



TDSB parents SchoolMessenger Mobile App & Website Guide for Student Absences

All TDSB Parents/Guardians

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INTRODUCTION

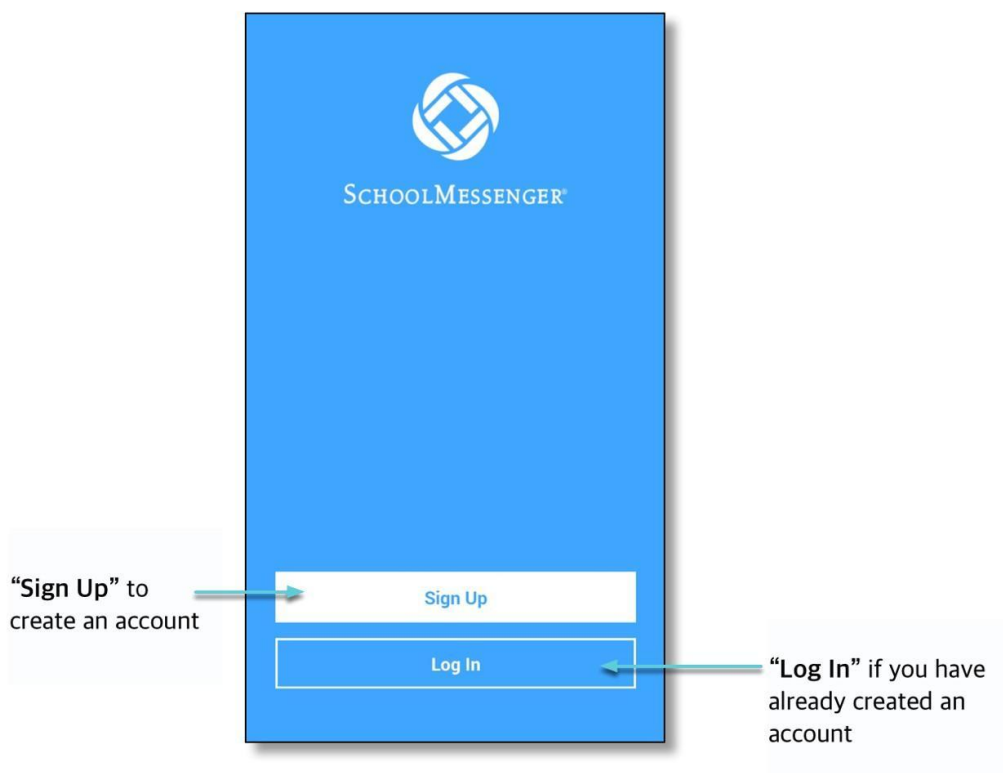
The student absence reporting via **mobile app or website** will give you another option to report your child's absence and make it easy for staff to respond to unexplained student absences.

Once you have created your account, we will automatically link the records associated with your email address. You can then:

- View your child's attendance records associated with your account.
- Review the last 30 days-worth of broadcast messages for all your associated records.
- View your contact information and configure how you would like to receive notifications.
- Parents/Guardians will have the ability to report planned absences, late arrivals, early departures and Leave and Return to the school in advance.

INITIAL MENU- MOBILE APP

Download the mobile app from either Apple's App Store or Android's Google Play page. You have 2 options after downloading the app and launching it on your mobile device:



CREATING A SCHOOLMESSENGER APP ACCOUNT

You must create an account in the SchoolMessenger app before you can start using it.

PROCESS TO SIGN UP

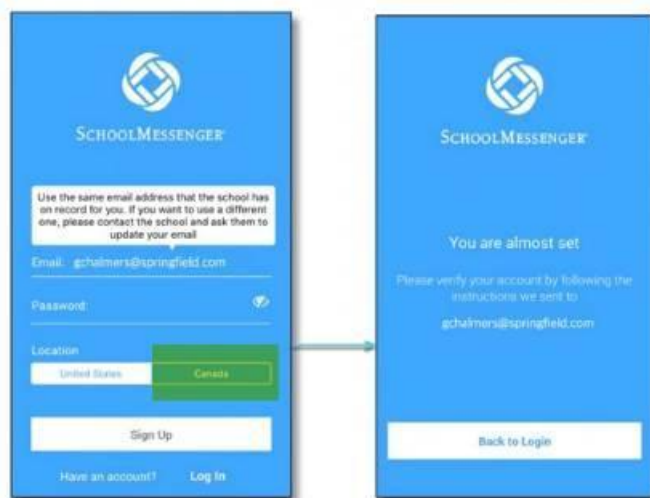
1. Tap **Sign Up** at the bottom of your phone screen.



Important: If you already have an email address that the school has on record, use this email address when you sign up.

2. Enter your email address, location and create a password which must contain a minimum of 6 characters, including:

- 1 lowercase letter
- 1 uppercase letter
- 1 number



You will be sent an email at the email address provided. Tap the link in the email to verify your account. A new page will open on your browser.



Note: The link in the email is only valid for 24 hours. If you do not use the link before it expires, you will have to restart the registration process.

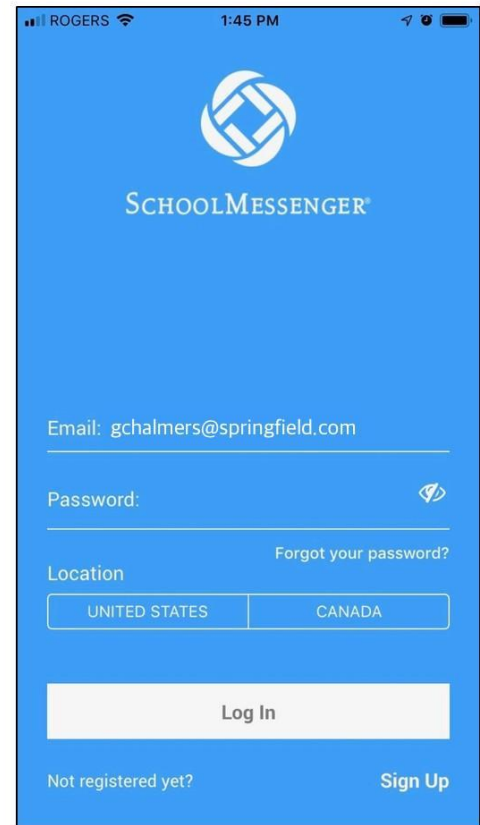
As your information is registered in the school records, you will receive all the messages you have subscribed to receive from the school. You must use this **same email address** in creating your SchoolMessenger app account.

