

Safe Arrival - reporting student absences
Safe Arrival 安全到达 - 报告学生缺勤

English	Chinese - Simplified
Reporting Absences and Late Arrivals	报告缺勤和迟到
When students are going to be absent from school or will be arriving later in the day, they must be excused from school, by you, in advance, through our Safe Arrival System. Please excuse your student(s) by selecting a full day's absence, <u>even if they will be arriving later</u>, this lets us know that you have planned for them to not arrive at school first thing and that you know where your student(s) are and that they are accounted for. Students can arrive at any time during the day, they come to the office and we will update their attendance when they arrive. There are 3 ways you can report an absence: by phone, app, or online. Interactive Toll-Free Phone ● Call the toll-free, interactive telephone system at 1-833-582-6940 ● If the system does not recognize your caller ID, you will be asked to enter a phone number that the school has on record for you ● Follow the instructions to report an absence App (language can be selected) ● Download the SchoolMessenger app for Android and iOS devices ● Sign up using your PowerSchool username (full email address) that the school has on record for you ● Click on <i>Attendance</i>	如果学生将缺勤或当天晚些到校, 您必须通过我们的安全到达系统(Safe Arrival System)提前替他们请假。<u>即使学生只是迟到</u>, 也请选择全天缺勤, 这向我们表明您已计划学生不会准时到校, 并且您知道该生的去向且已妥善安排。学生可以在任何时间到校, 他们只需到办公室报到, 我们会在系统中更新出勤记录。 您可以通过以下三种方式报告学生缺勤: 电话、手机应用或在线系统。 交互式免费电话 ● 拨打免费交互式电话系统: 1-833-582-6940 ● 如果系统无法识别您的来电号码, 您需要输入您在学校登记的电话号码 ● 按照提示报告缺勤 手机应用程序(可选择语言) ● 下载适用于安卓和 iOS 设备的 SchoolMessenger 应用 ● 使用您在学校登记过的 PowerSchool 用户名(完整的电子邮件地址)进行注册 ● 点击出勤(<i>Attendance</i>) ● 按照提示操作 在线系统(可选择语言)

