



Using the SchoolMessenger App for SafeArrival

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Introduction

With a quick and easy account sign-up, parents/guardians with students enrolled in schools using SafeArrival can use the SchoolMessenger app to report and explain absences.

Getting Started

Creating a SchoolMessenger App Account

Choose one of these options for using the SchoolMessenger app:

1. **Mobile:** Download the SchoolMessenger app from the **Google Play Store** OR **Apple App Store**.
2. **Web:** Open your browser and go to:

go.schoolmessenger.com (for US school districts)

go.schoolmessenger.ca (for Canadian school districts).

To get started:

1. Click **Sign Up**.



Important: Use an email address that the school has on record for you.

2. Enter your email address, your location and a password.

An email will be sent to you. Click the link in the email to verify your account.



Note: the link in the email is only valid for 24 hours. If you don't click the link and log into the SchoolMessenger App within that time period, it will expire and be of no further use. You will have to restart the registration process and have a new email sent to you with a new link.

Sign up

Use the same email address your school has on record. If you wish to use a different one, please contact your school and ask them to update your email address.

Email
gchalmers@springfieldisd.com

Password
.....

One lowercase letter
One number

One uppercase letter
6 - 255 characters

Location
 United States

Is your school in Canada? [Switch location](#)

Sign up

Have an account? [Log in](#)



Logging In

To log in to the SchoolMessenger app:

1. Enter the email address, password and location you used to sign up for the SchoolMessenger App.
2. Click **Log in**.

If your school district is in Canada, click **Switch location (on the website) or tap CANADA in the mobile app**.

Select **Forgot your password?** if you forgot your password. An email will be sent to you allowing you to register a new password.

Log in

Email
gchalmers@springfieldusd.com

Password
.....

Forgot your password?

Location
 United States

Is your school in Canada? [Switch location](#)

Log in

Not registered yet? [Sign up](#)

Your Profile and Role

When you first log in, you'll be prompted to enter your first and last name. Select **Parent** as your role.

Your settings must be completed before an account can be used. Failure to do so will cause the system to log you out, and you will be prompted to enter this data the next time you log in.

Settings

First name
Jerika

Last name
Chalmers

Role
Select what type of user you are...
Parent
Teacher
Student



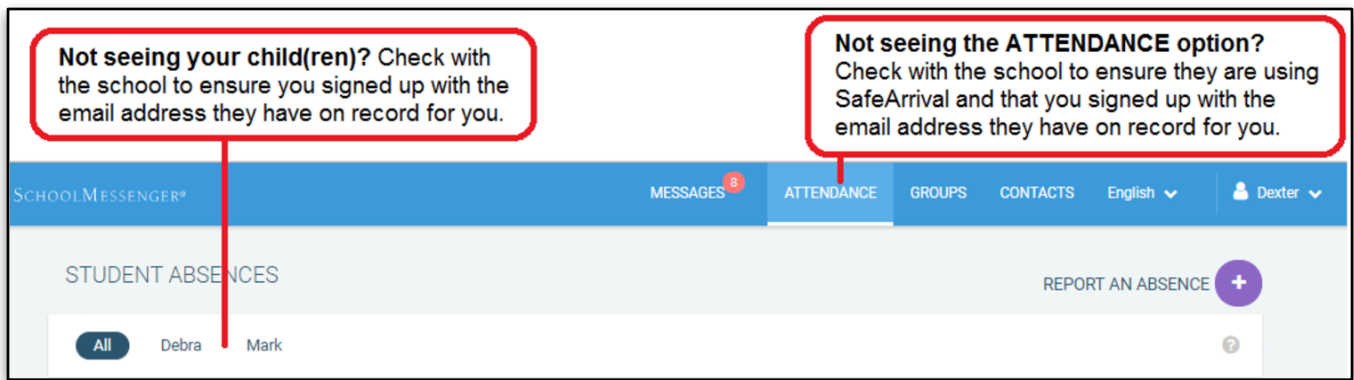
Attendance

If your email address is associated with at least one child in a school that is actively using SafeArrival, you will see the **ATTENDANCE** option on the menu. This is shown at the top of the screen on the website or in the menu that is displayed when you tap the menu icon in the top left corner of the mobile apps.



