SchoolMessenger®

SafeArrival: Guide for School Staff

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Intrado
Information to Insight

Contents

Sign In to SafeArrival

You must have a SchoolMessenger Communicate account to use SafeArrival. In addition, your account must have the *Use SafeArrival* permission enabled.

If you already have a login and password for SchoolMessenger Communicate, you can use them with SafeArrival **IF** your District Administrator has added the *Use SafeArrival* permission to your account.

If you have not already been provided with the SafeArrival website URL, a login and password, request this information from your SafeArrival District Administrator or your SchoolMessenger Communicate District Administrator.

You can sign in to SafeArrival directly using the SafeArrival URL provided to you. The URL will be in this format:

- https://admin.safearrival.schoolmessenger.com/mydistrictabbrev (for school districts in the US)

- https://admin.safearrival.schoolmessenger.ca/mydistrictabbrev (for school districts in Canada)

where "**mydistrictabbrev**" is specific to your district.

If you are already signed into SchoolMessenger Communicate, you can also access SafeArrival by clicking SafeArrival under the System tab. SafeArrival should appear as a submenu option. If it does not, you will have to request that the *Use SafeArrival* permission be added to your account.
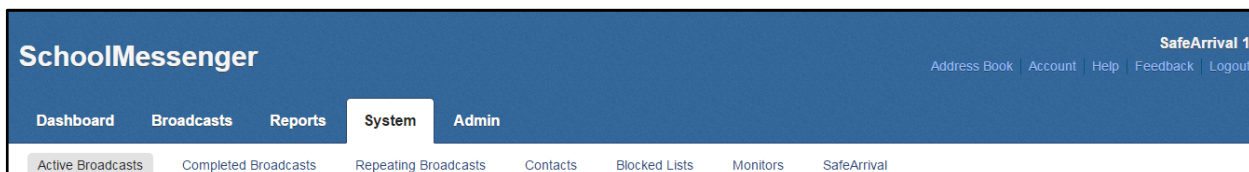
The Daily Attendance Process

The daily SafeArrival process is used as soon as possible after attendance is taken to:

- send notifications to parents/guardians of unexplained absences,

- confirm parent/guardian awareness of absences and,

- obtain the reasons for the absence reasons

Depending on how your district/school has chosen to employ SafeArrival, you may do this first thing in the morning and/or after lunch as well. Also, your daily attendance procedures depend on how your SafeArrival system is configured; that is, whether it is set up to work manually or whether it is set up with SIS Integration.

Manual Imports, SIS Integration, and Auto Notification

SIS Integration refers to the ability to have SafeArrival configured so that attendance files from your Student Information system are imported directly through an automated process into SafeArrival. This eliminates the need for you or other school staff to export the Attendance file from the Student Information System, save it on your computer, and then manually import it into SafeArrival – tasks that are required in a manually configured system.

The manner in which absence notifications are sent out depends on the Auto Notification setting for your school. It can be one of these three:

- **Manual** Auto Notification: Notifications will only go out after you click on the **Import Attendance Data**, (which pulls the attendance data from your SIS) and then click on **Send Notifications**.

- **Trigger** Auto Notification: The arrival of the imported attendance file from the Student Information System will automatically start the process of sending notifications to parents and guardians.

- **Schedule** Auto Notification: Notifications will be started **automatically** at the scheduled times. Schedule differs from Trigger in that notifications are set to go out at a specific time automatically, whereas Trigger will automatically start notifications whenever attendance data arrives from the SIS.

Recognizing Your SafeArrival Setup

Your SafeArrival system is configured for MANUAL operation if:

- when you start Safe Arrival, the instructions on the **HOME** page tell you that you haven't started the SafeArrival process for today and that you will need to import your attendance data. The **IMPORT YOUR ATTENDANCE DATA** button is active.

- the **AUTO NOTIFICATION** tab does not appear on the **SETTINGS** page.

If you are still unsure, you can ask your SafeArrival District Administrator.

Your SafeArrival system is configured with SIS INTEGRATION if:

The **AUTO NOTIFICATION** tab appears and is active on the **SETTINGS** page. Clicking on it will reveal the type of notification that your school is configured for – **Manual**, **Trigger**, or **Schedule**.

If you are still unsure, you can ask your SafeArrival District Administrator.

Daily Attendance Procedures for Manual Imports

Follow these steps on a daily basis:

1. Record classroom attendance in your Student Information System. (This is usually a task performed by teachers in the classrooms and updated in your Student Information System.

2. Export the absences data from your Student Information System to a file in the format and manner that has been specified to you separately from this document and save it. Consult with your SafeArrival Administrator for information on this step if such information has not been made available to you already. (Each district—and sometimes even individual schools—will have unique instructions depending on a slew of different factors: e.g. the Student Information System being used; the school network setup; how data is consolidated, etc.)

3. Log into SafeArrival. Go to the Home page.

4. Click **IMPORT ATTENDANCE DATA**. You will be asked to browse to the file that you saved in step 2. Select your file. (You will soon see your screen updated with data imported from the day's attendance-taking data.)

5. Click **SEND NOTIFICATIONS** to begin the parent/guardian notifications. (NOTE: If there are zero unexplained absences, click SEND NOTIFICATIONS anyway so that the SafeArrival report will be generated.

6. Continue with the **Follow-up Steps** described below.

Daily Attendance Procedures: SIS Integration is Implemented

The daily attendance procedures in an SIS Integrated system can vary from one school to another, depending on the auto notification type settings. Follow the appropriate steps depending on that setting on a daily basis:

1. Record classroom attendance in your Student Information System. (This is usually a task performed by teachers in the classrooms and updated in your Student Information System.)

2. If you are required to initiate the upload of your attendance file, do so as soon as attendance-taking is complete.

3. Follow one of the following set of instructions depending on your Auto Notification setting:

   - If your school uses the **Manual** auto notification option:

      o Sign in to SafeArrival. Go to the Home page.

      o If the attendance data file from your Student Information System is uploaded at scheduled intervals (e.g. at ten minute intervals for the first hour after bell time), provide enough time for the transfer to complete. This will depend on the anticipated size of the file. The **Data last updated at** time shows when the current attendance file was last uploaded.

      o Click **IMPORT ATTENDANCE DATA**.

      o Click **SEND NOTIFICATIONS** to begin the parent/guardian notifications.

         Note: If there are zero unexplained absences, click **SEND NOTIFICATIONS** anyway so that the SafeArrival report will be generated.)

      o Monitor its progress, and update records as required.

   - If your school uses the **Trigger** notification option:

      o As soon as the SafeArrival system receives your attendance file, the attendance file will be imported and notifications will begin automatically.

      o Sign in to SafeArrival, monitor its progress, and update records as required.

   - If your school uses the **Schedule** notification option:

      o At the scheduled time, the most recently-uploaded attendance file will be imported and notifications will begin automatically.

      o Sign in to SafeArrival, monitor its progress, and update records as required.

4. Continue with the **Follow-up Steps** described below.

Follow-up Steps

1. After the notification process has ended, the SafeArrival Summary on the SafeArrival Home Page shows the results. Click any category to see the list of students and details pertaining to their current status. That list will appear in the table below the summary. You can also click **DOWNLOAD SUMMARY** to download a copy of the SafeArrival Report. This SafeArrival Report will also be emailed to everyone on the **Report Recipients** list for the school.

SafeArrival Summary Imported at 10:36 AM	
Marked absent from class	**10**
Explained absences	**1**
Unexplained absences	**9**
Discrepancies	**3**
All absences	**13**

2. If you have a high number of Unexplained absences after the notifications are complete, you may want to click the **SEND NOTIFICATIONS button**. This will re-send all notifications for students who are still on the unexplained absences list.

   SafeArrival - Burlington Central Elementary
   SafeArrival 1

   Friday Aug 30, 2019

SafeArrival Summary Imported at 10:25 AM	
Marked absent from class	2
Explained absences	0
Unexplained absences	2
Discrepancies	0
All absences	2

   Let's see if we can collect reasons for the remaining unexplained absences.

   Warning #1: Notifications have already been sent for some of the marked absences. Click the box below if you want to re-send notifications for these absences.
   ☑ Re-send notifications.

   SEND NOTIFICATIONS

   2 of 2 UNEXPLAINED

   CANCEL ✕

3. **IMPORTANT:** Click the **Unexplained Absences option** to see the corresponding list of students in the table beneath the summary. *This is the list of students whose absences are still unexplained. You need to follow-up with parents/guardians/emergency contacts to ensure that these students are safe!*

4. Next, click on **Explained absences** to view the list corresponding to it. Each record will show the absence reason that have been provided for today's absence. Enter this information into your Student Information System as needed. In general, you should enter the absence reasons for Full Day Absences. For Late Arrivals, monitor the student arrivals and enter the reason provided. See the **All Absences** list for Early Departures and Leave & Return absences. Wait for the student's actual departure (which makes it factual), and only then enter the absence reason.

