



SchoolMessenger®

Reporting Attendance in *SafeArrival* by *SchoolMessenger*:

Choose 1 of the following options:

1. School messenger app
2. Website: home.schoolmessenger.com

You will need to opt-in to text messaging. [Follow these instructions](#).

By opting in to receive text messages through School Messenger, you will receive alerts about unreported student absences AND all school closings and urgent alerts.

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 Home App (free)

- Use the email provided to SUA via Final Forms.
- Get the app from the Apple App Store or the Google Play Store (search for SM Home or visit <https://home.schoolmessenger.com/> and use one of the app download buttons)
- Tap **Sign Up** to create your account (If you previously used the blue SMAApp you can sign in with the same credentials.)
- If signing up for the first time there will be an **email verification** step.
- Select **Attendance** from the menu, and then select **Report an Absence**.

Web and Mobile Web: home.schoolmessenger.com

- Use the email provided to SUA via Final Forms.
- Go to the website <https://home.schoolmessenger.com>
- Click **Sign Up** to create your account. (If you previously used go.schoolmessenger.com you can choose Log in with the same credentials.)
- If signing up for the first time there will be an **email verification** step.

- Select **Attendance** from the menu, then select **Report an Absence**.

Absences can be reported in advance:

- 24 hours/day
- 7 days a week
- For any school day in the school term

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

If you don't report your child's absence in advance, the automated notification system will work to contact you (using your communication preferences if you have set them up in the SchoolMessenger Home 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 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 Home App Account?

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) and that you are correctly tagged as a guardian with SafeArrival access..