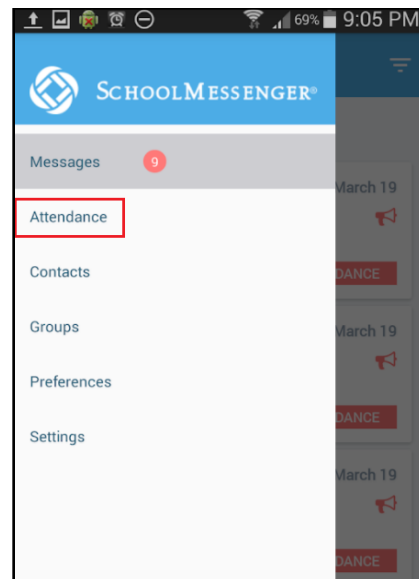
Note: If you do not see the **ATTENDANCE** menu or your student(s), please check with the school to make sure you are using the email address that they have on record for you.

Website Example



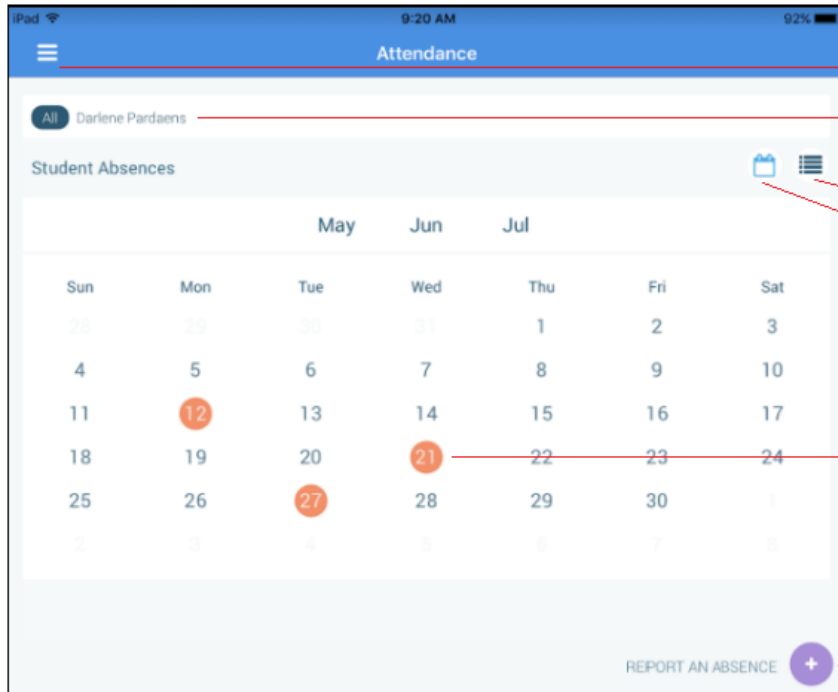
Android Example

Select **Attendance** to go to the Attendance page.





iOS Example



the main menu icon

select All to see all your childrens' absences or select one child to see just his/her absences

select the List icon to see absences in list format

select the Calendar icon to see absences in calendar format

tap a highlighted date to see the details of the absence, or to edit/delete the absence

tap + to report an absence

Calendar View

To go to the previous or next month:

- In the iOS app, swipe left or right.
- In the Android app, tap the name of the previous or next month.
- On the website, click the < or > at the top of the calendar.

List View

To scroll through the list of absences:


- In the iOS or Android app, tap the list and drag your figure up or down the screen to move the list.
- On the website, use the scroll bar on the right-hand side of the screen to move the list.



Reporting an Absence

Absences can be reported in advance for the school year. On the day of the absence however, absences cannot be reported after the school's cut-off time. The cut-off time is determined by the school and may vary. If SafeArrival tells you it is past the cut-off time for reporting absences for the current day, you will need to contact the school directly.