   If your school is configured for automatic absence reason write-back to your Student Information System, the absence reasons for Full Day and Multi-Day absences will be automatically written to the Student Information System *only if the same reason appears both in your Student Information System and in SafeArrival.*

If your school allows parents/guardians to continue to report/explain absences after the notification period is over (e.g. your cut-off time is later in the day), another report will be emailed at the cutoff time. This report will contain all the absences that were reported/explained for that day, including those after the cutoff time. This report should be used the next morning to complete the transfer of absence reasons to your student information system.

The HOME Page

1. Menu

    I. **SchoolMessenger icon** — takes you to SchoolMessenger Communicate

    II. **HOME** – the main dashboard for the daily attendance process

    III. **REPORTS** – view and schedule attendance reports

    IV. **ATTENDANCE** – view and edit reported and marked absences

    V. **SETTINGS** – view the SafeArrival settings and view/edit report recipients

2. Currently Selected School (if your account has access to more than 1 school)

3. The account name that you logged in with

4. Click **SIGN OUT** to log out of SafeArrival

5. The SafeArrival Summary – shown after Notifications have been sent. Click the name or number for each list to see the individual absences listed in the table below.

6. This is the area where the **IMPORT ATTENDANCE DATA** and **SEND NOTIFICATIONS** buttons can be found. If your district uses SIS Integration to upload attendance files and your school uses the Trigger or Schedule auto-notification options, you will not see the **IMPORT ATTENDANCE DATA** or **SEND NOTIFICATIONS** buttons. These steps will be automated.

7. The current number of unexplained absences appears here once the attendance data is imported from your Student Information System. This is updated on an ongoing basis throughout the notification cycle as parents/guardians report and explain absences. Also, the totals for each of the categories in the SafeArrival Summary panel will be updated.

8. Any warnings related to the content of the absence file are shown here. If your District uses SIS Integration, these warnings will also be included in the SafeArrival report.

   I. If the absences were marked more than an hour ago, you will be given the option to upload a more recent file.

   II. If there are invalid student IDs in the file, they will be ignored. All invalid student IDs will be listed in the report, which should then be checked in the Student Information System.

   III. If there are students for whom notifications have already been sent for this marked absence, you will be given the options to ignore or re-send notifications for these students.)

   IV. If the attendance data import file is in the wrong format, an error message will appear here. Try re-creating the file if you are doing manual imports, and if the problem persists, or if your system uses SIS Integration, contact your SafeArrival District Administrator.

9. Depending on the option selected in the SafeArrival Summary, the name of the listing is shown here.

10. Click **LIST VIEW** or **TIMELINE VIEW** to have the absences displayed in different formats. Here is an example of the TIMELINE VIEW. It shows two Late Arrivals (students expected to arrive at around 12:00 PM) and three Full Day absences.
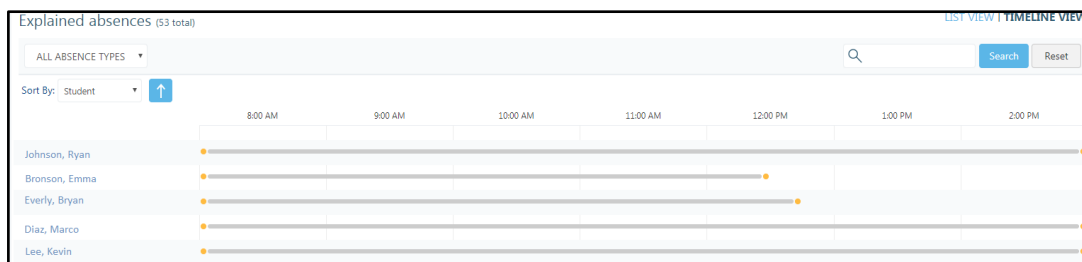
11. Enter text in the Search text box then click **Search** to locate and individual absence record. You can enter a Confirmation Number in the Search text box to find the absence for which that Confirmation Number was provided.

12. Clicking on any of the column headings will sort the listing based on that heading. A caret symbol (^) next to the active sort heading will indicate that the sort order is ascending (A to Z; 0 to 9), while an inverted caret symbol (v) will indicate that the sort order is descending (Z to A; 9 to 0).

13. **Show Notification History:** Once enabled for your district (by SchoolMessenger staff), this button will be available. For each unexplained absence, a list of contact points (email, SMS text message, phone calls) and the results will be shown below the absence.

14. Click on an absence row to view the Notification History of a specific student. If there have been made any outbound calls/sms/emails, you'll be able to click the Notification History button.

The SafeArrival Report

This is an example of the two-page SafeArrival Report, which can be downloaded as a PDF file. The summary numbers are shown in the top right of the first page. (This same report will be emailed to all recipients who are set up to receive the SafeArrival Reports. Who the current recipients are and how to set up additional recipients is discussed in the next section, The Reports PageReport Recipients.)

The SafeArrival Report provides you with a snapshot of the status at the time that it is generated. Hence, only day-end reports should be considered "final" reports. Throughout the SafeArrival cycle, current information will always be reflected on the screen in real time. Finally, each notification cycle (e.g. a three-cast notification cycle consisting of an original "send" notification and two "re-send" notifications) generates a report for each of the notifications within that cycle (i.e., three reports in this case, any of which can be retrieved).

The SafeArrival Report is also available as a CSV download. The CSV version of the report contains only information on EXPLAINED absences, including the absence reasons (not unexplained absences).

SafeArrival Report

Unexplained Absences:	5
Explained Absences:	6
Discrepancies:	1

Unexplained Absences

ID	Grade	Hm Rm	Student Name	Marked Time	Contact	Type	To	Attempts	Last Attempt	Result
SSD0010			Strong, Monsoon	Jan 18, 10:20 AM	Strong, Pappa	Email		1	Jan 18, 11:54 PM	Opened
SSD006			Strong, Cyclone	Jan 18, 10:20 AM	Strong, Pappa	Email		1	Jan 18, 11:54 PM	Opened
SSD007			Strong, Hurricane	Jan 18, 10:20 AM	Strong, Pappa	Email		1	Jan 18, 11:54 PM	Opened
SSD008			Strong, Tropicalstorm	Jan 18, 10:20 AM	Strong, Pappa	Email		1	Jan 18, 11:54 PM	Opened
SSD009			Strong, Galewinds	Jan 18, 10:20 AM	Strong, Pappa	Email		1	Jan 18, 11:54 PM	Opened

For notifications completed within the last couple of minutes, please see the SafeArrival HOME page for the most up-to-date notification history.

Explained Absences

ID	Grade	Hm Rm	Student Name	Type	Start/End	Leave	Arrival	Reason	Reported By	Reported Time	Report Via
SSD001			Strong, Greg	FD	Jan 18			Vacation		Jan 18, 3:37 PM	Call Out
SSD002			Strong, Marsha	FD	Jan 18			Vacation		Jan 18, 3:37 PM	Call Out
SSD0021			Strong, Boggy	FD	Jan 18			Vacation		Jan 18, 3:37 PM	Call Out
SSD003			Boogenoogan, Peter	FD	Jan 18			Vacation		Jan 18, 3:35 PM	Call Out
SSD004			Boogenoogan, Jan	FD	Jan 18			Vacation		Jan 18, 3:35 PM	Call Out
SSD005			Strong, Tornado	FD	Jan 18			Vacation		Jan 18, 3:35 PM	Call Out

Discrepancies

ID	Grade	Hm Rm	Student Name	Type	Start/End	Leave	Arrival	Reason	Reported By	Reported Time	Report Via
7100	9	A9	Huang, Mich1	FD	Jan 18			Vacation	Staff: jhuang	Jan 11, 11:45 AM	Staff Web

Other Reported Absences

ID	Grade	Hm Rm	Student Name	Type	Start/End	Leave	Arrival	Reason	Reported By	Reported Time	Report Via

Absence Types: MD - Multiple Day, FD - Full Day, LA - Late, ED - Early Departure, LR - Leave & Return

