

## Frequently Asked Questions

# SafeArrival for Families FAQ

LHHS

### 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. It saves time calling in to the school by allowing you to automate the attendance entries.

You are asked to report your child's absence in advance whenever possible using one of these convenient methods:

#### SchoolMessenger app (free)

1. Provide your updated email address to the school. Essential for this to work properly. Get the app from the Apple App Store or the Google Play Store (or from the links at <https://go.schoolmessenger.com>).
2. Tap **Sign Up** to create your account.
3. Select **Attendance** from the menu, and then select **Report an Absence**.

#### Web and Mobile Web: [go.schoolmessenger.com](https://go.schoolmessenger.com)

1. Provide your updated email address to the school. Essential for this to work properly.
2. Go to the website.
3. Click **Sign Up** to create your account.
4. Select **Attendance** from the menu, then select **Report an Absence**

#### Interactive Toll-free Phone

1. Call toll-free 1-833-294-4838, to engage the interactive telephone system.
2. Follow the instructions to report an absence.
3. Please ensure you use your ten-digit telephone number that is on file with the school

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 receive a confirmation notice by email and/or text message (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, but are then told that 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.***

## Why do I need a SchoolMessenger app account?

A SchoolMessenger app 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 app account. This allows you to review and update absences, review your contact information and communication preferences and more.

Please see related SchoolMessenger app documentation for setting up your account, resetting your password, reviewing contact information, and specifying communication preferences. Once you have set up your account, choose ATTENDANCE from the menu.

If you cannot set up your account, you do not see the ATTENDANCE option, or you 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).

## Why should I use a SafeArrival/School Messenger Account?

1. Allows you to avoid calling in the morning by creating the absences online 24 hours a day.
2. Your full day absence notices will automatically input in the attendance management system reducing phone calls home in the evening.
3. Your SchoolMessenger account also houses all messages sent from the school so you can easily review them if needed.
4. It is easy and free to set up.
5. You will be notified of the absences you input for your records.

## How do I use 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 difficulty using the toll-free phone line, please consider using the SchoolMessenger mobile app or website. Otherwise, contact the school directly.

Remember that you must include the area code of the phone number on file (ex. 506-555-5555). You will not be able to use the phone call in system if your contact phone number is not on file with the office.