Follow these instructions to report an absence using SafeArrival:

1. Select 
2. Be sure to enter your selections for all of the requested items. If the **Send** button is not activated, it means you've missed something.
3. Select **Send** to report the absence.

Website Example

Reporting absences just got a whole lot easier
Just tell us who will be absent, when and why, and we inform the school.

Who will be absent?
D Donald Knoblauch Clarkson School ▼ select which student will be absent

Type of absence Reason
Late ▼ **Missed bus** ▼ select the type of absence and the reason for the absence

Date of Absence Expected time of arrival
March 21, 2018 ▼ **09** ▼ **:30** ▼ **AM** ▼ select the date(s) of the absence and any time(s) that are requested (e.g. arrival, departure)

Cancel Send select Send to report the absence



Editing an Absence

If you have reported an absence in advance and decide that you need to edit the absence BEFORE the cut-off time on the day of the absence, follow these steps:

1. Tap/click the absence (in List View) or the day of the absence (in Calendar View), then **EDIT**.
2. Make the required changes then tap/click **SEND**.

If you need to change the details for an absence after the cut-off time on the day of the absence, contact the school directly.

Deleting an Absence

If you have reported an absence in advance and decide that you need to delete the absence BEFORE the cut-off time on the day of the absence, follow these steps:

1. Tap/click the absence (in List View) or the day of the absence (in Calendar View), then **DELETE**.
2. Tap **Delete** to confirm that you want to delete the absence.

If you need to delete an absence after the cut-off time on the day of the absence, contact the school directly.

Explaining an Absence

If your student is marked absent and you have not reported the absence in advance, you will be notified of the absence. You can use the mobile apps or website to explain your student's absence.

Push Notifications

If you would like to receive absence notifications directly to the SchoolMessenger app on your mobile device:

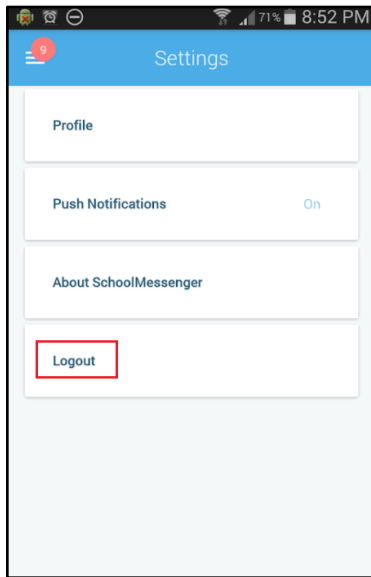
1. Go to the **Settings** menu.
2. Tap **Push Notifications**.
3. Tap the name of your child's school district.
4. Tap **Attendance** as a type of message that you want to receive as push notifications.



Logging Out

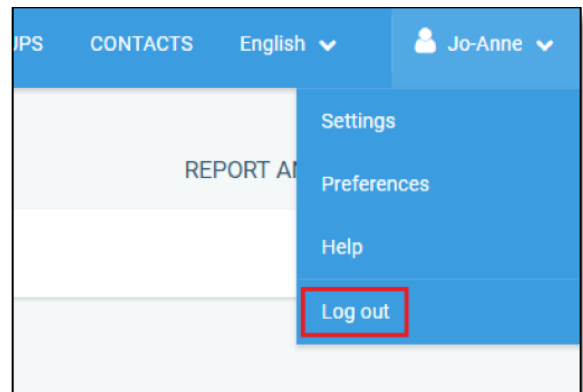
Mobile

1. Tap the main menu icon in the top left corner of the app
2. Tap **Settings**
3. Tap **Logout**.



Web

1. Click the downward-pointing arrow next to your name in the top right corner of the app.
2. Click **Logout**.



Questions?

If you have any questions regarding the above, please contact your school or district.

Feel free to forward app inquiries or feedback to the following:

appfeedback@schoolmessenger.com