Burlington Central Elementary

Page 1 of 2

Jan 18, 2019 4:14 PM
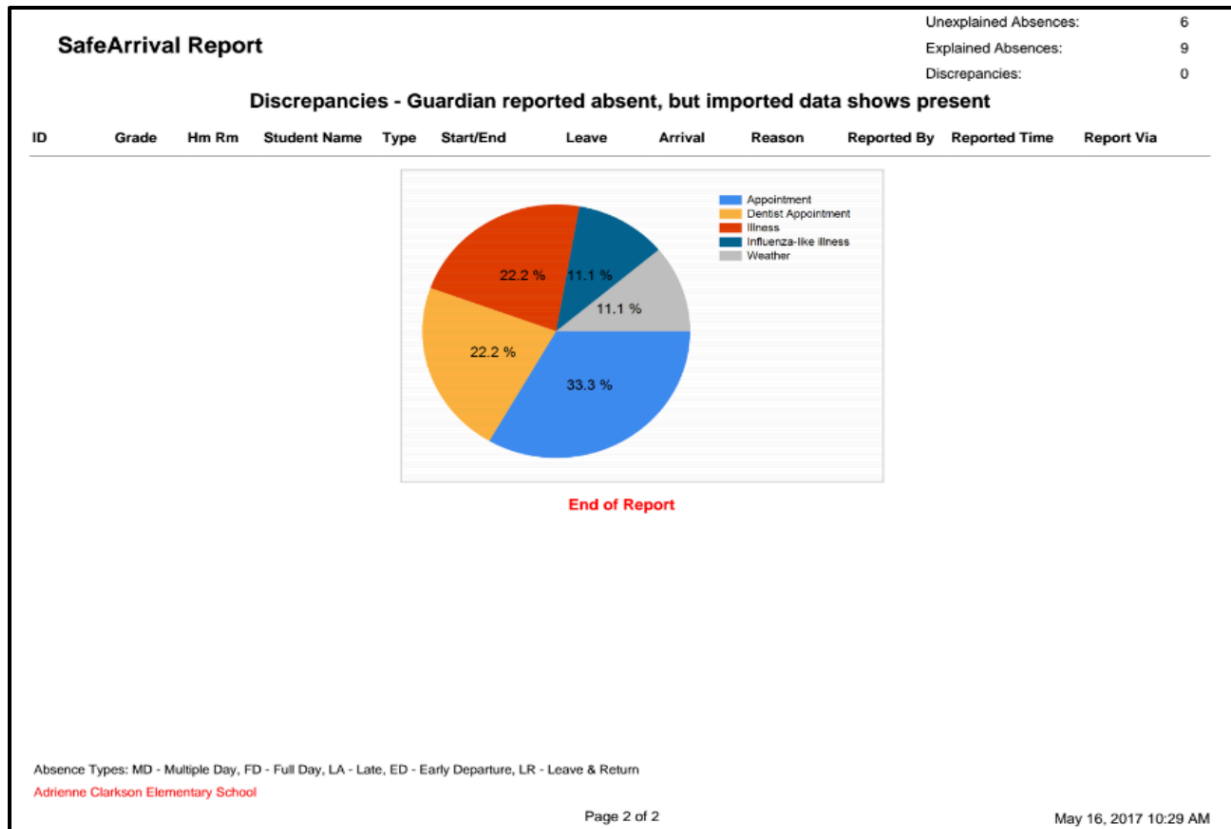
The final section of the report contains a chart that shows the break-down of the absence reasons provided.

The SafeArrival Report is also available as a CSV download. The CSV version of the report only contains information on **EXPLAINED** absences, including the absence reasons (not unexplained absences).

The REPORTS Page

Reports

1. Select the type of reports you would like displayed on this page.

   a. **Absence Reports** are SafeArrival reports that are created (and emailed to Recipients of the SafeArrival Reports) when Notifications are sent.

b. **Manual Reports** are SafeArrival reports that you generate on an as-needed basis for a specific timeframe. When you create a Manual Report, you can click the "**Send Email**" checkbox if you want the report to be emailed to Recipients of the SafeArrival Report.

c. **Scheduled Reports** are SafeArrival reports that you set up to be sent via email at a specific time every school day to Recipients of the SafeArrival Reports.

Absence Reports

This list shows the SafeArrival reports that have already been created after notifications had been sent to parents/guardians.

Select a timeframe you would like your reports to display: Last 2 Days, This Week, This Month, This Term, or a Custom timeframe that you specify.

Click the **Date heading** to sort the listing in a chronological or reverse-chronological order.

The SafeArrival Report can be downloaded in a PDF or a CSV format. The CSV format contains only information on EXPLAINED absences, including the absence reasons. Click the **download button** to download the report in the desired format.

Manual Reports

This list shows the SafeArrival reports that you generate on an as-needed basis for a specific timeframe.

Select a timeframe according to which reports you would like to display: Last 2 Days, This Week, This Month, This Term, or a Custom timeframe that you specify.

Click **Create a manual report +** to generate a report for a specific timeframe. Enter the Start and End dates for the period you would like the report to cover. If you would like the report to be emailed to the list of SafeArrival report recipients, check the **Send Email setting**; otherwise, leave it unchecked.

Click the **GENERATE TIME** heading to sort the list in either a chronological or reverse-chronological order.

Click the circled **X button** to delete a report.

The SafeArrival Report can be downloaded in a PDF OR in a CSV format. The CSV format of the report only contains information on EXPLAINED absences, including the absence reasons. Click the download button to download the report in the desired format.

Notification History for Unexplained Absences on Manual Reports

If enabled, when a Manual Report is created, you can choose whether or not to include the notification history for unexplained absences:

Scheduled Reports

The Schedule List

The Schedule List shows the times at which SafeArrival reports are scheduled to be emailed to the designated Recipients.

If the scheduled cut-off time for this school is set to later in the day, a report will automatically be generated at the specified time. This scheduled time cannot be edited.

Click **Create a report schedule +** to add a new item to the Schedule List. Specify the time of day that the report will be sent and the **Start Date**, which is the date when you would like to start sending the daily reports.

Click the **edit icon** on the line of the item you with to edit.

Click the **circled X** on the line of the item you wish to delete.

A maximum of 10 scheduled report times can be created.

The SafeArrival Report can be downloaded in PDF or CSV format. The CSV format of the report only contains information on EXPLAINED absences, including the absence reasons. Click the download button to download the report in the desired format.
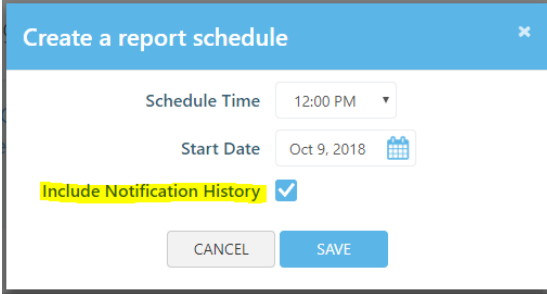
The Report List

The Report List shows the reports that have been sent via email at specific times every school day

Click the **download button** ⊕ to download the report.

Notification History for Unexplained Absences on Scheduled Reports

If enabled, when a Manual Report is created, you can choose whether or not to include the notification history for unexplained absences:

Report Recipients

This list shows the people and their email accounts to whom the SafeArrival reports should be sent by email. This includes the reports created when notifications are sent, manual reports, and scheduled reports.

1. Click **Add a recipient +** to add another recipient to the list. The name and email address for each recipient are required.

2. Click the **Actions** menu beside a recipient to Delete or Edit the recipient.

Notification History for Unexplained Absences

If enabled, you can include the notification history for unexplained absences in the SafeArrival report that is created at the end of a notification process for each school:

The ATTENDANCE Page

Select a timeframe according to which absences you would like to display: Today, This Week, This Month, This Term, or a Custom timeframe that you specify.

Use the Search function to find absences that match selected criteria. Select the criterion from the drop-down list:

- Student Name

- Confirmation Number (provided to callers when they report an absence by phone)

- Student ID

- Home Room

- Grade

- Absence Type

- Absence Reason

then enter the text or number you would like to search for. Click **Search** (or press Enter) to display the absences according to your selections.

Click any of the headings to sort the data in an ascending or descending order in accordance with the selected heading.

Absences that have been deleted are shown in light grey text.

Click the **ACTIONS menu** to see further options for this absence.

- **Edit this Absence** – allows you to change the absence type and the absence reason. Changing the absence type will allow for the editing of related data (e.g. changing a Full Day absence to a Late absence prompts you to enter the time or the late arrival, and changing a Full Day absence to a Multiple Day absence will prompt you for the End Date.)

- **Delete** – delete the absence

- **Show History** – this allows you to see if the absence was edited at any time after it was first created in the system.

- **Notification History** — if notifications have been sent for this absence, this option will allow you to see the phone number(s), email address(es), text message phone number(s) of all the notifications and their results.