PROCESS TO LOG IN

To log into the SchoolMessenger app:

1. Tap the **Log In button**.
2. Enter the email address you used to register in the SchoolMessenger app.
3. Enter your password.
4. Tap your **location**.
5. Tap the **Log In button**.

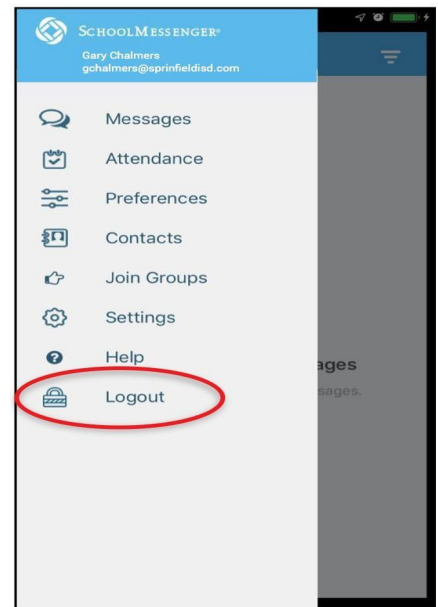
Tap on the **Forgot your password? link** if you forgot your password. An email will be sent to you allowing you to register a new password.



The screenshot shows the SchoolMessenger login interface on a mobile device. At the top, the status bar displays 'ROGERS', signal strength, Wi-Fi, and the time '1:45 PM'. The app's logo, a stylized 'S' inside a circle, is centered at the top, followed by the text 'SCHOOLMESSENGER®'. Below the logo, there are three input fields: 'Email: gchalmers@springfield.com', 'Password:', and 'Location'. The 'Password:' field has an eye icon to its right. To the right of the 'Location' field is a link that says 'Forgot your password?'. Below the 'Location' field are two buttons: 'UNITED STATES' and 'CANADA'. A large 'Log In' button is centered below these fields. At the bottom, there are two links: 'Not registered yet?' on the left and 'Sign Up' on the right.

PROCESS TO LOG OUT

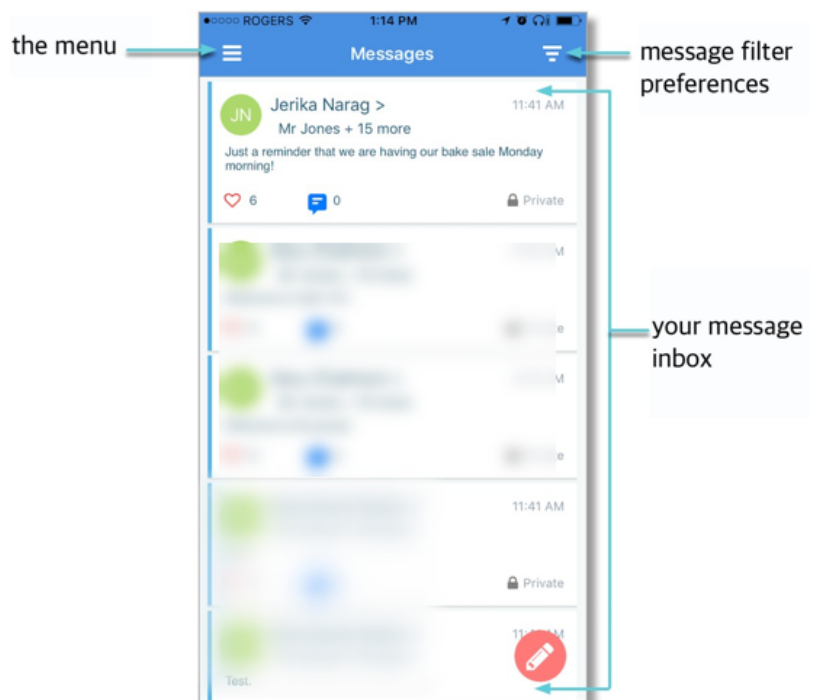
1. Tap the **main menu icon** in the top left corner of the app.
2. Tap **Logout**.



WHEN YOU FIRST LOGIN

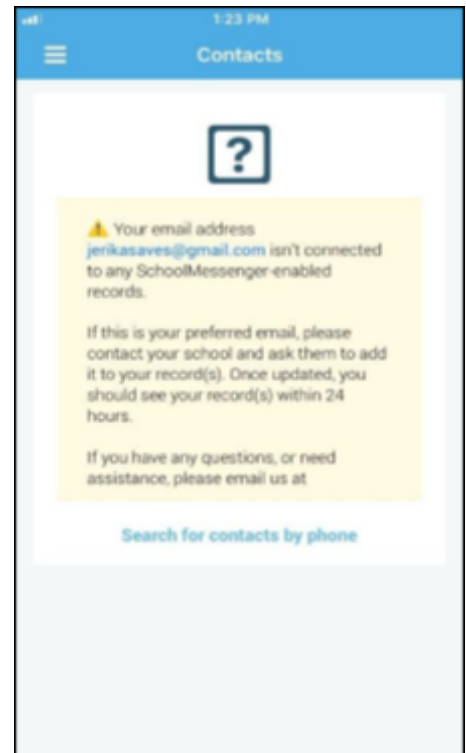
After successfully logging in with a verified email, you should expect to see any messages that you've recently received associated with your account email address. You can navigate through options by using the left navigation bar.

Your account information and contacts will already be in the system based on the information you've provided.



