

Safe Arrival (School Messenger) – Student Absence Reporting and SMS Text Messaging (NEW)

We have upgraded the Safe Arrival absence reporting process to support families in having their children arrive safely to school. For the coming year, we are using a **new system** that will make it easier for you to report, and respond to, school absences for your child. The new system also integrates with our notification system, School Messenger.

The **new student absence reporting system** will allow the school to verify student attendance, and quickly notify parents and guardians of absences that were unexpected or unplanned..

Report your child's absence in advance with 3 convenient methods:

1. On a mobile device, install the District App (search “*Greater St. Albert Schools*” in the Apple App or Google Play stores).
 - Select **SafeArrival** à **Attendance** à **Report an Absence**. (*Please note, to sign up for the new School Messenger SafeArrival it is best to use a computer*)
1. On the SafeArrival website, go.schoolmessenger.ca.
 - **Sign Up** to create your account, then select **Attendance** followed by **Report an Absence**.
1. Call the toll-free number 1-844-502-5100 to report an absence using the automated phone system.

Report future absences using one of these three options 24 hours/day, 7 days a week.

What happens if I do not report my child(s) absence?

If your student is marked absent and it is not explained in advance, the new SafeArrival system will send notifications by automated phone call, text message, email, or mobile app push notification to get a reason for the absence. If our system is unable to reach the designated contacts, office staff will follow up. Calls and contacts will continue until you choose an option to explain the absence.

When should I start using this new system?

Starting September 4, 2018, please report absences using the *new* Safe Arrival instead of sending notes or calling/emailing the school.

How do I make sure my child(ren) are set up in the system?

It is important that all contact information on file is the same for each child. Please update your contact information at their school during the last week of August 2018.

How do I sign up to receive the NEW SMS text messaging option?

We are excited to now include notifications via SMS text messaging. This service does not replace our existing means of communication, it is another option.

Step 1: Please make sure the district has your wireless number(s) in our student information database. If you have not already provided that information to your school please contact them and provide them with that information.

Step 2: To receive text messages to your phone you must provide your consent. The process is simple and only takes a few seconds to complete.

- **Simply text 'Yes' to 724665**
- You will receive the following reply message:

You're registered 4 SchoolMessenger. Txt STOP to quit, HELP for help. Std msg/data rates apply. Freq varies. schoolmessenger.com/tm

Please repeat the opt-in process for any wireless numbers that you wish to include.

Please note: *the district does not charge you for this service and it does not pay for text message charges that may be incurred by you for sending or receiving text messages.*

Check with your wireless carrier for possible charges.

Who do I contact for more information?

Please contact your child's school the last week of August if you have any questions.