Note: If you Edit an absence, an email and/or text message will be sent to the guardians associated with this student. If you delete a MARKED absence for which a reason has not been provided by parents/guardians, an email/text message will NOT be sent.

The Statistics Page

You can generate many different insights into how SafeArrival is being used in your school. These analyses can be crucial, in that SafeArrival, whose main purpose is to ensure student safety, will show how well this purpose is being served. It will show, for example, how long after bell time the notifications go out (the shorter the time span, the better). It can also reveal how parents and guardians use SafeArrival, suggesting potential ways in which that use can be improved and optimized. It can reveal how often parents/guardians respond to initial notifications, and, on average, how quickly this occurs. Running these statistics will provide you with the intelligence that you can use to improve use of your SafeArrival system and its integration into the school community.

This is the Statistics screen, broken down into its functional elements:
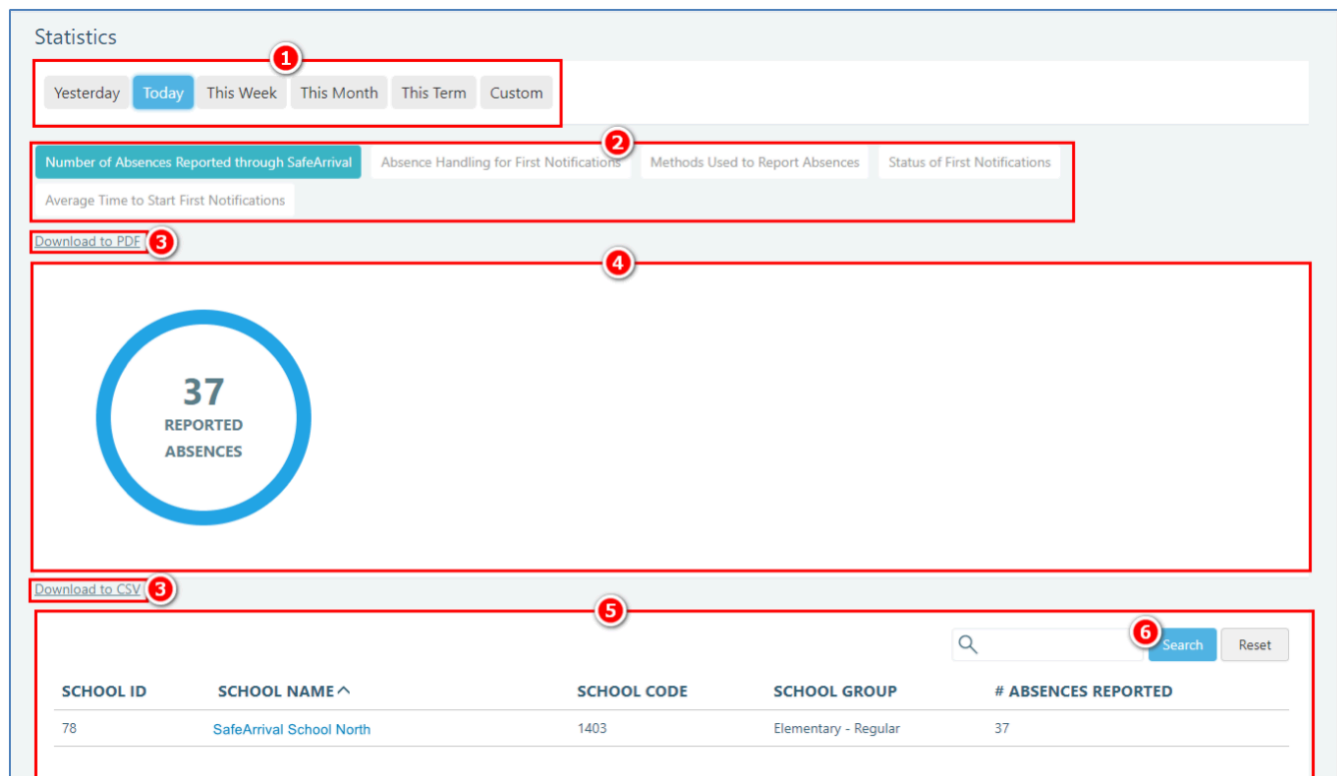
1. **Date Scope** – select the date range for which you would like to see statistics. The options are self-explanatory.

2. **Report Selection** – these are all the various types of reports that you can generate a statistical overview for. The scope of the reports depends on the time frame ❶. Graphs and summary statements will appear in **Summary** section ❹, and the details for each school will appear in the **Details** section ❺.

   a. **Number of Absences Reported through SafeArrival:** this report shows you the total number of absences reported using the SafeArrival system and the details for each school.
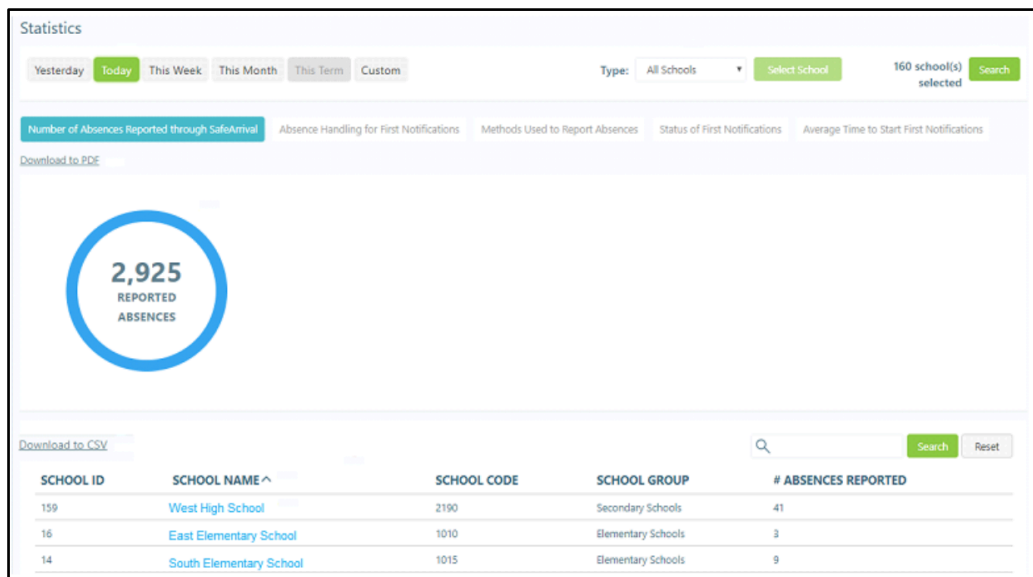
   b. **Absence Handling for First Notifications:** this report shows i) the number of absences reported *before* the first pass of notifications go out, ii) those that are reported *during* the first pass of notifications, and iii) those that *remain unexplained* after the first pass.
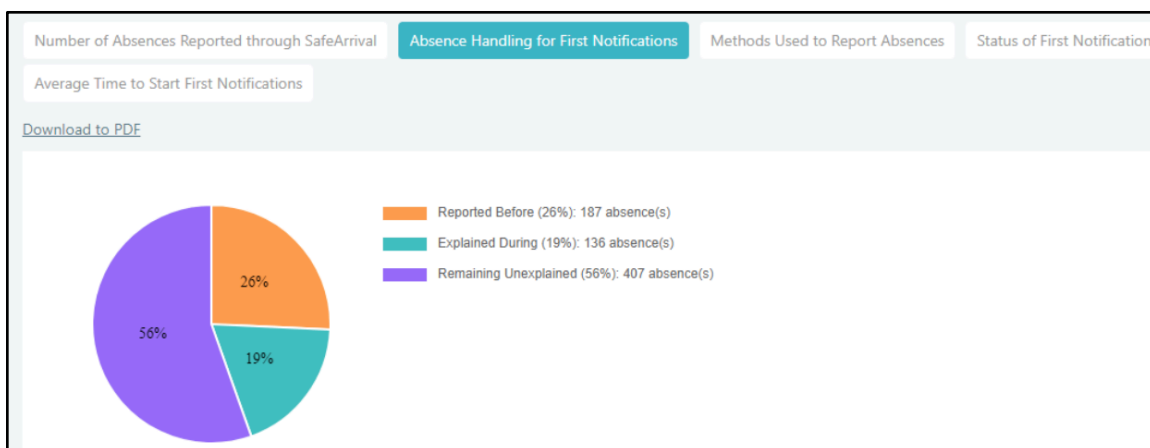
   Monitoring these statistics provides you with an indication of how responsive parents/guardians are to the use of the system. Obviously, the best-case scenario is to have all absences reported through the SafeArrival system before any notifications might go out. Seeing the actual numbers will give you an indication of what needs to be done, if

anything, to improve cooperation from parents/guardians. You might 1) check to see if all necessary contact information for all parents/guardians appears in school records; 2) if parents/guardians have been thoroughly apprised of the various means available to them to report absences and how to use each of those means.

