

Information for Parents: SchoolMessenger SafeArrival



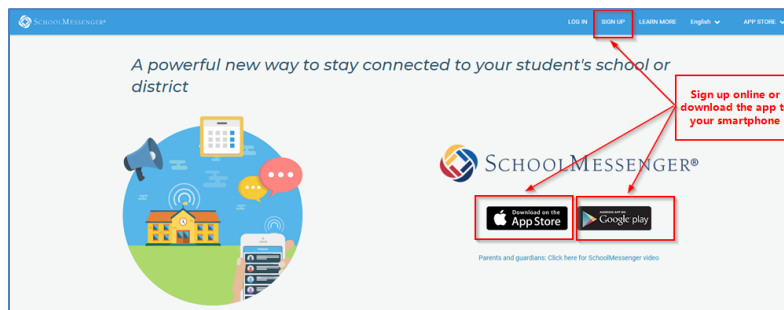
This summer the DDSB will be transitioning to a new attendance management system called SchoolMessenger Safe Arrival. This software offers parents the ability to report student absences as well as receive notifications for both attendance and non-attendance related purposes.

This software is not the same Safe Arrival software used in previous years. Parent user accounts cannot be transferred to the new system. Please follow the steps below to set up a new account.

Access to SchoolMessenger Safe Arrival can be set up in 3 ways:

1. Open your browser and go to go.schoolmessenger.ca
2. Download the SchoolMessenger app (Blue Icon) from the Google Play Store
3. Download the SchoolMessenger app (Blue Icon) from the Apple App Store

Please note: Parents can continue to report absences through the automated telephone system without creating an account. The automated telephone number (1-844-350-2646) will not change.



Sign Up for an account on the website (go.schoolmessenger.ca). Use the same email address that the school has on record for you. If you want to use a different email, please update your contact information through the Parent Portal or contact the school and ask them to update your email. Create your password; for security reasons, passwords 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. Please ensure that your userid and password are protected. This login information is for parents to report students absent and should not be shared with your child.

TIP: If you are not sure which email address we have on file for you, please login to the Parent Portal and view your contact information on the Parent Contact Information tab.

DDSBS Parent Portal: <https://ddsbps.ddsbschools.ca/public/home.html>

Log In to the app or website 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.

[Website Instructions](#)

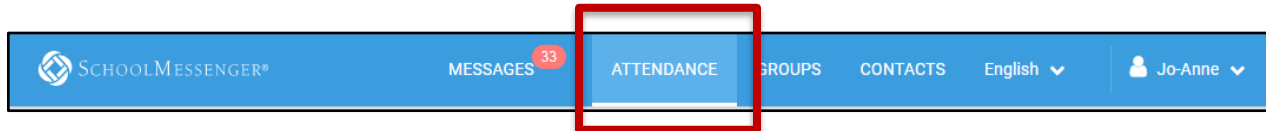
[Android App Instruction](#)

[iOS App Instructions](#)

Website Instructions:

Open your browser and go to go.schoolmessenger.ca; Login with your email address and password that you created during the signup process.

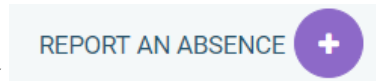
Tap/click **Attendance** to go to the Attendance page.



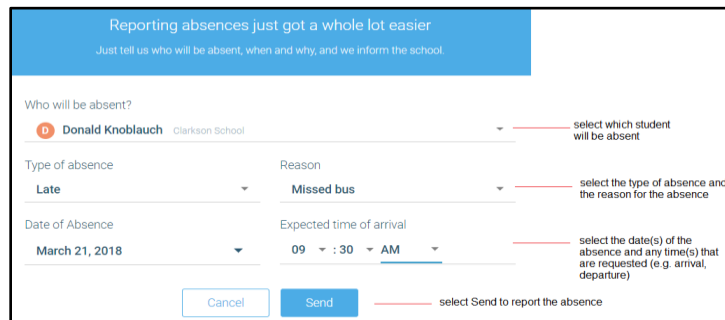
NOTE: If you do not see the ATTENDANCE menu for your students, please login to the Parent Portal to make sure you are using the email address that we have on record for you. If you cannot find your email address there, please contact the school to update this information for you.

