



## SafeArrival for Families - FAQs

### Frequently Asked Questions

**Q: What is SafeArrival?**

**A:** 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.

**Q: How can I report an absence?**

**A:** You can use any of the following convenient methods:

1. **PowerSchool Mobile App:** Using your mobile device, open or install the **PowerSchool Mobile App** from the [Apple App Store](#) or the [Google Play Store](#). Select the menu option in the lower right corner of the screen. Select **SafeArrival** from the list. Select **Report Absence** at the top of the screen. Select the reason for absence from **Type of Absence**. Select **Save**.
2. **MyPowerHub:** The first time you use the website, select **Sign Up** to create your account. Select **Attendance** then **Report an Absence**.
3. **Toll-Free Phone:** Call the toll-free number [1-888-905-5815] to report an absence using the automated phone system. Available 24 hours, 7 days a week.

**Q: What is the cutoff time for reporting my child's absence using SafeArrival?**

**A:** You can use any of the three options to report your child's absence by 11:45 PM the day of the absence.

**Q: How far in advance can I report my child's absence?**

**A:** Absences can be reported for any future day during the school term.

**Q: I've set up my account, but do not see the Attendance option or my child(ren) listed in my account.**

**A:** 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).

**Q: Why am I receiving multiple calls notifying me that my child is absent?**

**A:** If you haven't notified the school by 8:20 AM (Grades 7-12), 10:00 AM (Grades K-6), and 1:00 PM (PM K) that your child would be absent, you will receive a notification from the automated message system. If you do not respond to the automated call by selecting an option from the menu, you will receive another call. After four attempts with no response, you will receive an email and text message.

**Q: What is the time for reporting an absence when there is a 2-hour delay?**

**A:** If there is a 2-hour delay, absences must be reported at the normal start time of 8:20 AM (Grades 7-12), 10:00 AM (Grades K-6), and 1:00 PM (PM K). Families will have until 11:45 PM the same day to report an absence if it was not reported in advance.