WHEN YOUR EMAIL ADDRESS IS NOT ASSOCIATED WITH SCHOOL RECORDS

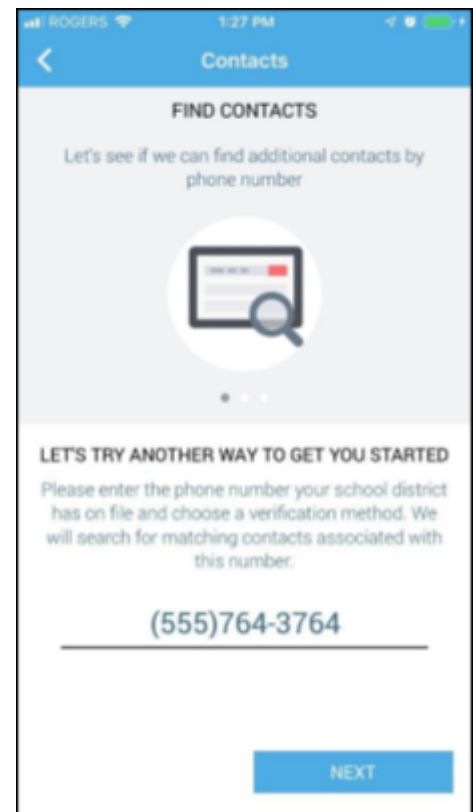
If your email address does not match with any records kept by the school, you will see this message after your log in



CLAIM CONTACTS BY PHONE

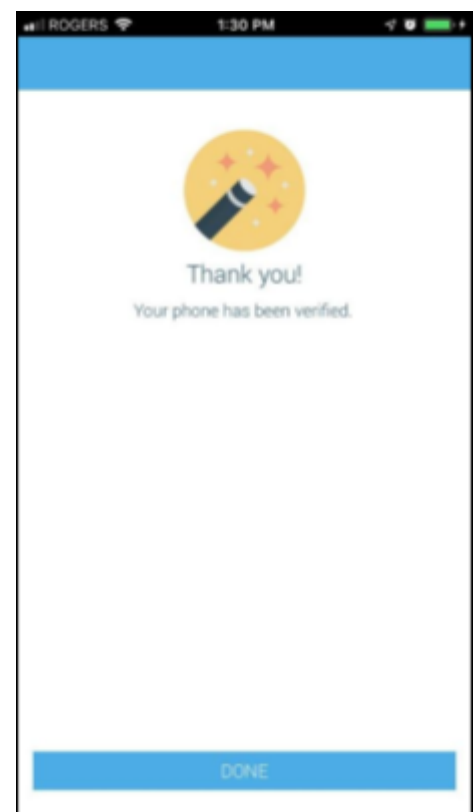
If the SchoolMessenger app cannot match your email to any contact data in their systems, your message inbox will appear empty. You will have the option to try to match a potential school record using your phone number.

1. Tap the “**Search for contacts by phone**” link at the bottom of the screen.
2. Enter the phone number your school district has on file.
Tap **NEXT**.
3. Select an option to receive a verification code.
4. Tap **SEND THE CODE**. A verification code will be sent to the number you entered.
5. Input the verification code your received and tap **VERIFY**.



If verification was successful, you'll see the following screen:

- If the system found additional contacts, they will be automatically added to your app under **CONTACTS**.
- If the system did not find additional contacts, you can:
 - o try another number by clicking the “**Try another phone number?**” link.
 - o contact your school to verify that you have the correct phone number and/or email address they have on file.

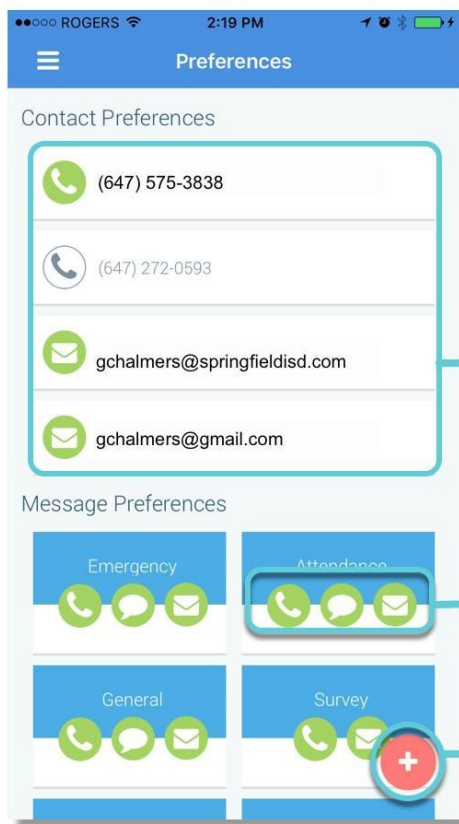


NOTIFICATION PREFERENCES

This page allows you to view and edit how you are contacted by your school when they send broadcast messages. The preferences on this page affect SchoolMessenger Broadcasts that may be sent to you from the school/ Board.

To configure your **Contact** and **Message Preferences**:

1. Tap on the  button on the upper left corner of your screen.
2. Tap on the **Preferences** option.



Your Preferences screen shows your contact information and the types of messages which the school/district has set up in their SchoolMessenger setup. Hence, more or fewer message types may appear here with unique names, defined as such by the school/district.

Your Contact Preferences shows all the email addresses and telephone numbers (voice and SMS text) at which you can be contacted. Phone numbers that are grey are pending consent approvals.

Select how you want to be contacted for each message type by clicking the icon. If green, the notification message type is enabled. If grey, you will not receive the notification in this message type.

Click the Add button to either add a new phone number or email address.

CONTACTS



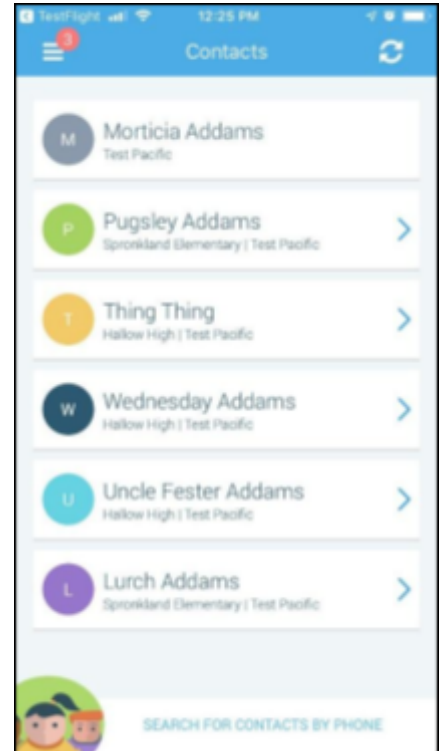
Important: The contacts listed here are connected to the email address for your account. If this email is not correct or if your school has an incorrect email on file, then contacts may not appear on this page.

Parent and guardian records in SchoolMessenger are linked to students attending one or more schools.

Access your contacts by tapping the  icon and tapping **Contacts**.



Note: If you are missing contacts, tap the **SEARCH FOR CONTACTS BY PHONE** link at the bottom of the screen to claim possible missing contacts using your phone number. You should also tap the **Refresh icon** located in the upper righthand corner of the screen to upload the most up-to-date information (more information below). If that does not work, please contact your school.



