal Test School
Barry Chen	Parent Portal Test School
Karen Chen	Parent Portal Test School

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**Planned Absences: 9** New Attention: Before reporting a new planned absence, please review the lists below to see if it has already been reported.

Edit	Date	Incident	Reason	Entered By	On	At	Conf.#	Delete
	Apr 12	Absent full day	Doctor appointment	Power Administrator	Apr 4	13:34		
	Apr 11	Absent full day	Doctor appointment	John Chen	Apr 1	17:03		
	Apr 8	Out-09:30 Back-11:20	Doctor appointment	John Chen	Apr 1	16:41		
	Apr 7	Absent full day	Doctor appointment	John Chen	Apr 1	16:46		
	Apr 6	Early depart 11:30	Doctor appointment	John Chen	Apr 1	16:41		
	Apr 5	Late 11:20	Family matter	John Chen	Apr 1	16:41		
	Apr 4	Absent full day	Doctor appointment	John Chen	Apr 1	16:40		
	Mar 31	Absent full day	Doctor appointment	John Chen	Mar 30	15:54		
	Mar 28	Absent full day	Doctor appointment	John Chen	Mar 28	12:58		

**Absences Marked by Teachers: 0**

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

Return to Home Page

**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. test

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

**Report A Planned Absence** ?

Student: Nicole Huang

Type of absence: Full-day absence ▼

1-day  Multi-day

Date: Apr 21, 2016 22

Reason: Illness ▼

Save Cancel

(The same absence reporting options are available in parent portal and the telephone IVR.)

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 Contact Information

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

Click on student name to select student: Peter Miller - Z-Test

Missing students? [Click here to add](#)

**Student Information**

Grade:

Home room:

Teacher:

Language:

Request PIN when reporting absences by telephone:  ?

**School Information**

SafeArrival Test School  
400 Taunton Road East  
Whitby, ON L1R 2K6  
Phone: (905)666-5500

To change your home phone number, please call the school at (905)666-5500.

**Parent Communication Program Sign-Up**

Safe Arrival:

Send confirmation notice to me when a new planned absence is created

Deliver confirmation notice to me by:

Email

SMS

**FATHER**

**Contact Name: Mark Miller**

Let other relatives of this student see my contact information:  No  Yes ?

PIN used to confirm reported absences:

**Where to contact me** ?

	Types of Messages to Receive <span style="color: orange;">?</span>			SMS (Text Messaging) <span style="color: orange;">?</span>	
	Attendance	Announcement	Emergency	Opted In	Check to receive SMS
<b>Telephone:</b> <input type="text" value="(905)94"/>	✓	✓	✓	✗	✓
<b>Email:</b> <input type="text" value="svtsafearrival@s"/>	✓	✓	✓	✗	✓
<b>Mobile:</b> <input type="text"/>	✓	✓	✓	✗	✓
<b>Alternate:</b> <input type="text"/> Ext: <input type="text"/>	✓	✓	✓	✗	✗
<b>Secondary email:</b> <input type="text"/>	✓	✓	✓	✗	✗

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 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.



Welcome to our SafeArrival 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

Messages Sent to You [Return to Home Page](#)

Student:  Last    days

Or specify Start date:  End date:

Message title	Delivery status	Click icon to retrieve message
Overdue Library Items (District)	Busy Apr 1, 2016 17:20 Expired before delivery completed Not Opt-In	
adming Announcement for 03/22/2016 10:54:29 (District)	Busy Mar 22, 2016 16:28 Not Opt-In	
Parent Reminder Calls (District)	Busy Mar 22, 2016 16:28 Expired before delivery completed Not Opt-In	
Overdue Homework (District)	Not Opt-In	

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

Successfully sent Apr 20, 2016 17:01

Confirmed delivery to person Apr 20, 2016 09:48

Student name: ADAM!

Message title: abbps Announcement for 04/07/2016 12:25:49

Date: Apr 12, 2016 17:02

Status: Successfully sent

email	
Subject	Reminder
Attachment	No Attachment
Body	<p>Can't wait to see all of you tomorrow night for our volunteer meet-up at Abbey Lane!</p> <p>Please meet in the staff room at 6:30pm.</p>

[Close](#)

Successfully sent Apr 11, 2016 17:01

If parents click on the 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.

Student name: ADAMS, MITCHELL RYSDALE

Message title: Director's Message Parent Survey for 04/07/2016 (District)

Date:

Last delivery result: Duplicate message

Voice message	
Message text	<p>Hello, this is Stuart the Director of Education for the School Board.</p> <p>I would like to invite you to provide feedback about your child's experiences in our schools.</p> <p>Early next week you will receive an email providing instructions on how to access the OurSCHOOL parent survey. This parent survey is a national survey and the information you provide will help the Halton District School Board improve our schools. Your feedback provides important information about how you feel that our schools support learning as well as a safe and inclusive environment.</p> <p>Thank you for taking the time to make your voice heard.</p>
Voice message	

[Close](#)

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

## Adding Students to your Portal Account

To add students to your portal account, you will need to have a cell phone number on file with the school that can receive text messages. Standard message and data rates may apply.

To add students to your portal account, access the “Edit Contact Information” module and click on the **“Missing students? Click here to add”** link located near the top of the page.

**Edit Contact Settings for Students** Parent login name: **markmiller2** [Return to Home Page](#)

Click on student name to select student: Peter Miller - Z-Test

**Missing students? Click here to add**

**Student Information**

Grade: 5

Home room:

Teacher:

Language:

Request PIN when reporting absences by telephone:

**School Information**

SafeArrival Test School  
400 Taunton Road East  
Whitby, ON L1R 2K6  
Phone: (905)666-5500

To change your home phone number, please call the school at (905)666-5500.

**Parent Communication Program Sign-Up**

Safe Arrival:

Send confirmation notice to me when a new planned absence is created

Deliver confirmation notice to me by:

Email

SMS

**FATHER**

**Contact Name: Mark Miller**

Let other relatives of this student see my contact information:  No  Yes

PIN used to confirm reported absences:


**Where to contact me**

Types of Messages to Receive

	Attendance	Announcement	Emergency	SMS (Text Messaging)	
				Opted in	Check to receive SMS
Telephone: (905)94	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Email: svtsafearrival@s	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mobile:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Alternate: Ext:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Secondary email:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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

The merge student window will appear.



**Durham District School Board**

**Add Student to Parent Login**

You are currently logged in as "markmiller2" that includes:  
Peter Miller

To add another student, enter the following information:

Student First Name:

Student Last Name:

Any 10-digit cell phone number capable of receiving text messages that you have supplied to the school that we can reach you at now. Entering the number here implies consent for the phone call.

Consent to receiving verification code by text message

[Next](#) [Cancel](#)

Enter your student's name and your 10-digit cell phone number. Click on the consent to receiving the verification code via text message box and click next.

If the information entered matches what is in the district system, a new screen will appear.

#### Add Student to Parent Login

You are currently logged in as "markmiller2" that includes:  
Peter Miller


You are in the process of adding the following students to your login:  
Vanessa Miller

Do you want to add another student?  Yes  No


[Next](#) [Cancel](#)

You will be asked if you want to add another student and after clicking next, the student will be added to your account.

A numeric code will be texted to you if you subscribe to text messaging or you will receive an email with the code.

Durham District School Board

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[Edit Contact Settings for Students](#) 

Parent login name: **markmiller2** [Return to Home Page](#)

Click on student name to select student:

Peter Miller - Z-Test

Vanessa Miller - Z-Test

[Missing students? Click here to add](#)

## Logout of the Parent Portal

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