Reporting an Absence

To report an absence:



- Tap/click
- Be sure to enter your selections for all requested items. If the **Send** button is not activated, it means you've missed something.
- Tap/click **Send** to report the absence.

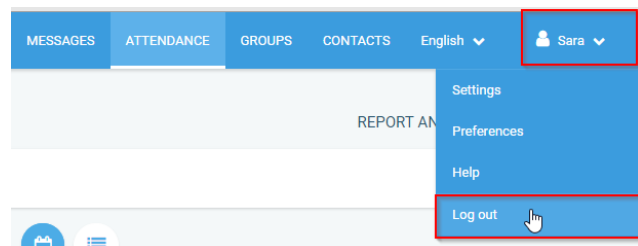


The screenshot shows a form titled 'Reporting absences just got a whole lot easier' with the subtitle 'Just tell us who will be absent, when and why, and we inform the school.' The form includes the following fields:

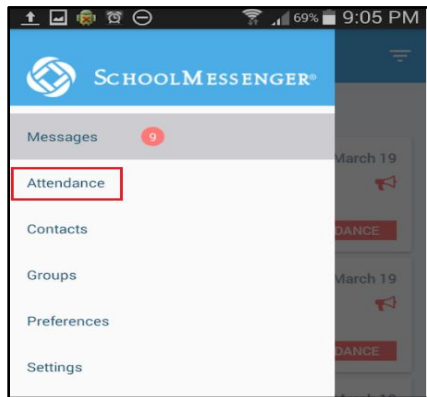
- Who will be absent? (Dropdown menu showing 'Donald Knoblauch Clarkson School' with a red line pointing to the text 'select which student will be absent')
- Type of absence (Dropdown menu showing 'Late' with a red line pointing to the text 'select the type of absence and the reason for the absence')
- Reason (Dropdown menu showing 'Missed bus' with a red line pointing to the text 'select the type of absence and the reason for the absence')
- Date of Absence (Dropdown menu showing 'March 21, 2018' with a red line pointing to the text 'select the date(s) of the absence and any time(s) that are requested (e.g. arrival, departure)')
- Expected time of arrival (Dropdown menu showing '09 :30 AM' with a red line pointing to the text 'select the date(s) of the absence and any time(s) that are requested (e.g. arrival, departure)')
- Buttons: 'Cancel' and 'Send' (with a red line pointing to the text 'select Send to report the absence')

Logging Out of the SchoolMessenger Website

- 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**.

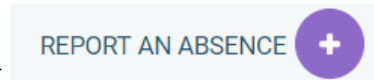


Android Example



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

To report an absence:



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Settings > Push Notifications

If you would like to receive absence notifications directly to the SchoolMessenger app,

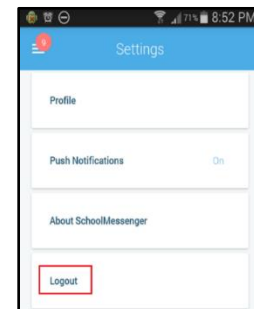
- go to the **Settings** menu
- tap **Push Notifications**
- tap the name of your child's school district
- tap **Attendance** as a type of message that you want to receive as push notifications.

Logging Out of the SchoolMessenger app

- 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**.

Notification of 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.

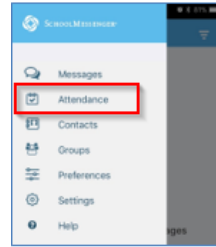


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iOS Instructions:

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



Reporting an Absence

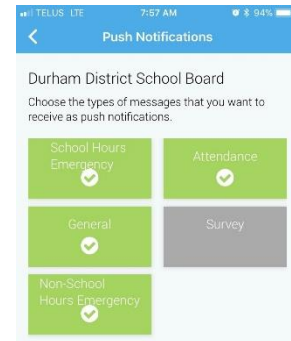
REPORT AN ABSENCE 

- Tap
- Be sure to enter your selections for all requested items. If the **Send** button is not activated, it means you've missed something.
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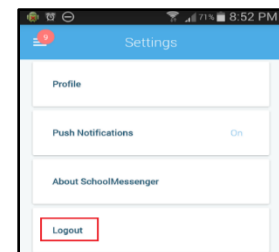
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