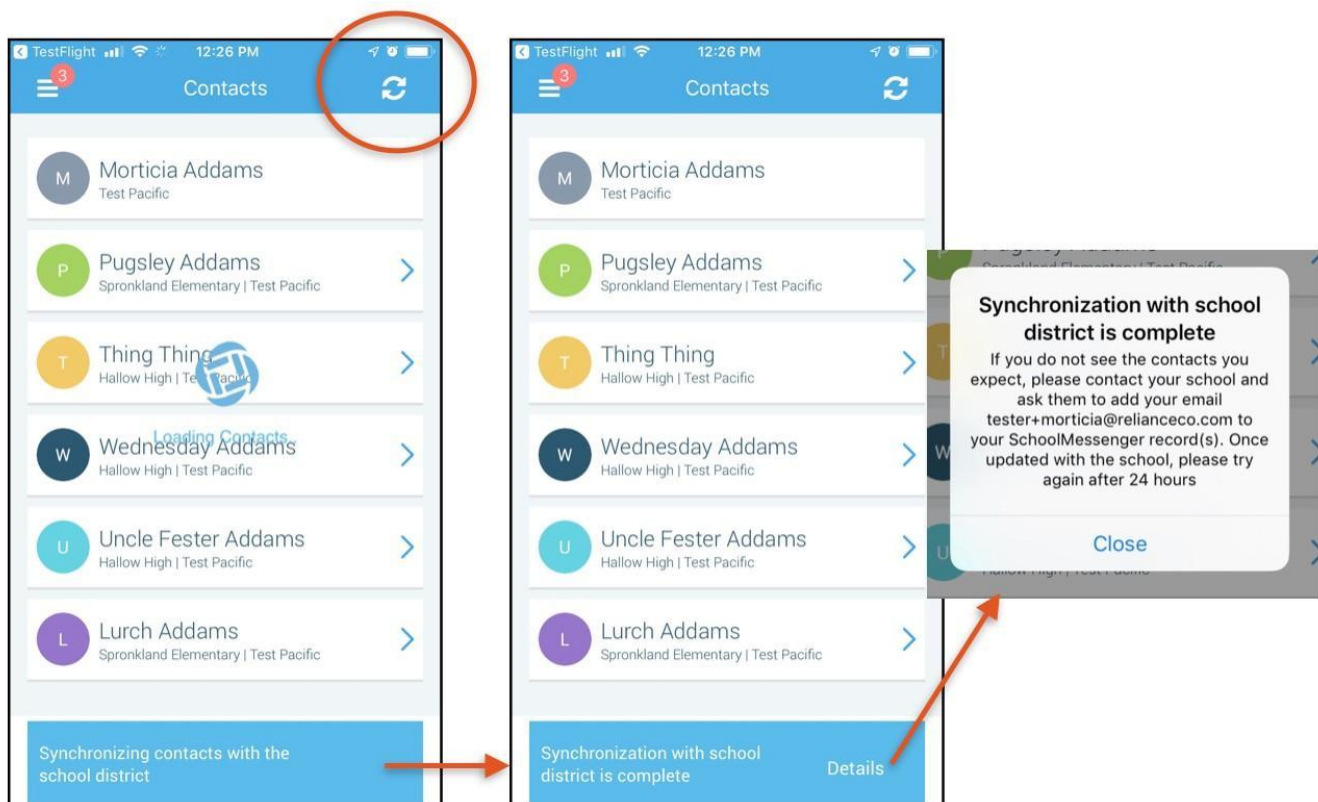
MANUAL CONTACT DATA REFRESH

If you are not seeing all the contacts you're expecting, you must manually refresh your app to reflect the most up-to-date information. A manual refresh is required for every subsequent change to your contact data in order to see the changes reflected in the SchoolMessenger app.



Important: Updates to your account will not be reflected until you manually refresh your contact data.

1. Tap the **main menu icon** in the top left corner of the app.
2. Tap **Contacts**.
3. Tap the **refresh icon** in the upper right-hand corner of the screen. The app will begin syncing with the latest school data.
4. Once the sync is complete, you can click the **Details** link to view some information on the synchronization.



MESSAGES

The SchoolMessenger app's Messages page displays all broadcast messages (voice, email, or text) sent to you from your school and/or school board during the last 30 days. They are sorted from newest to oldest.



Note: The SchoolMessenger app automatically assigns the color and initial of the each of the student- identification circles. Neither the color nor the initial is editable.

Messages can be filtered to display all messages, only Unread messages, and various other categories.

Updated Today

PW Phil Whoopi Diane Royce + 15 more 10:00 AM

I am very excited to announce our next field trip! We will be going to the Smithsonian to see everything from Dinosaurs to Space Shuttles. Stay tuned for the date.

16 12 Public

Early Dismissal Due to Storm 8:55 AM

Mike Brady - C.H. Norton Public School's

Broadcast details

Early Dismissal Due to Storm Just now

Mike Brady - C.H. Norton Public School's

MB **GENERAL**

Email **Voice** **SMS**

Subject: Early Dismissal Due to Storm

The storm is expected to hit our area around 1:30 today. C.H. Norton Public School will be closing at lunchtime and busses will make their pick ups at 12:45 to return your children home. We do not anticipate that school will be open tomorrow. Enjoy the weekend and stay safe.

QA Import Guardian Smoke Test would like to continue connecting with you via email. If you prefer to be removed from our list, please contact QA Import Guardian Smoke Test directly. To stop receiving all email messages distributed through our SchoolMessenger service, follow this link and confirm: [Unsubscribe](#)

SchoolMessenger is a notification service used by the nation's leading school systems to connect with parents, students and staff through voice, SMS text, email, and social media.

Email **Voice** **SMS**

00:00

Voice messages appear with audio controls and a timer, Play/Pause button, Stop button, and a seek bar

Email **Voice** **SMS**

The storm is expected to hit our area around 1:30 today. C.H. Norton Public School will be closing at lunchtime and busses will make their pick ups at 12:45 to return your children home. We do not anticipate that school will be open tomorrow. Enjoy the weekend and stay safe.

Broadcasts can also be sent in SMS text form.

SCHOOLMESSENGER APP WITH SAFEARRIVAL

If your email address is associated with at least one child in a school that is actively using SafeArrival, you will see the  menu option in the menu and your students listed.

