

SafeArrival for Families FAQ

What is SafeArrival?

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

When can an Absence be reported?


- ❖ Absences can be reported **in Advance**, 24 hours a day, 7 days a week, for any school day during the active school year.
- ❖ Absences can be reported **on the same day** of the absence, up until midnight.

What can I report?

- ❖ Full Day Absence
- ❖ Student arriving late
- ❖ Student needs to leave early (request a pass to leave 2 hours prior)

How do I report an absence using SafeArrival?

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

- ❖ **SchoolMessenger - SM Home  Mobile App**
 - Get the app from the Apple App Store or the Google Play Store (or from the links at home.schoolmessenger.com)
 - Tap Sign Up to create your account.
 - You need to use the email address that Clayton Valley has in PowerSchool to link your account to your student(s).
 - Select Attendance from the menu, and then select Report an Absence.
- ❖ **Website: home.schoolmessenger.com**
 - Go to the website.
 - Click Sign Up to create your account.
 - You need to use the email address that Clayton Valley has in PowerSchool to link your account to your student(s).
 - Select Attendance from the menu, then select Report an Absence.
- ❖ **Interactive Toll-Free Phone (855) 213-0895**
 - Call the toll-free, interactive telephone system.
 - Follow the instructions to report an absence.

Will I get a confirmation that you received my reported absence?

Parents or guardians listed in PowerSchool will receive an email confirmation notice whenever an absence is reported or updated.

Can I still call or email the Clayton Valley Attendance office?

Yes

What happens if I don't report an absence in advance?

If you don't report your child's absence in advance, the automated notification system will try to contact you. This may include push notifications to the app, emails, and/or phone calls (Caller ID will show (855) 213-0895). If you create an account with SchoolMessenger, you can set up your communication preferences.

You will be asked to provide the reason for your child's absence. You can call the toll-free number (855) 213-0895, or if you have created a SchoolMessenger Account, you can report the absence on the website or in the mobile app.

The attendance phone calls will display 855-213-0895 on your Caller ID. Please add this number to your contacts as the CV Attendance Line. If you answer the call, stay on the line, and you can report the absence through the automated system.

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

What if I have a Doctor's note?

Doctor's notes are still required for all appointments and are necessary for any doctor's excused absences. Notes can be uploaded through the app or on the website. You can also submit the note directly to the Attendance Office.

Why should I create an account with SchoolMessenger (SM Home app)?

An SM Home app account is not necessary to use the toll-free phone line to report absences. However, we strongly encourage you to provide your email address to the school and create your SM Home app account. This enables you to review and update absences, contact information, communication preferences, etc.

If you cannot set up your account, see the ATTENDANCE option, or don't see your child(ren) listed in your account, please contact the school directly to verify that the correct email address is associated with your child(ren). You can do this by emailing info@claytonvalley.org or calling the office.

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 one 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 prompted to enter the daytime contact phone number registered with Clayton Valley.

If you experience difficulty using the toll-free phone line, please use the SchoolMessenger mobile app or website. Alternatively, contact the school directly to verify or update your phone number.