c. **Methods Used to Report Absences:** this report shows you the various means parents/guardians are using to report absences.
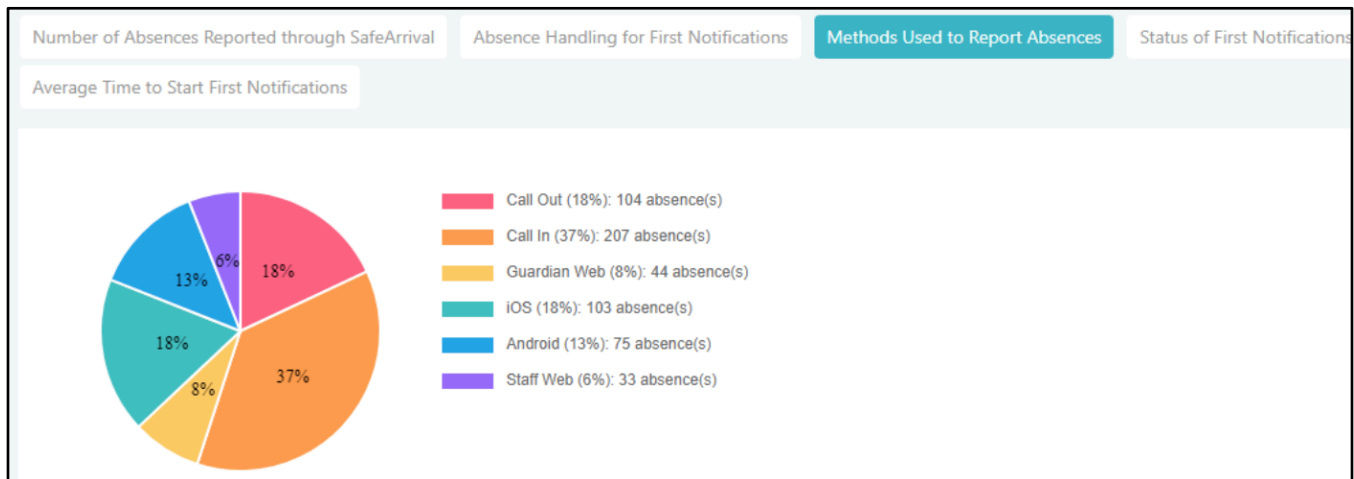
In the above summary, "Call In," which is the most time-consuming and tedious method of reporting absences, is the dominant one, and "Guardian Web," the easiest and least time-consuming method is the least used. Is this because parents/guardians have not been provided with clear and easy instructions (and the right kind of encouragement) to use the Guardian Web? Or is there some other reason for this? Getting the right answers and taking the right measures will increase the efficiency of the overall absence reporting and recording system.

d. **Status of First Notifications:** this report shows the status of first notifications in terms of i) those not been started; ii) those that have not been completed, and iii) those completed.
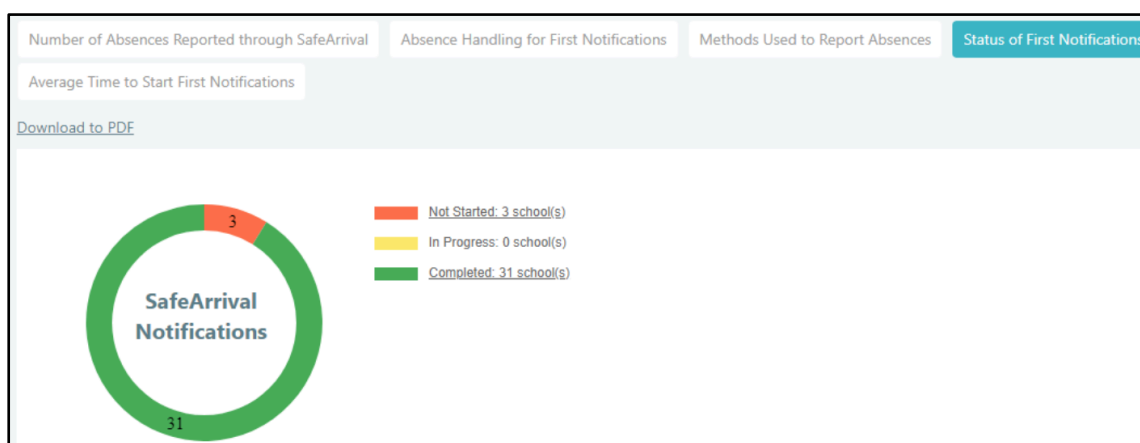
Obviously, the highest number here should be for the completed group. It is, however, important to investigate all those cases (which will show up in the **Details** section) in which SafeArrival is not even being started.

e. **Average Time to Start First Notifications:** this report shows the average time it takes in minutes before the notification process begins. The "time to start" is based on the difference in time between your school's bell time and the actual time notifications were initiated. It is especially important to study and analyze these statistics in cases where the notifications are initiated manually by school staff.
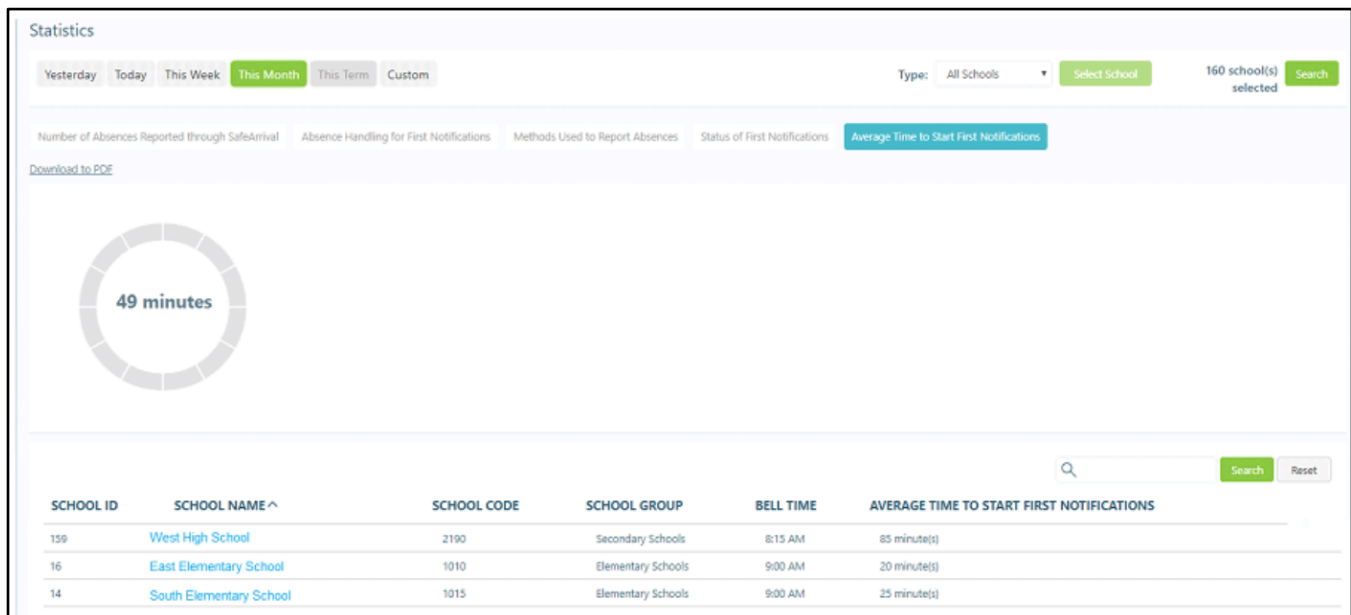
The statistics in this report may prove to be crucial from the standpoint of student safety. SafeArrival's highest priority is student safety. Hence, the sooner notifications go out for unexplained absences, the sooner the school can i) expect to receive assurances of the student's safety, OR ii) take to appropriate actions to secure the student's safety. Lag times decrease such assurances by degrees. The longer the lag times are, the less is known about the status of the student's absence. Corrective action should be taken in all cases where these lag times are unacceptably long.