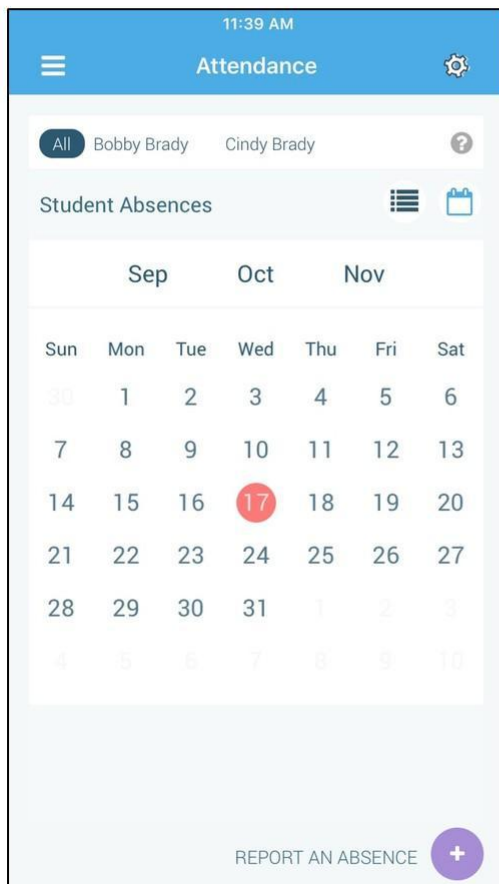


Note: If you don't see the Attendance option or your children, go to the Contacts page and tap the **Refresh icon** to upload the most up-to-date information. If that doesn't work, check with the school to ensure they are using SafeArrival and that you signed up with the email address they have on record for you

APP VIEWS

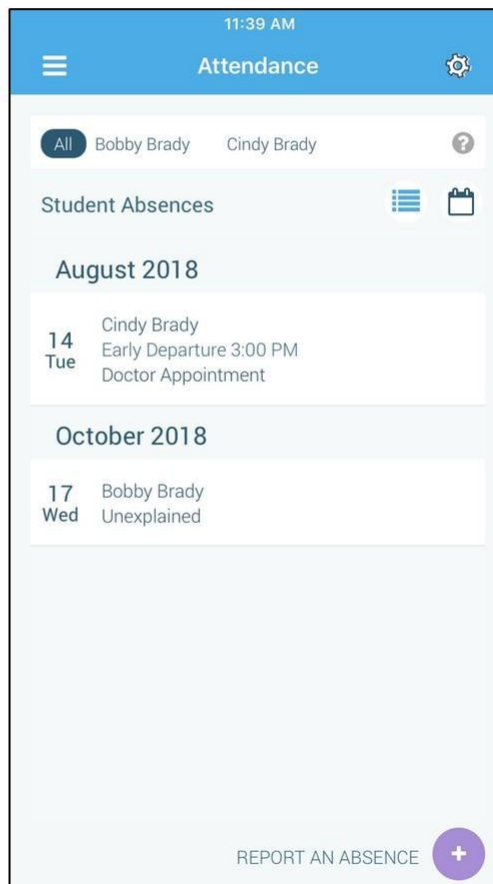
Calendar View

Tap the calendar icon to see your child's absences in a calendar. The absence dates will be circled in red.



List View

To scroll through the list of absences, tap the list icon and drag your finger up or down the screen to move the list.



ABSENCES AND LATES

Absences can be reported in advance for the school year. On the day of the absence however, absences cannot be reported after the cut-off time which is 3pm for all TDSB schools. If SafeArrival tells you it is past the cut-off time for reporting absences for the current day, you will need to contact the school directly. There are four different kinds of absences that can be reported

1. FULL DAY

The screenshot shows the 'FULL DAY' absence reporting screen. At the top, the status bar shows 'ROGERS' and '1:39 PM'. The header bar is blue with a back arrow and the name 'Bobby Brady'. Below the header, the question 'What type of absence is this?' is displayed. A list of radio button options follows: 'Full Day' (selected), 'Illness', 'Doctor Appointment', 'Dentist Appointment', 'Weather', 'Family Responsibilities', 'Technology Issues/ Device Issues', and 'Other Reason'. Below the radio buttons are three text input fields: 'Late', 'Early Departure', and 'Leave & Return'. At the bottom are two buttons: 'CANCEL' (blue) and 'SEND' (grey).

2. LATE

The screenshot shows the 'LATE' absence reporting screen. At the top, the status bar shows 'ROGERS' and '1:39 PM'. The header bar is blue with a back arrow and the name 'Bobby Brady'. Below the header, the question 'What type of absence is this?' is displayed. A list of radio button options follows: 'Full Day', 'Late' (selected), 'Slept In', 'Illness', 'Doctor Appointment', 'Dentist Appointment', 'Weather', 'Family Responsibilities', 'Technology Issues/ Device Issues', and 'Other Reason'. Below the radio buttons are three text input fields: 'Late', 'Early Departure', and 'Leave & Return'. At the bottom are two buttons: 'CANCEL' (blue) and 'SEND' (grey).

3 EARLY DEPARTURE

What type of absence is this?

Full Day

Late

Early Departure

☐ Illness

☐ Doctor Appointment

☐ Dentist Appointment

☐ Weather

☐ Family Responsibilities

☐ Other Reason

Leave & Return

CANCEL SEND

4. LEAVE AND RETURN

What type of absence is this?

Full Day

Late

Early Departure

Leave & Return

☐ Illness

☐ Doctor Appointment

☐ Dentist Appointment

☐ Family Responsibilities

☐ Other Reason

CANCEL SEND

REPORT AN ABSENCE OR LATE

1. Tap the **REPORT AN ABSENCE** button.
2. Select a student by tapping their name.
3. Select an absence type (Full Day, Late, Early Departure, Leave and Return)
4. Make sure to enter your reasons for absence. If the **SEND** button is not activated, it means you've missed something.
5. Tap **SEND** to report the absence.

What type of absence is this?

Leave & Return

EDIT

Date of Absence

Thu 18 Oct 2018

Time of Departure

8:00 8:00 AM

Retu 7 59

8:00 8 00 AM

9 01 PM

Cancel Done

CANCEL SEND

EDITING AN ABSENCE OR LATE

If you have reported an absence in advance and decide that you need to edit the absence BEFORE the cut-off time on the day of the absence, follow these steps:

1. Tap the **absence** (in List View) or the day of the absence (in Calendar View), then **EDIT**.
2. Make the required changes then tap **SEND**.

