



**Cape Breton-Victoria**  
Regional Centre for Education



**SCHOOLMESSENGER®**

# SAFE ARRIVAL

## FAQ – Support for Parents and Guardians

### GENERAL

**What is the cut-off time for reporting my student's absence?**

*The cut-off time is 30 minutes after the school's start time.*

**Why won't the system let me edit/delete an absence?**

*The cut-off time is 30 minutes after the school's start time. After the 30 minutes, you will not be able to edit/delete the absence. If there is a change to the absence after the cut-off time, please contact the school.*

**How do I report that my student will be late? How do I report a half-day absence?**

*Only full-day absences can be recorded with SchoolMessenger's SafeArrival. If your student is going to be late or only miss the first half of the day, record a full-day absence. When the student arrives at school, the full-day absence will be changed to a late code or half-day absence.*

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

*If no one confirms the absence, the system will keep calling about the same absence for a pre-configured length of time.*

### APP

#### **IMPORTANT NOTE:**

If downloading the app, please be sure it's the one with the logo that looks exactly like this one.



**When I try to log into the SchoolMessenger app, it won't allow me to use my PowerSchool email and password.**  
*When using the app for the first time, you must click on Sign Up and use your PowerSchool email and password to create the account. After the account is created, you will use the same credentials to log in.*

**When logging into the SchoolMessenger app, it says my email address is not associated with any SchoolMessenger enabled records. What should I do?**  
*When setting up the app, the email address must be the address that is associated with the email in PowerSchool. If you're unsure of what that email is, please contact your school.*

**One of my children is not listed on the Attendance page or in the list of children for whom I can report absences. What should I do?**

*SchoolMessenger's SafeArrival will be rolling out gradually in schools. Only students at schools where SafeArrival has launched will appear in your list. If you do not see your child listed and SafeArrival has been introduced at your child's school, please contact their school.*



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### PHONE

**How do I use the automated phone number 1-833-673-8243 to report an absence?**

*If calling from a phone number that the school has on record for you, the caller ID will recognize the number and prompt you to report an absence for your student. If calling from another phone number, the system will first prompt you to key in a phone number that the school has on file for you. You will then be prompted to report an absence.*

**Can anyone who knows my phone number report an absence using the phone system?**

*Yes, anyone who uses a phone number that is registered for your student or anyone who can enter a phone number that is registered for your student can report an absence. You will receive an email confirmation anytime an absence is created.*

*You can add a requirement for a PIN to be entered before an absence can be reported for a student. This can be done on the Attendance page of the SchoolMessenger app or site itself.*

**When I call the phone and follow the prompts, the prompts repeat and I'm unable to get a confirmation number. What should I do?**

*If there is an issue with the menu prompts, hang up and try again. If the issue persists, contact the school to report the absence.*

### ONLINE

**How can I report my child(ren)'s absence online?**

*Families can also report an absence by visiting <https://go.schoolmessenger.ca/#/home> and selecting "sign-up" at the top right of the page. Use the email address that is on file with the school to create a username. The website will prompt you to create a unique password for this account.*

**I already registered and created an account for the app. Do I need to register separately before submitting an absence on the website?**

*Yes. The app and the website are different platforms and require separate registration.*

**Why does the password I use for the app not work automatically on this website?**

*The website and the app are on separate platforms and users need to register for each separately. You may choose to set the same password for both the website and the app, but it is important to be aware that these platforms are not connected in any way.*