

Frequently Asked Questions

SafeArrival for Families FAQ

What is SafeArrival?

SafeArrival is an absence management system that improves student safety and makes it easy for you to let the school know about your child's absence.

You are asked to report your child's absence in advance whenever possible using one of these convenient methods:

SchoolMessenger app (free)

1. Provide your email address to the school.
2. Get the app from the Apple App Store or the Google Play Store (or from the links at <https://go.schoolmessenger.ca>).
3. Tap **Sign Up** to create your account.
4. Select **Attendance** from the menu, and then select **Report an Absence**.

Web and Mobile Web: go.schoolmessenger.ca

1. Provide your email address to the school.
2. Go to the website.
3. Click **Sign Up** to create your account.
4. Select **Attendance** from the menu, then select **Report an Absence**.

Interactive Toll-free Phone

1. Call the toll-free, interactive telephone system.
2. Follow the instructions to report an absence.

Absences can be reported in advance:

- 24 hours/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.

Whenever an absence is reported or updated, you will receive a confirmation notice by email and/or text message (assuming you have provided your contact information to the school).

If you don't report your child's absence in advance, the automated notification system will try to contact you (using your communication preferences if you have set them up in the SchoolMessenger app). This may include push notifications to the app, email, SMS text messages, or phone calls. You will be asked to provide the reason for your child's absence immediately. You may do so using the phone line, website or mobile app.

If an absence is not explained within approximately 20 minutes of the time that the school starts the notification process, school staff will follow up to make sure that your child is safe. If you try to explain an absence using SafeArrival, but are then told that it is past the cut-off time, please contact the school directly.

If you don't want to receive notifications when your child is absent, be sure to report your child's absence in advance.

If you do receive notifications of your child'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.

Why do I need a SchoolMessenger app account?

A SchoolMessenger app account is not required to use the toll-free phone line to report absences. However, we strongly recommend that you provide your email address to the school and set up your SchoolMessenger app account. This allows you to review and update absences, review your contact information and communication preferences and more.

Please see related SchoolMessenger app documentation for setting up your account, resetting your password, reviewing contact information, and specifying communication preferences. Once you have set up your account, choose ATTENDANCE from the menu.

If you cannot set up your account, you do not see the ATTENDANCE option, or you do not see your child(ren) listed in your account, please contact the school directly to check that your correct email address is associated with your child(ren).

How do I use the toll-free phone line?

When you call the toll-free phone line, 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(s), you will hear your student'(s) name(s). If the system doesn't recognize your caller ID, you will be asked to enter the student's home phone number.

If you have difficulty using the toll-free phone line, please consider using the SchoolMessenger mobile app or website. Otherwise, contact the school directly.

APPENDIX C

Acceptable Computer Use Agreement

I understand that use of the school's computer equipment, network, e-mail and world wide web services is a privilege, not a right. I agree to respect the following:

- a) I will comply with the Department of Education's Policy 311 – Information and Communication Technologies Use (<http://www.gnb.ca/0000/pol/e/311A.pdf>).
- b) I will not spread computer viruses intentionally or access or make changes to systems or files that are not mine (i.e. hacking). This is illegal.
- c) I will not create, access, store, print or send threatening or obscene messages or any other material that is likely to humiliate or offend.
- d) I will not use free/anonymous e-mail accounts (such as Hotmail) using the school's network or equipment.
- e) I will not download games, large files or pictures or use chat rooms without permission.
- f) I will not send unsolicited bulk information (SPAM).
- g) I will not give out information about myself or other people, such as password, name, address, telephone number, age, sex or photo.
- h) I understand that if I do not respect these rules I may lose my computer privileges and/or face other disciplinary actions.

Student's Name (print): _____

Student's Signature: _____ Date: _____

I have read and understand the above.

I accept responsibility for the actions of my child while he/she uses the school's computer network and equipment. I understand that my child's access to the school's computer network and equipment may be denied/revoked if he/she fails to comply with this agreement.

I will not hold the school district or the Province of New Brunswick responsible for my child's access of materials acquired through the school's network/Internet connection or other use of ICT, given reasonable precautions by school personnel to supervise student ICT use.

Parent/Guardian's Signature _____ Date: _____

Office use only

User name: _____ **Password:** _____

SafeArrival & Attendance

Dear Parents/Guardians,

In ASD-N one of our greatest priorities is ensuring that all our students arrive safely at school each and every day.

To enhance our existing absence-checking procedure, we are ready to launch **a new, more efficient** student absence reporting system called **SafeArrival**. This new system reduces the time it takes to verify student attendance, make it easy for you to report your child's absence and easy for staff to respond to unexplained student absences.

The SafeArrival system is now active for your school, and student absences should now be reported this way.

With **SafeArrival**, you are asked to report your child's absence in advance using any of these 3 convenient methods:

1. Using your mobile device, download and install the **SchoolMessenger app** from the Apple App Store or the Google Play Store (or from the links at <https://go.schoolmessenger.ca>). The first time you use the app, select **Sign Up** to create your account (use the email address you have on file with the school). Select **Attendance** then **Report an Absence**.
2. Use the SafeArrival website, <https://go.schoolmessenger.ca>. The first time you use the website, select **Sign Up** to create your account. Select **Attendance** then **Report an Absence**.
3. Call the toll-free number **1-833-294-4832** to report an absence using the automated phone system.

These options are available 24 hours/day, 7 days a week. Future absences can be reported at any time.

In addition, we will use the **SchoolMessenger Communicate** automated notification system to contact parents whose child is absent when the absence was not reported in advance. The automated notification system will attempt to contact parents at multiple contact points until a reason is submitted for the absence. If our system is unable to reach the designated contacts, office staff will follow up.

If you report your child's absence in advance using the **SafeArrival** toll-free number, website or mobile app, you will **NOT** receive these notifications.

Thank you for your patience and cooperation as we implement this new system.

Mark Donovan

Superintendent
ASD-N