If you need to change the details for an absence after the cut-off time on the day of the absence, contact the school directly.

DELETING AN ABSENCE OR LATE

If you have reported an absence in advance and decide that you need to delete the absence BEFORE the cut-off time on the day of the absence, follow these steps:

1. Tap the **absence** (in List View) or the day of the absence (in Calendar View), then **DELETE**.
2. Tap **Delete** to confirm that you want to delete the absence.

If you need to delete an absence after the cut-off time on the day of the absence, contact the school directly.

EXPLAINING AN ABSENCE

If your student is marked absent and you have not reported the absence in advance, you will be notified of the absence. You can use the mobile app to explain your student's absence.

EARLY DEPARTURE

Early Departure can be used If the student is going to leave the school early or it can also be used to report Half day absences. For example If the student will be away for the afternoon, report an Early Departure, with the departure time being the end of morning classes.

To Report Early Departure

1. Click Report an Absence
2. Select the student you are reporting absence for
3. Select the reason for Early Departure
4. Select the Date of Absence
5. Select the Time of Departure
6. Click Send

ROGERS 1:39 PM Bobby Brady

What type of absence is this?

Early Departure Doctor Appointment EDIT

Date of Absence

Mon 25 Mar 2024

Mon 25 Mar 2024

Tue 26 Mar 2024

Wed 27 Mar 2024

Time of Departure

1:30 PM

11 28 AM

12 29 AM

1 30 PM

2 31 PM

3 32 PM

Cancel Done

CANCEL SEND

LEAVE AND RETURN

Leave and Return should be used when you know the student is out of school for some time and will return.

To Report Leave and Return

1. Click Report an Absence
2. Select the student you are reporting absence for
3. Select the reason for Leave and Return
4. Select the Date of Absence
5. Select the Time of Departure
6. Select the Returning to School at time
7. Click Send

ROGERS 1:39 PM Bobby Brady

What type of absence is this?

Leave & Return Dentist Appointment EDIT

Date of Absence

Mon 25 Mar 2024

Mon 25 Mar 2024

Tue 26 Mar 2024

Wed 27 Mar 2024

Time of Departure

11:30 AM

Returning to School at

1:00 PM

CANCEL SEND

MANAGE PIN SETTINGS

Parents/guardians may assign their own 4-digit Personal Identification Number (PIN) to an individual student through their SchoolMessenger app. If guardian assigns a student a PIN, this number will need to be entered before an absence can be reported or explained for this particular student when using the SafeArrival phone system (using a mobile device or a landline). This provides an additional layer of security and prevents students from reporting their own absences.

WHEN TWO OR MORE PARENTS/GUARDIANS ARE CONNECTED TO A STUDENT

Once a PIN is set for a child, a PIN must always be used to report or explain that child's absences. Multiple guardians connected to the same students can share and use the same PIN, or they can set their own individual PINs for the same student. All PINs assigned will work when reporting or explaining an absence for that child.



Note: PINs are not linked to the phone number used by the parent to report an absence or to the mobile device they use to access the app. Instead, PINs are managed within the app itself. Any guardian associated with the student who knows or has set a PIN for that child can report or explain an absence for the student, regardless of the device or landline they use.

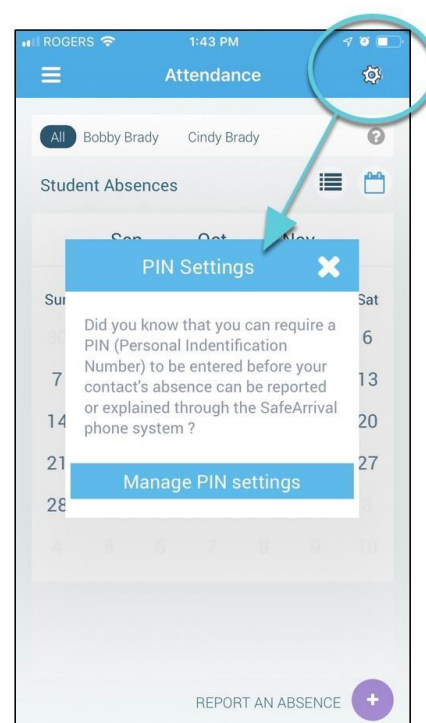
For parents/guardians who do not use the SchoolMessenger app, staff with access to the SchoolMessenger Communicate Contacts page can manage the PIN settings.

SET A PIN FOR A STUDENT

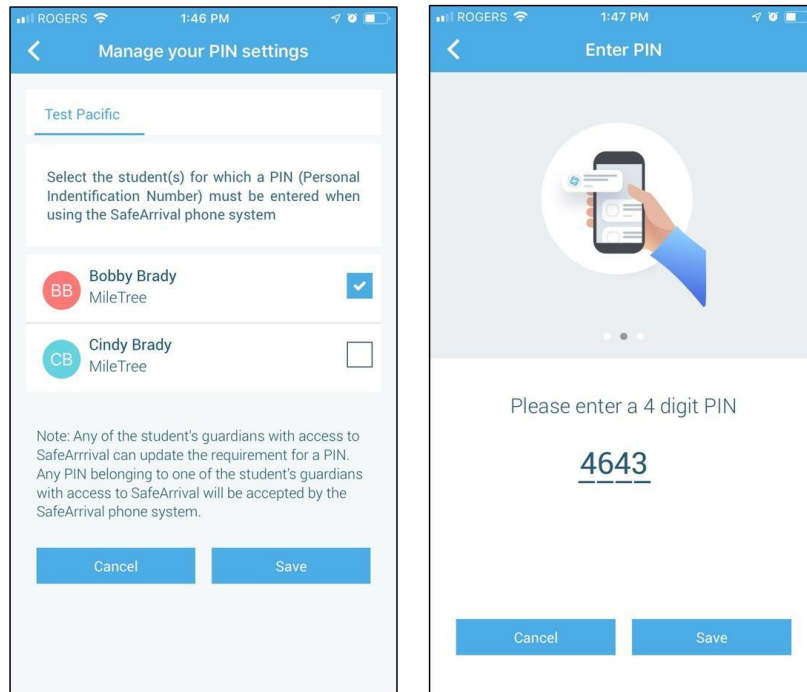
Using the mobile app, tap the **gear icon** in the upper right-hand corner of the Attendance page. You will be shown a brief description of PIN settings. Tap the **Manage your PIN settings link** to continue.

