



SafeArrival Quick Tips

Entering Your Child's Absence

- Absences (full day only) may be scheduled in advance (ex. scheduled dr. appt.) or on the day of the absence before 8:20 AM (Grades 7-12) and 10:00 AM (Grades K-6).
- Absences can be reported using the School Messenger app, PowerSchool, or toll-free phone number.
- Options for reporting are available anytime, 24 hours a day, 7 days a week, up to the cutoff time on the day of the absence, which is 11:45 PM.
- If you do not report your child's absence in Safe Arrival by 11:45 PM on the day of the absence, you will need to submit a written excuse to your child's school within 3 days to report the absence.
- If you report your child's absence either the morning of the absence or in advance of a known absence using the **SafeArrival** School Messenger app, PowerSchool, or toll-free phone number you will **NOT** receive these notifications that your child has been marked absent.
- If your child has been absent for three (3) consecutive days, on the fourth absence, the system will not accept your submission. You must contact your child's school. The system will be reset after the fourth absence, and SafeArrival can be used again.

Revising or Canceling an Absence

SafeArrival only allows revisions/cancellations for present or future dates. It is not possible to revise/cancel an absence for a previous day. If you missed making a change, please contact your child's school main office.

SafeArrival Phone Number

- Save the SafeArrival phone number 1-888-905-5815 as "SafeArrival" contact in your phone. Doing this makes it easy to have the toll-free number on hand and to easily report an absence (if not using the app). It is also helpful to see "SafeArrival" as a contact if the school is calling to verify an unreported absence.
- If your child will be late or missing only part of the day, report the absence as a full day and when the student arrives at school the attendance will be adjusted.

SchoolMessenger Communicate

We use the SchoolMessenger Communicate automated notification system to contact parents/guardians whose child is absent and not reported in advance in SafeArrival.

- The automated notification system will attempt to contact parents by both phone and email on the day of the absence only until a reason is submitted for the absence.
- The phone number that will appear on your caller ID is 1-888-905-5815. If you report your child's absence in Safe Arrival before the start of the school day, you will not receive these notifications, and you will not need to supply a note to your child's school's attendance email.
- If you report your child's absence in advance using SafeArrival, you will **NOT** receive automated notifications.
- If the system is unable to reach the designated contact or you do not enter an absence for that day, the absence will remain unexcused unless you send an excuse note to your child's school office within three (3) days of the absence.

Vacation Request

- Pre-Planned trips can not be reported through SafeArrival. Parents must complete the Pre-Planned Trip form in advance of their child's absences.