3. **Downloads** – statistics reports can be downloaded in either a **PDF** file format or a **CSV** file format. PDFs are suitable for archiving and sharing information with others; whereas, CSV files can be used for various types of analyses. CSV files can be imported into Microsoft Excel or another external analytical tool, combined with others types of data (generated from any number of other sources), and the tools inherent in Excel, etc. can be used to perform additional analyses. For example, a district may be able to determine that an unusually high number of students marked as "late" are being caused by delays in transportation when they correlated data from SafeArrival with data from their Transportation system database.

4. **Summary Section** – displays graphs or summary statements concerning the statistical data.

5. **Details Section** – displays the details for each of the different statistical reports.

6. Clicking on the **Search** button allows you to locate and display data for one or more schools which will be sought out according to the text entered in the text box next to it. Click on **Reset** to restore the full list.

The SETTINGS Page

Settings are configured by your SafeArrival District Administrator. Clicking on the appropriate tab will allow you to see those settings for your school. Contact your SafeArrival District Administrator to discuss these settings if necessary. The only setting that you can edit is **Recipients of the SafeArrival Report.**

Absence Options

Absence Types

SafeArrival allows five types of absences to be reported: Full Day, Late Arrival, Early Departure, Leave & Return and Multiple Days.

The District decides which of these absence types are offered to parents. "Yes" indicates that guardians will be given the ability to report the absence type.

Absence Reasons

Your SafeArrival District Administrator decides which absence reasons will be presented for each absence type. The text and reason code are shown in this list.

Maximum Consecutive Days Absence

The maximum number of consecutive days for which guardians can report absences through the system is also set by your SafeArrival District Administrator. If guardians try to report a single absence that exceeds this limit, or if they try to report multiple absences that are consecutive and that exceed this limit, they will be asked to

contact the school to report the absence. This allows you to discuss the extended absence with the parent.

If Multi-Language support has been configured for your District, the **SEE ALL TRANSLATIONS button** will be shown. Clicking this button allows you to review the translations for the Absence Types and Absence Reasons.

Notifications

1. The first two fields show your school's start and end times.

School Bell Time

The school day begins at   8:00 AM   The school day ends at   5:00 PM

2. The next setting indicates the length of time each notification cycle will take to complete. Clicking on **Re-Send notifications** will initiate a new, complete cycle.

Absence Notifications

For how many minutes should the system try to reach parents?   25 minutes

3. This setting indicates the minimum number of minutes that the system should wait before redialing the same phone number. (Note: This setting should not be confused with the intermittent delays between email/push —> SMS —> phone cascade that the notifications are sent out in. This delay applies only to the interval between phone calls.)

If a phone call does not reach a person or leave a message, how many minutes should the system wait before trying the call again?

4 minutes

4. This setting indicates the how many minutes the system should wait after sending email/push and SMS.

For how many minutes should the system wait after sending email/push (email push window)?   5 minutes

For how many minutes should the system wait after sending SMS (SMS window)?   5 minutes

5. This setting specifies the maximum number of times *an individual phone number* may be called. Keep in mind that SafeArrival will stop calling a phone number if a message is left on an answering machine or voice mail, but it will continue calling parents/guardians at other phone numbers until such time as a person is contacted. It will make up to four attempts for each such phone number.

What is the maximum number of times the system should call a given phone number?   4   ?

6. These are three different settings concerning how *late arrivals* and *leave and return* absences are to be handled. This one shows that the Strict option is in force. The other two are described below:

Strict will always send a notification message *whenever* the student arrives *after* the reported time of arrival, treating it as an unexplained absence.

Loose will always ignore the time of arrival, no matter how much after the reported time the student actually arrives. As long as the student arrives, the interim absence is treated as an explained absence.

Grace Period will treat late arrivals that occur *within* the configured grace period reported by parents/guardians as explained absences and no notifications will be sent; whereas, late arrivals that occur *after* the grace period will be treated as unexplained absences, and an absence notification message will be sent. Grace Period might be considered "strict, with a measure of leniency deemed tolerable by the district."

How would you like to handle notifications for reported Late Arrivals?

Strict - always send notifications if the time of the marked absence is after the reported time of arrival.

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8. This setting indicates when the cut-off time will be for SafeArrival notifications. The cutoff time is the time after which absences for the current day can no longer be reported through the SafeArrival system.

Absence Reporting

Which cut-off time would you like to use? ❓

at the time the first SafeArrival notifications are completed each day.

Calendar

Each school's calendar is set up by your SafeArrival District Administrator. It should show all Holidays and may show Exam Days.

- Absences are not allowed to be reported through SafeArrival on Holidays. Guardians are told that school is not in session that day.

- Absences are not allowed to be reported through SafeArrival on Exam Days. Guardians are told that they need to contact the school directly to report absences on exam days. This gives you the opportunity to discuss why the child will be absent and how the exam will be dealt with.

School Term

SETTINGS	ABSENCE OPTIONS	NOTIFICATIONS	CALENDAR	SCHOOL TERM
FIRST DAY		**LAST DAY**		
Sep 1, 2016		Jan 20, 2017		
Jan 24, 2017		Jun 30, 2017		
Feb 20, 2019		Jun 30, 2019		
Feb 20, 2020		Jun 30, 2020		

The school terms are set up by your SafeArrival District Administrator.

- Absences are not allowed to be reported for days outside the current school term. If such attempts are made, then guardians are told that school is not in session.

Your SafeArrival District Administrator may set the start date for the school term to include about a week or two before the actual first day of school and set those pre-school days as Holidays. This is done so that parents can begin reporting absences before before the first day of school.

Here is an example:

- First Day of School is Tuesday, September 5

- First Day of School Term is set to Monday, August 28.

- August 28 - September 4 are set up as Holidays.

- On Sunday, August 27 or before, parents will not be able to report any absence for the upcoming school term.

- On Monday, August 28 or later, parents will be able to report absences that will occur on September 5 or later

SIS Integration and Auto Notification

The **Auto Notification** tab will appear on the **Settings** page only if SIS Integration is active for your school. SIS Integration automates the process of transferring attendance data from your Student Information System to SafeArrival, eliminating the need to export the Attendance file from your SIS, saving it on your computer, and then having to browse to it, select it, and to Import it into SafeArrival.

If your District uses SIS Integration:

Your SafeArrival District Administrator will let you know whether you need to initiate the transfer of the attendance file when attendance-taking is complete or whether the file is uploaded based on a schedule.

Your school will be set up for one of three types of Auto Notifications:

1. Manual (Notifications are started by school staff.)

2. Trigger (Notifications are triggered by attendance file uploads.)

3. Schedule (Notifications are automatically started at scheduled times.)

    o   Schedule times can be throughout the school hours but must be at least 45 minutes apart.

Refer to the section Manual Imports, SIS Integration, and Auto Notification above for a description of each of these settings.

If there are any problems with the attendance file, an email will be sent to the Recipients of the SafeArrival Report.

If there is already a notification process in progress when a scheduled time is reached, the scheduled notification will be started but the system will set it to conflict status and stop it. The process that was in progress will continue to run. The scheduled notification will NOT be run when the first process ends.

The Help Page

On the **HELP option** in the menu on the left side of the screen to open a new window containing the on-line help. You can search this document, print it, etc. It also has a link to the PDF version of the document (i.e. the SafeArrival Guide for School Staff).

Import Attendance Warnings

When you import your attendance file, there are several warnings that may be displayed. This section contains an explanation.

Note: If your district uses SIS Integration, these warnings will be shown in your SafeArrival Report.

Warning: The imported attendance information was created at date/time. If you have more recent data, import a new file.

This warning is shown when the marked time of absences is not within a short enough time period after the arrival of the attendance data. To ensure student safety, the absence notifications should be sent *as soon as possible* after attendance has been taken. If you imported an old file, click **CANCEL** and import a more recent file.

Warning: The imported attendance information contains invalid student IDS. These will be ignored.

Click the **"invalid student IDs" link**. This will show you a list of student IDs that were recorded in the imported attendance file, but are not in your SchoolMessenger Communicate database. These student IDs need to be investigated. In the meantime, they will be ignored by the notification process, so you can go ahead and **Send Notifications**.

Warning: This file contains attendance data that is not for today. Please import attendance for today.

Click the **"attendance data" link.** This will show you the list of dates in the attendance file that are not for today. Re-export your attendance file from the student information system, ensuring you are exporting today's absences. Return to SafeArrival and click **CANCEL** to terminate the original import, then **IMPORT ATTENDANCE** using the new file.

Warning: There are no marked absences in the file.

If there are no marked absences in the file, you will receive this warning. In order to generate your SafeArrival report for the day, go ahead and click **SEND NOTIFICATIONS.** No notifications will be sent, but a report will be generated.