On the Manage your PIN Settings screen, you cannot choose a school, you can only choose the student. The parent will see a list of his/her students and will be able to tap the checkbox to request that a PIN be required for when reporting and explaining absences for this student by phone. A 4-digit PIN can then be entered. Changes made on this screen will be saved automatically.

1. Tap the **eye icon** to see the PIN.
2. Tap the **edit icon** to modify the PIN.

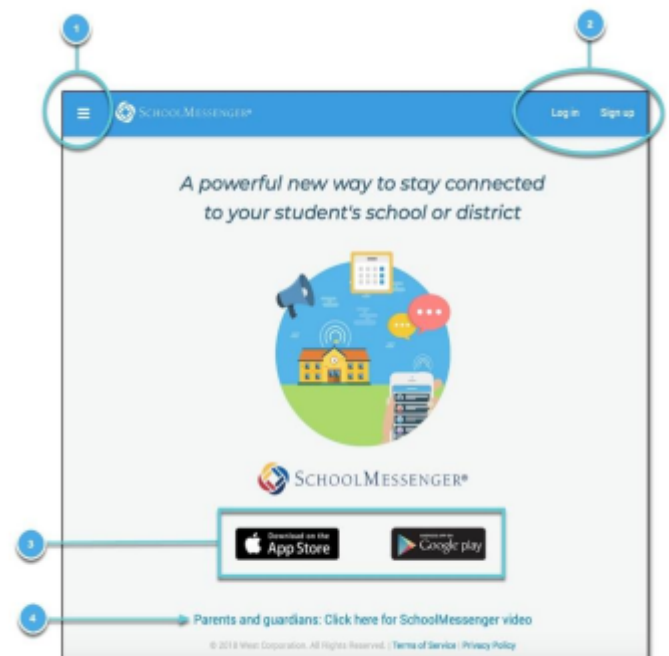


This screen will be slightly different for school Boards who do not use the Guardian Data Model. In that case, a separate PIN is required for EACH student.



SCHOOLMESSENGER- WEBSITE

1. Click the **menu icon** to access more options.
2. Click either **Log in** or **Sign up** to access the SchoolMessenger app.
3. Download the mobile app from either Apple's App Store or Android's Google Play page.
4. Click the **link** for a quick informational video.

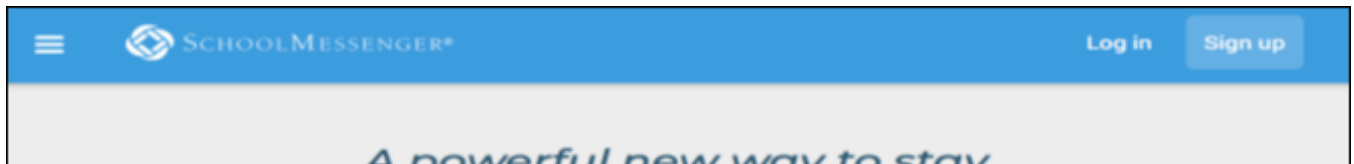


CREATING A SCHOOLMESSENGER APP ACCOUNT ONLINE

You can either sign up using Mobile app ([Process to Sign up](#)) or use the website.

PROCESS TO SIGN UP USING SCHOOLMESSENGER

1. Enter the following URL in your browser's address bar: **go.schoolmessenger.ca**
2. Click **Sign up** on the menu.



To log into the SchoolMessenger app:

1. Tap the **Log In button**.
2. Enter the email address you used to register in the SchoolMessenger app.
3. Enter your password.
4. Tap your **location**.
5. Tap the **Log In button**.

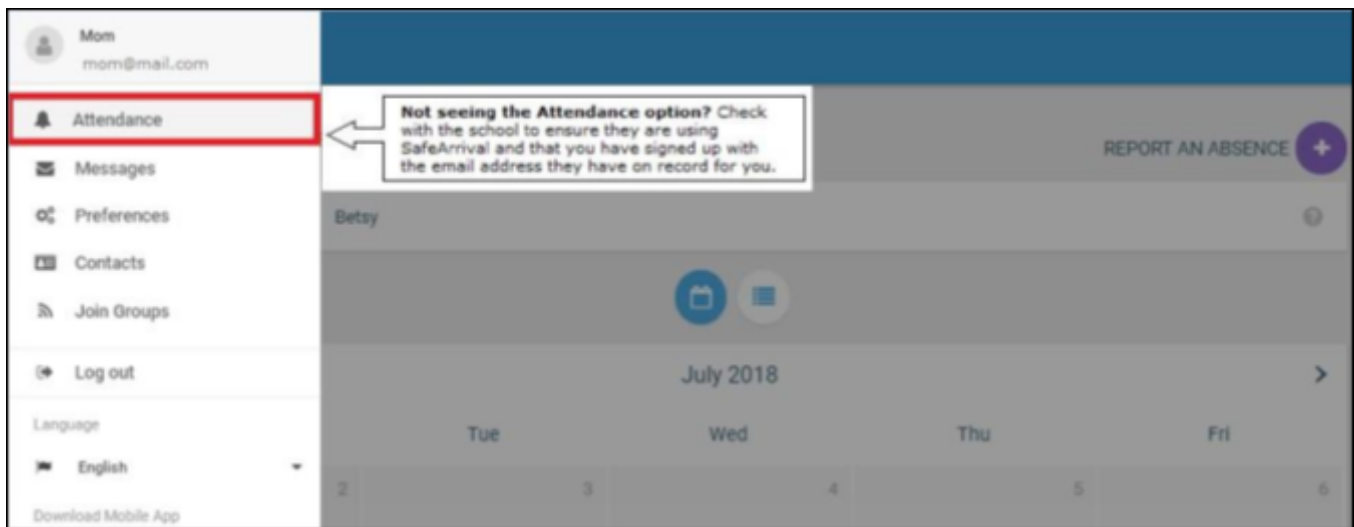
Tap on the **Forgot your password? link** if you forgot your password. An email will be sent to you allowing you to register a new password.

REPORTING ABSENCES- USING SCHOOLMESSENGER WEBSITE

If your email address is associated with at least one child in a school that is actively using SafeArrival, you will see the  **Attendance** option on the menu.



Note: If you don't see the Attendance option or your children, go to the Contacts page and click the **"Synchronize contacts with your school"** link to upload the most up-to-date information. If that doesn't work, check with the school to ensure they are using SafeArrival and that you signed up with the email address they have on record for you.

