



Safe Arrival Absence Reporting Tool

What is SafeArrival?

SafeArrival is an absence-reporting system that improves student safety and makes it easy for parents and guardians to let the school know about your student's absence. Parents and guardians are asked to report your student's absence in advance whenever possible using a mobile app, a website, or an interactive toll-free phone number.

Absences can be reported in advance:

- 7 hours a 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 (usually before first bell)

How does it work?

The student absence reporting system lets you use a mobile app, a website, or an interactive toll-free phone number to report an absence in advance. These options are available 24 hours a day, 7 days a week. Future absences can be reported at any time.

There are three ways you can report your student's absence in advance:

1. Using your mobile device, download and install the SchoolMessenger blue app from the Apple App Store or the Google Play Store or from [SchoolMessenger website](#) or you can select it from within the LDSB mobile app. The first time you use the app, select Sign Up to create your account. Please ensure you use the same e-mail address your student's school has on file. If you do not use that same e-mail address, you will not be able to create an account. You may have already created an account when we introduced the Communicate broadcast system. Select Attendance, then Report an Absence.
2. Using the [SchoolMessenger website portal](#). The first time you use the website, select Sign Up to create your account. Please ensure you use the same e-mail address your student's school has on file. If you do not use that same e-mail address, you will not be able to create an account. You may have already created an account when we introduced the Communicate broadcast system. Select Attendance then Report an Absence.
3. Calling 1-855-257-9349 toll-free to report an absence using the automated phone system. If the phone number you are calling from matches a phone number on file with the school for your student, you will hear your student's name. If the system doesn't recognize your caller ID, you will be asked to enter the student's home phone number.

What absence reasons are available?

1. COVID-19 related (positive, symptomatic, or self-isolating)
2. Illness or injury
3. Appointment
4. Non school activities
5. Absence approved by parent/guardian



6. Absent without permission from parent/guardian
7. Missed bus
8. Family vacation
9. Funeral or bereavement
10. Holy or cultural day
11. Inclement weather (walkers)
12. Bus cancellation

How do I use the toll-free phone line?

Call the toll-free phone line at 1-855-257-9349 and 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, you will hear your student's name. If the system doesn't recognize your caller ID, you will be asked to enter the student's home phone number. You will also be asked if calling from a home phone to set up a 4-digit Personal Identification Number. Personal Identification Number (PIN) provides an additional layer of security and prevents students or others from reporting absences. Details on how to set up your PIN and how to update it from within the app or website portal are available in [Using the SchoolMessenger App for SafeArrival](#). Each parent or guardian has their own PIN. Once your PIN has been set, all future absence reports will require your unique PIN for verification. [Watch the video tutorial on how to report absences](#).

How do I use the app or website portal?

Log in to your SchoolMessenger account. Select Attendance from the "hamburger" (lined) menu in the top left corner. Then, select Report an Absence. Next, select your student followed by type, reason, and date of absence followed by Send. [Watch the video tutorial on how to report absences](#).

I cannot see the attendance option in the app or website portal, what do I do?

If you do not see the Attendance option or your student(s), please check with the school to make sure you are using the e-mail address that they have on record. You can always use the toll-free phone line at 1-855-257-9349 to report absences.

How do I report my student late? I do not see late as an option.

If your student is going to arrive to school late, please report them absent for full day, then select the reason. Once they arrive to school, they must sign-in at the office and office/attendance staff will log when they arrived and make the necessary revision to our student information system.

What happens if I did not report my student's absence ahead of time?

If your student is marked absent and the absence has not been reported in advance, our new SafeArrival system will attempt to reach the student's priority contact by telephone to confirm the absence. If our system is unable to reach the designated contacts, school office staff will follow up. If you don't want to receive notifications when your student is absent, be sure to report their absence in advance. If you do receive notifications of your student's absence, be sure to provide the reason as quickly as possible, using one of the methods listed above or during the phone call notification itself.

When will I receive notification of my student's absence?

If you report your student's absence in advance, you will not receive a notification. If your student is in elementary school, you will receive a notification as soon as possible following attendance in the morning.



For families with secondary students, you will receive a message after first period (approximately 10:30 a.m.) if they were absent first thing in the morning. If your student is absent for subsequent periods, you will receive a notification at the end of the day, approximately 6 p.m..