Warning: There seems to be a timezone mismatch between Student Information System and SafeArrival. Please report this issue to SafeArrival support staff. You can continue to send notifications. Note that the student's marked time will be shown as date/time.

This warning is shown when there is a significant time difference between the current time and the marked time of absences in the file. If you have timely attendance data, try exporting the attendance file and import it again.

The SchoolMessenger App and SafeArrival

This section contains a simplified overview of the SchoolMessenger app (mobile apps and website) that parents/guardians can use. If you have a Resource Central account, you can download the full, detailed document that parents should have by clicking [here](#).

Parents/guardians can **Sign Up** for the SchoolMessenger app and use the website or the mobile apps (available for iOS and Android through the Apple App Store and Google Play Store respectively). If the parent/guardian's email address is associated with at least one child in a school that is active for SafeArrival AND their guardian category is one that has been enabled for use with SafeArrival, they will see the ATTENDANCE menu item and their students listed.

Student Absences

- Select the **ATTENDANCE menu option** from the main menu.

- The **ATTENDANCE screen** shows student absences.

- Student absences can be viewed in Calendar view (click the **Calendar icon**) or in List view (click the **List icon**).

Report an Absence

- To report an absence, select the **REPORT AN ABSENCE ➕ icon.**

  ○ Select an entry from each of the drop-down lists, calendar or time selectors then select **Send**.

Explain an Absence

- When there are absences to be explained, they will be highlighted in red. Select the absence then explain it by selecting entries from the drop-down lists, calendar and time selectors, then select **Send**.

Edit/Delete an Absence

- Reported absences that will occur in the future can be edited or deleted. Select the **absence** then **Edit** or **Delete** as needed.

SchoolMessenger App - Mobile Apps

(The samples shown below are from an iPad.)

Calendar View

iPad 🔋			9:20 AM			92% 🔋
☰			Attendance			

All Darlene Pardaens

Student Absences   🗓 ☰

	May	Jun	Jul			
Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8

REPORT AN ABSENCE ➕

List View

iPad 🔋		9:20 AM		92% 🔋
☰		Attendance		

All Darlene Pardaens

Student Absences   🗓 ☰

June 2017

12 Mon Darlene Pardaens
Late 10:15 AM
Doctor Appointment

21 Wed Darlene Pardaens
Early Departure 2:00 PM
Personal or other reason

27 Tue Darlene Pardaens
Full Day
Vacation

REPORT AN ABSENCE ➕

Report an Absence

Manage PIN Settings (Android example)

Parents/guardians can require that a Personal Identification Number (PIN) be entered before absences can be reported or explained for their student using the SafeArrival phone system. PIN settings can be updated by parents from the Attendance page of the SchoolMessenger app OR by school or district staff that have edit access to the SchoolMessenger Communicate Contacts page.

Using the mobile apps, parents click the **gear icon** in the upper right-hand corner of the Attendance page. They will be shown a brief description of PIN settings. Click **Manage PIN Settings** to continue.
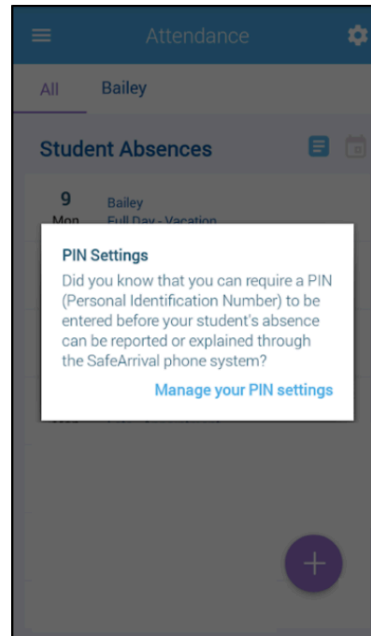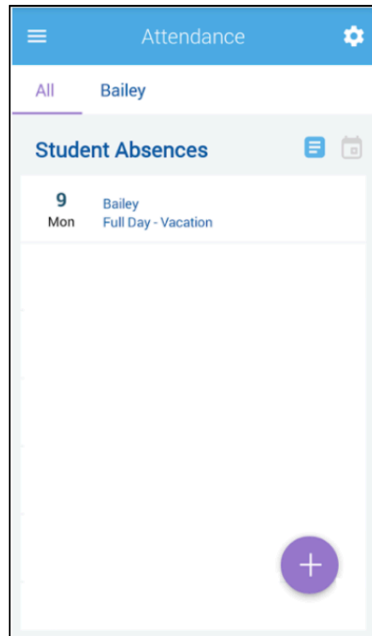
On the Manage your PIN Settings screen, the parent can choose the district in which the student is enrolled (if the parent has students enrolled in more than 1 district). The parent will see a list of his/her students and will be able to tap the checkbox to request that a PIN be required for when reporting and explaining absences for this student by phone. A 4-digit PIN can then be entered. Changes made on this screen will be saved automatically. Tap the **eye icon** to see the PIN. Tap the **edit icon** to modify the PIN.

This screen will be slightly different for Districts who do not use the Guardian Data Model. In that case, a separate PIN is required for each STUDENT.

SchoolMessenger App – Website

Calendar View

List View

Report an Absence

Manage PIN Settings

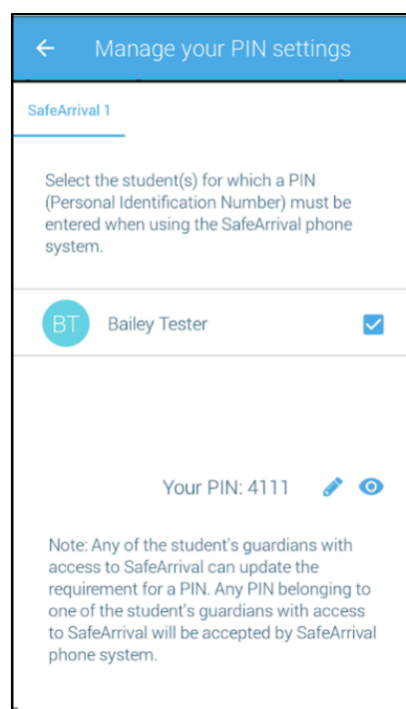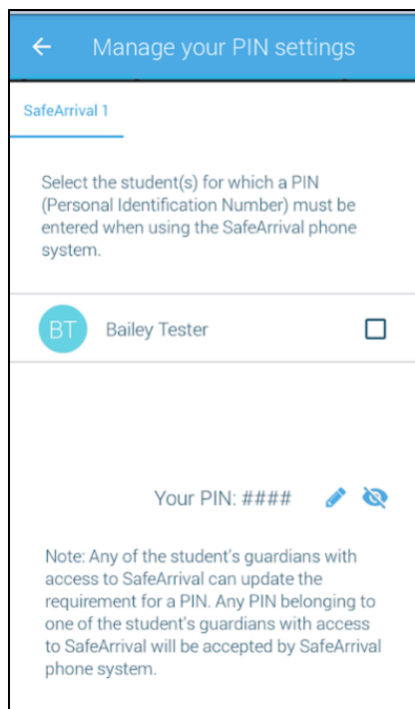Parents/guardians can require that a Personal Identification Number (PIN) be entered before absences can be reported or explained for their student using the SafeArrival phone system. PIN settings can be updated by parents from the Attendance page of the SchoolMessenger app OR by school or district staff that have edit access to the SchoolMessenger Communicate Contacts page.

Using the SchoolMessenger app website, parents click the **Manage your PIN settings** link at the bottom of the Attendance page.

> Did you know that you can require a PIN to be entered before your student's absence can be reported or explained through the SafeArrival phone system?
> Manage your PIN settings

On the SafeArrival PIN Settings screen, the parent can choose the district in which the student is enrolled (if the parent has students enrolled in more than 1 district). The parent will see a list of his/her students and will be able to tap the checkbox to request that a PIN be required for when reporting and explaining absences for this student by phone. A 4-digit PIN can then be entered. Tap the "eye" icon to see the PIN. Tap the PIN to modify the it. Click Save to save any changes.
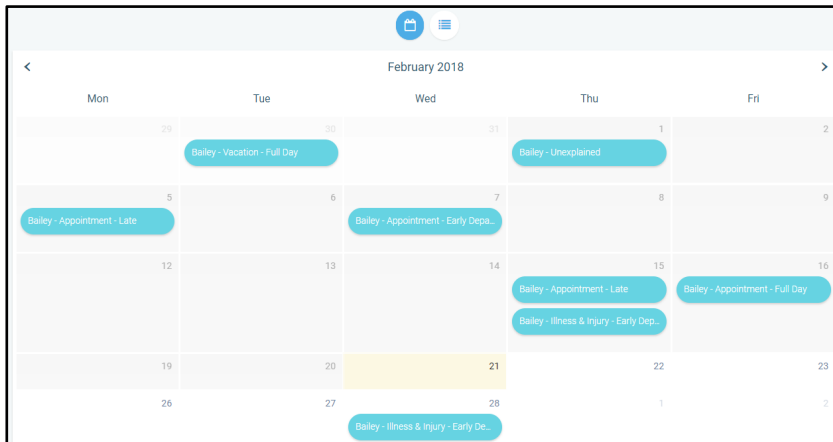
This screen will be slightly different for Districts who do not use the Guardian Data Model. In that case, a separate PIN is required for each STUDENT.