● Follow the prompts Online (language can be selected) What is SchoolMessenger's SafeArrival? SchoolMessenger's 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 Through PowerSchool ● Log into the Parent Portal of PowerSchool ● If signing in for the first time, follow the instructions at the bottom of the page ● Select the <i>SchoolMessenger</i> link from the left-hand menu ● Select <i>Attendance</i> from the menu, then select <i>Report an Absence</i> ● Follow the prompts Absences can be reported in advance, up to the start of the school day on the date of your child's absence: ● 24 hours/day ● 7 days a week ● For any school day during the current school year When an absence is reported or updated, you will receive a confirmation notice by email. If you don't report your child's absence in advance, the automated notification system will try to contact you. This may include an email, text message, and phone call. You will	什么是 SchoolMessenger 的 SafeArrival 系统？ SafeArrival 是一个学生缺勤管理系统，旨在提升学生的安全性，并让您更方便地通知学校您孩子的缺勤情况。 您应尽量提前使用以下任一便捷方式报告孩子的缺勤情况： 通过 PowerSchool 登录 SchoolMessenger ● 登录 PowerSchool 的家长门户 ● 如首次登录，请按照页面底部的说明进行操作 ● 从左侧菜单中点击 <i>SchoolMessenger</i> 链接 ● 从菜单中选择出勤 (<i>Attendance</i>)，然后选择报告缺勤 (<i>Report an Absence</i>) ● 按照提示操作 学生缺勤可提前报告，截止至缺勤当天上学前： ● 每天 24 小时 ● 每周 7 天 ● 可报告本学年内任何上学日的缺勤 每次缺勤报告或更新，您都会收到邮件确认。 如未提前报告，系统会自动尝试联系您。联系方式可能包括电子邮件、短信和电话。您需确认孩子的缺勤情况。 如果您尝试使用 SchoolMessenger 解释缺勤原因，但系统提示截止时间已过，请直接联系学校。 若您不想接收缺勤通知，请提前报告学生
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be asked to confirm your child's absence. If you try to explain an absence using SchoolMessenger but are then told that it is past the cut-off time, please contact the school directly. If you do not want to receive notifications when your child is absent, be sure to report their absence in advance. If the automated system cannot reach you, a school staff member will contact you.	缺勤。 若自动系统无法联系到您, 学校工作人员将直接与您联系。
Frequently Asked Questions - General	常见问题 - 一般类
What is the cut-off time for reporting my student's absence? Why won't the system let me edit/delete an absence? The cut-off time is 30 minutes after the school's start time. After the 30 minutes, you will not be able to edit/delete the absence. If there is a change to the absence after the cut-off time, please contact the school. How do I report that my student will be late? How do I report a half-day absence? Only full-day absences can be recorded with SchoolMessenger's SafeArrival. If your student is going to be late or only miss the first half of the day, record a full-day absence. When the student arrives at school, the full-day absence will be changed to a late code or half-day absence. Why does the system keep calling me about the same absence? If no one confirms the absence, the system will keep calling about the same absence for a pre-configured length of time.	缺勤报告的截止时间是什么时候? 为什么我不能编辑或删除缺勤? 截止时间是学校上课开始后 30 分钟。一旦超过这个时间, 您将无法编辑或删除缺勤。如需在超过截止时间后更改缺勤情况, 请联系学校。 如果学生迟到该怎么报告? 如果只缺席半天该怎么报告? SchoolMessenger 的 SafeArrival 只能记录全天缺勤。如果学生将迟到或仅缺席半天, 也请报告为全天缺勤。学生到校后, 学校会将状态更改为迟到或半天缺勤。 系统为何持续就同一次缺勤给我打电话? 若无人确认缺勤, 系统会在设定时间内持续尝试联系您。

How do I use the automated phone number 1-833-582-6940 to report an absence? If calling from a phone number that the school has on record for you, the caller ID will recognize the number and prompt you to report an absence for your student. If calling from another phone number, the system will first prompt you to key in a phone number that the school has on file for you. You will then be prompted to report an absence. Can anyone who knows my phone number report an absence using the phone system? Yes, anyone who uses a phone number that is registered for your student or anyone who can enter a phone number that is registered for your student can report an absence. You will receive an email confirmation anytime an absence is created. You can add a requirement for a PIN to be entered before an absence can be reported for a student. This can be done on the Attendance page of the SchoolMessenger app or site itself. When I call the phone and follow the prompts, the prompts repeat and I'm unable to get a confirmation number. What should I do? If there is an issue with the menu prompts, hang up and try again. If the issue persists, contact the school to report the absence.	我如何使用自动号码 1-833-582-6940 报告缺勤？ 若使用在学校登记过的电话号码拨打，系统会自动识别并提示您如何报告学生缺勤。若用其他号码拨打，系统会首先提示您输入您在学校登记的号码。然后系统将提示您报告缺勤。 是否任何知道我电话的人都能使用电话系统报告缺勤？ 是的，任何使用已为您孩子登记的电话号码，或能够输入该登记电话号码的人，都可以报告缺勤。每当出现缺勤情况时，您都会收到一封电子邮件确认。 您可以设置在报告学生缺勤前必须输入 PIN 码作为额外验证。这可以在 SchoolMessenger 应用程序或网站本身的出勤 (Attendance) 页面上完成。 当我拨打电话并按照提示操作时，语音提示重复，我无法获得确认码。我该怎么办？ 若菜单提示出现问题，请挂断重试。如果问题仍然存在，请联系学校报告缺勤情况。
Frequently Asked Questions – PowerSchool Parent Portal	常见问题解答 – PowerSchool 家长门户
How do I log into PowerSchool to record my student's absence?	如何登录 PowerSchool 记录学生的缺勤情况？