What if I know my student is absent, but I am not receiving notifications?

If you report your student's absence in advance, you will not receive a notification. If you are not receiving messages, it is likely that your student's school has incorrect contact information for you. If your contact information changes throughout the school year, please provide this information directly to your student's school.

Do I need a SchoolMessenger account?

A SchoolMessenger app account is not required as you can always use the toll-free phone line at 1-855-257-9349 to report absences. However, we recommend that you provide your e-mail address to the school and set up your SchoolMessenger app account as this will allow you to review and report absences, review your contact information, communication preferences and more. [Watch a video tutorial on how to create a SchoolMessenger account.](#)

How do I change my notification preferences?

You can change your preferences by going into your profile within the app or the website portal. Detailed instructions on how to do this are included in the [Setting Preferences in SchoolMessenger/SafeArrival](#) document. If there are two parents/guardians with different e-mail addresses, each guardian will have to log in to update their own notification preferences. Please note for elementary absences, we will require at least one telephone number. You cannot receive these messages via e-mail or text.

When I log into SchoolMessenger, it says my e-mail address is not associated with any records.

You may not have provided your school with an e-mail address, or perhaps your e-mail has changed. Please contact your school to verify that your e-mail address is associated with the student in the system.

Can I report an absence when we are away on vacation?

Yes. The app and website portal can be used from anywhere you have internet access. The toll-free phone line can be used from anywhere inside Canada or in the continental U.S..

Can extended absences be reported through the system?

Absences longer than 10 days must be reported directly to the school.

Plans changed, and my child went to school after all. How do I delete the reported absence?

You can delete a reported absence up to the cut-off time. After the cut-off time, the absence cannot be deleted. If the student is at school, the reported absence is ignored.

I reported my student's absence but did not receive a confirmation notice.

Please contact the school to confirm your e-mail address is correctly associated with the student in the system, and that you have opted-in to receiving e-mail communications. You can review your notification preferences in the app or website portal.

I received a confirmation notice, but I did not report my child absent.

Please confirm that another parent/guardian, did not report the absence. If it is still not clear, the school can verify who reported the absence and through which method.



I reported my child's absence. Why did I still get notified of the absence?

If the reported absence did not cover the timeframe when attendance was taken, you may be notified of the absence. For example, if you reported an absence through the SafeArrival system at 9:30 a.m. but attendance was taken at 9:20 a.m. and calls have already started, you may still receive a call.

Why does the system keep calling me about the same absence?

If you do not respond by indicating the absence type and reason using the SchoolMessenger App, website or toll-free number, the system will repeat the notification for a period of time.

Why is the system using this phone number/e-mail to send notifications?

SafeArrival uses the information provided to the school and any notification preferences that have been set up by you using the SchoolMessenger app or website portal.

Can anyone who knows my phone number, including my student, report an absence using the phone system?

Anyone who uses the phone at the student's home number, or anyone who can enter the student's home phone number, can report an absence for that student. We strongly recommend that you provide your e-mail address to the school. Then, whenever an absence is reported or updated, you will receive an e-mail notification. You can also set up a unique Personal Identification Number (PIN) which provides an additional layer of security and prevents students from reporting their own absences. Details on how to set up your PIN and how to update it from within the app or website portal are available in [Using the SchoolMessenger App for SafeArrival](#). Each parent has their own PIN. Once your PIN has been set, all future absence reports will require your unique PIN for verification.

What if I'm not calling from my home phone number, or if it is not recognized?

You will be asked to enter the student's home phone number.

What do I do if I get a busy signal?

Please try again in a few minutes or use the app or website portal.

The toll-free line repeated the menu options and then disconnected me. What do I do?

The touch-tone sounds from your phone are not recognized by the automated system. Please try calling again or use the app or website portal if this problem persists.

The SchoolMessenger app, website, toll-free number is not working. How do I report my student's absence?

If the SchoolMessenger app or website portal are not working, please try the toll-free number at 1- 855-257-9349. If you cannot get through to the toll-free number, please call your school's main office directly.

How can I unsubscribe to messages?

Parents and guardians may set notification preferences by logging into your SchoolMessenger account (online or via the app). Parents and guardians cannot, however, unsubscribe from attendance notifications.