Supporting Parents/ Guardians

Here are some questions that parents/guardians may ask, and information to help you answer their questions.

SchoolMessenger App Accounts

How do I access my SchoolMessenger app account?

- In the United States, go.schoolmessenger.com; in Canada, go.schoolmessenger.ca.

- Parents/guardians must **Sign Up** using an email address that appears in each student record for whom they wish to report absences. That email address is usually imported from your Student Information System; so make sure that it is up to date and entered accurately.

- Once signed up, parents can use the **Forgot Password link** if needed.

Why can't I sign up for an account?

- Setting up an account requires that the email address being used to sign up appears in at least one of the student record's in SchoolMessenger Communicate. The prospective user is validated with reference to the email address in the student record. If the email address does not appear anywhere in SchoolMessenger Communicate, no validation can occur, and therefore no account can be created.

- If the parent/guardian email address appears in your Student Information System but not in SchoolMessenger Communicate, then this is an issue that you will have to bring to the attention of your SafeArrival Administrator. He/she will have to arrange to have the additional email addresses in your Student Information System transferred to SchoolMessenger Communicate.

Why can't I log in to my App account? I used to be able to, but I no longer can.

- This will normally occur if the parent/guardian has changed their email address, notified the school of the change, but they are still trying to log in with the original email address. The previous email address cannot now be validated. Only current email addresses can be validated. Hence, the user will have to sign up for a new account using the new email address.

Automated Phone System

What if I'm not calling from my home phone number?

- You will still be able to report an absence, but you will be asked to enter a phone number that is registered for your student.

What if my caller ID is not passed to the system?

- You will be asked to enter a phone number that is registered for your student.

What do I do if I get a busy signal?

- Try again in a few minutes or use the app/web. (To School Staff: This is a very rare situation since SchoolMessenger has large phone capacity. It the situation persists for more than 5 minutes, please contact SchoolMessenger support services.)

Why does it keep playing the menu options then hang up on me?

- The touch-tone sounds are not being received by the automated system. This problem is usually caused by using a cell phone with a weak signal. Sometimes it is the cell phone itself, where the duration of the tone is too brief to be recognized by our system.

- Try calling again or use the app/web if this problem persists

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

- Yes, only if you have not set up a PIN code for your account. With no PIN code, anyone who uses a phone that is registered for your student or anyone who can enter a phone number that is registered for your student can report an absence for your student.

- If a parent/guardian for whatever reason cannot create and associate a PIN code for their account, school staff who can access contact information in SchoolMessenger Communicate can do so for them.

My child(ren) is/are not listed. What can I do?

- Children will not be listed if their school is not actively using SafeArrival. Thus, a parent may have one child attending a school in which SafeArrival has been activated, and another child at a different school in which SafeArrival has not (yet) been activated. Not seeing the latter student in this case would be normal.

- To School Staff: Check to see that the parent's email address appears in each of the student records in SchoolMessenger Communicate for which the parent wishes to report absences and receive notifications. This email address is normally entered in your Student Information System and exported to SchoolMessenger Communicate. Children will not be listed if their school is not actively using SafeArrival.

- If the parent/guardian email address appears in your Student Information System but not in SchoolMessenger Communicate, then this is an issue that you will have to bring to the attention of your SafeArrival Administrator. He/she will have to arrange to have the additional email addresses in your Student Information System transferred to SchoolMessenger Communicate.

What is a Confirmation Code?

- If you report an absence by calling the SafeArrival toll-free number or if you explain an absence when the SafeArrival system calls you, you will receive a confirmation number before the end of the phone call. The Confirmation Number confirms that the absence was reported/explained and can be provided to the school if you reported the absence but still received SafeArrival notifications. Staff can use the confirmation number to investigate why you received notifications.

Reporting Absences

Why can't I see attendance options in my SchoolMessenger app account?

- To School Staff: Check the parent/guardian's email address in the SIS for the student(s). In order for the Attendance option to be shown, there must be at least one student associated with the parent's email address in a SafeArrival-active school. In addition, the guardian category to which the parent belongs must be enabled for SafeArrival access.

Why can't I see my child(ren) in my account?

- To School Staff: Check the parent/guardian's email address in the SIS for the missing student(s) and that the parent is associated with a guardian category that is SafeArrival-enabled).

Can I report absence when we are away on vacation?

- Yes, but only if the reporting is being done during the School Term.

- The toll-free phone line can be used from anywhere in Canada or the continental US. The website and app can be used anywhere you have Internet access.

Can absences be reported for days when school is not in session? Exam days?

- To School Staff: Parents/guardians will not be allowed to report absences on Holidays and exam days that have been configured as such in the SafeArrival calendar. For exam days, parents will be asked to contact the school directly to discuss exam rescheduling or other arrangements.

Can extended absences be reported through the system?

- Absences longer than the **Maximum number of consecutive days** that your system is configured for cannot be reported through SafeArrival and must be reported directly to school staff. Consecutive days may include two or more abutting reported absence spans which collectively exceed your maximum. Thus, if the maximum number of consecutive days is set to 5 days and parents try to report 7 days of consecutive absence, they will be asked to contact the school. Also, trying to report two absences for this 7 day period (5 and 2 days each) represents a 7 day consecutive absence, which, once again will be disallowed, and parents/guardians will be asked to contact the school.

What is the cut-off time? Why won't the system let me edit/explain/delete an absence?

- Absences for dates in the past cannot be edited, explained or deleted through the system. Parents/ guardians must contact the school.

- On the day of the absence, absences can be edited, explained or deleted up to the cut-off time. Absences can always be explained during the school's notification process.

- An absence that was not reported in advance, but was marked by the school cannot be deleted by parents/guardians.

- To School Staff: The cut-off time is configured by the **District**. See the Settings page, under Notifications, to find the cut-off time for your school. If the cut-off schedule is set to "At the time the first SafeArrival notifications are completed each day", then the cut-off time will depend on when you start the notifications on a particular day and when they are finished.

Plans changed and my child went to school. 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 child is at school, the reported absence is ignored. The final student attendance record is in the Student Information System.

- To School Staff: If parents insist that a reported absence be deleted, you can do this on the Attendance screen.

How do I report a half-day absence?

- If the student will be away for the morning, report a Late Arrival, with the arrival time being the start of afternoon classes.

- If the student will be away for the afternoon, report an Early Departure, with the departure time being the end of morning classes.

Absence Confirmations

I reported my child's absence but I didn't receive a confirmation notice.

- To School Staff: Check that the parent's email address is correctly associated with the student in the Student Information System.

- To School Staff: Check the parent's communication preferences to ensure they have allowed for the delivery of attendance emails.

I received a confirmation notice but I didn't report an absence.

- First, check with other guardians of the student and the student (if it's possible/likely they may have reported the absence).

- To School Staff: Check the reported absence REPORTED BY and REPORTED VIA information on the Attendance page to see who reported the absence. NOTE: For privacy reasons, do not give out phone numbers or email addresses to parents/guardians.

Absence Notifications

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

- If the absence was reported after the time class attendance was taken, you will be notified of the absence. For example, if you reported a Late Arrival with the expected arrival time of 9:30 and attendance was taken at 9:45, you will be notified of the absence, but not the other way around.

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

- If no one provides information concerning the absence type and the reason for the absence, the system will keep calling about the same absence until that information is provided, and it will only stop after a pre-configured length of time (which varies from district to another).

Why is the system using this phone number/email to send notifications?

- SafeArrival uses the information provided to the school and stored in the Student Information System and any communication Preferences that message recipients have set up in their SchoolMessenger App account.

Questions?

If you have any questions regarding the above, first contact your SafeArrival District Administrator. Otherwise, please contact SchoolMessenger Solutions Support.

SchoolMessenger Solutions Support

800-920-3897

support@schoolmessenger.com

Chat Live with a Support Rep

www.schoolmessenger.com/support