Visit the PowerSchool website. Your username is the full email address that the school has on file for you and the one you receive communication to from the school. If you have never signed into PowerSchool before, you must visit the site to reset your password by clicking on <i>Forgot password</i> and clicking on the <i>Parent tab</i>. Instructions are on the main page. Once in PowerSchool, click on the <i>SchoolMessenger</i> link in the bottom left, and from the three-line menu in the top left corner, choose <i>Attendance</i> and follow the prompts to create a new absence. When I login to the PowerSchool app, there is nowhere to enter attendance. What should I do? The PowerSchool app does not have a link to SchoolMessenger and cannot be used for SafeArrival. When using the PowerSchool option, you must use the PowerSchool website.	访问 PowerSchool 网站. 您的用户名是在学校登记的完整邮箱地址, 也是您接收学校通信的邮箱地址。如果您之前从未登录过 PowerSchool, 则必须访问该网站通过点击忘记密码 (<i>Forgot password</i>) 并选择家长栏 (<i>Parent tab</i>) 来重置密码。详细步骤请见主页。 进入 PowerSchool 后, 单击左下角的 <i>SchoolMessenger</i> 链接, 然后从左上角的三行菜单中选择出勤 (<i>Attendance</i>) 并按照提示创建新的缺勤记录。 当我登录 PowerSchool 手机应用程序时, 没有地方可以输入出勤情况。我该怎么办? PowerSchool 的手机应用程序不支持 SafeArrival, 也不包含 SchoolMessenger 链接。若想使用 PowerSchool 选项, 您必须使用 PowerSchool 网页版。
Frequently Asked Questions - SchoolMessenger App	常见问题解答 - SchoolMessenger 手机应用程序
When I try to log into the SchoolMessenger app, it won't allow me to use my PowerSchool email and password. When using the app for the first time, you must click on Sign Up and use your PowerSchool email and password to create the account. After the account is created, you will use the same credentials to log in. Where do I get my PowerSchool username and password to log into the app? Your username is the full email that the	当我尝试登录 SchoolMessenger 应用时, 它不允许我使用我的 PowerSchool 电子邮件和密码。 首次使用该应用时, 您必须点击注册 (Sign Up) 并使用您的 PowerSchool 电子邮件和密码创建账号。在创建账号后, 您可使用相同的账号信息登录。 我从哪里获取 PowerSchool 用户名和密码来登录该应用程序? 您的用户名是学校登记的完整邮箱地址, 也是您接收学校通信的邮箱地址。如果您以前从未登录过 PowerSchool, 则必须访问

school has on file for you and the one you receive communication to from the school. If you have never signed into PowerSchool before, you must visit the site to reset your password by following the instructions on the main page of the [website](#).

When logging into the SchoolMessenger app, it says my email address is not associated with any SchoolMessenger enabled records. What should I do?

When setting up the app, the email address must be the address that is associated with the email in PowerSchool. If you're unsure of what that email is, please contact your school.

One of my children is not listed on the Attendance page or in the list of children for whom I can report absences. What should I do?

SchoolMessenger's SafeArrival will be rolling out gradually in schools. Only students at schools where SafeArrival has launched will appear in your list. If you do not see your child listed and SafeArrival has been introduced at your child's school, please contact their school.

该[网站](#)并按照网站主页上的说明重设密码。

登录 SchoolMessenger 应用程序时, 它提示我的邮箱未关联任何 SchoolMessenger 记录。我该怎么办?

设置应用程序时, 电子邮件地址必须是与 PowerSchool 中的电子邮件关联的地址。如果您不确定该电子邮件是什么, 请联系您的学校。

我的其中一个孩子没有显示在出勤页面或我可报告缺勤的学生列表中。我该怎么办?

SchoolMessenger 的 SafeArrival 将在各学校逐步推广。只有已推出 SafeArrival 的学校的学生才会出现在您的列表中。如果您没有在列表中看到您孩子的名字, 而孩子的学校已经引入了 SafeArrival, 请联系该校。