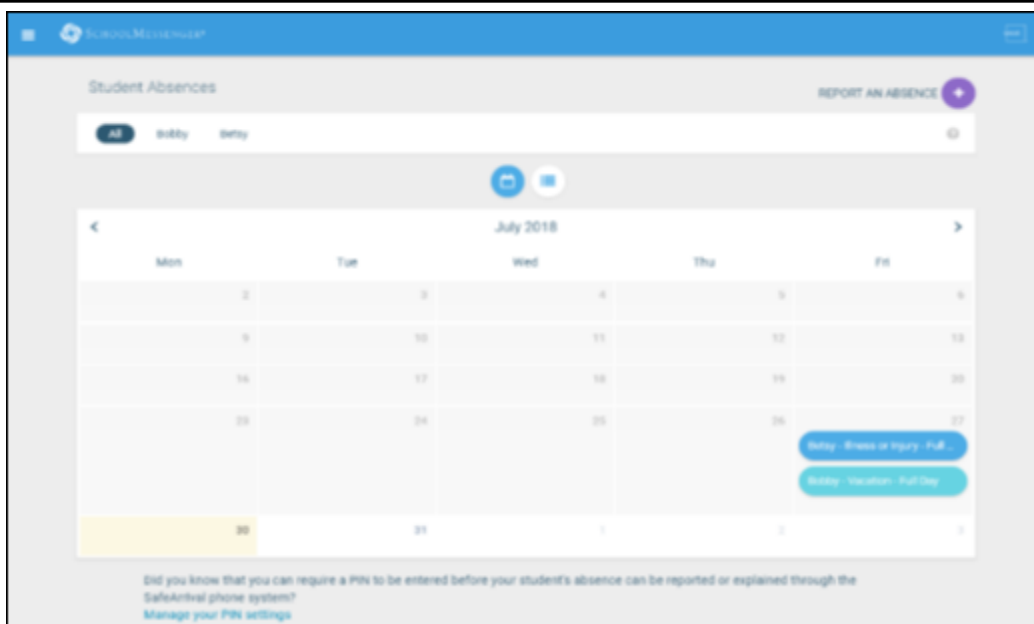


VIEWS

You can review and edit your child's reported absences in two views: Calendar and List View. Select the student's name in the Student Absences section to filter submitted absences displayed.

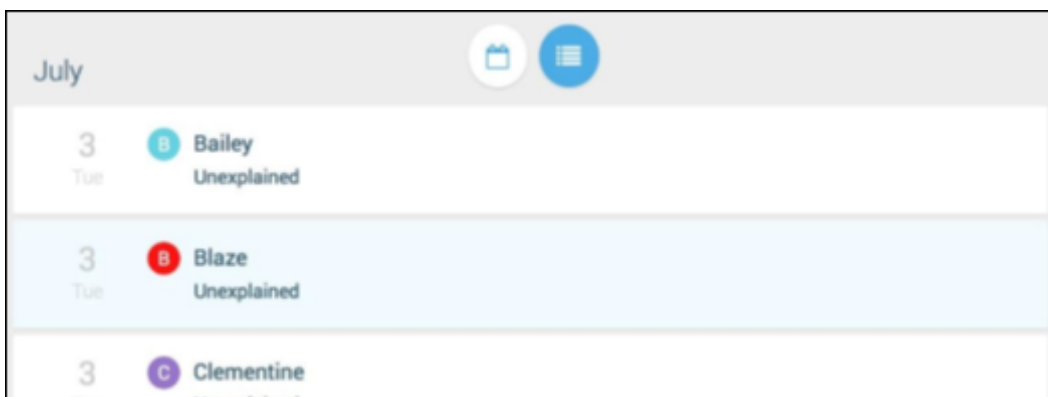
CALENDAR VIEW

Click the  icon to see your child's absences in a calendar. To go to the previous or next month, click the < or > at the top of the calendar.



LIST VIEW

Click the  icon to view your child's absences in a list. To scroll through the list of absences, use the scroll bar on the right-hand side of the screen to move the list.



ABSENCES

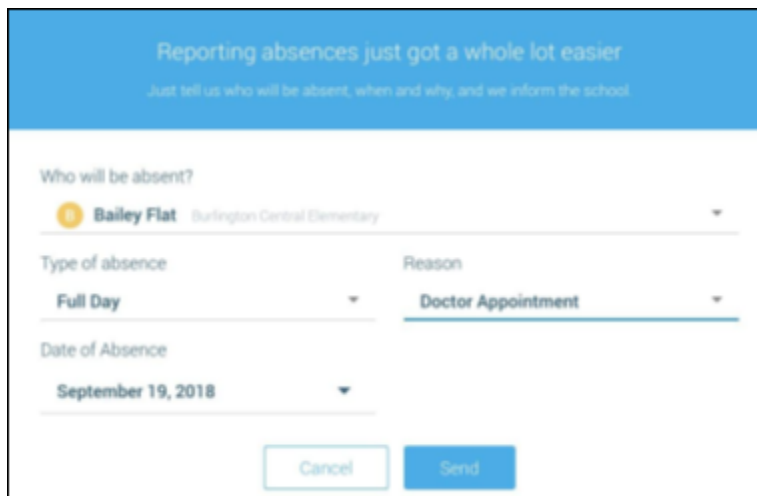
Absences can be reported in advance for the school year. On the day of the absence however, absences cannot be reported after the school's cut-off time. The cut-off time is determined by the school and may vary. If SafeArrival tells you it is past the cut-off time for reporting absences for the current day, you will need to contact the school directly.

REPORTING AN ABSENCE

1. Select 
2. Be sure to enter your selections for all the requested items:

- Select which student will be absent.
- Select the type and reason for the absence.
- Select the date(s) and any time(s) of the absence.

If the **Send button** is not activated, it means you've missed something.



Reporting absences just got a whole lot easier
Just tell us who will be absent, when and why, and we inform the school.

Who will be absent?
Bailey Flat Burlington Central Elementary

Type of absence Reason
Full Day Doctor Appointment

Date of Absence
September 19, 2018

Cancel Send

3. Select **Send** to report the absence.

EDITING AN ABSENCE

Follow [Editing An Absence](#)

DELETING AN ABSENCE

Follow [Deleting An Absence](#)

EXPLAINING AN ABSENCE

Follow [Explaining An Absence](#)

SET A PIN FOR A STUDENT

Using the SchoolMessenger app website, parents click the **Manage your PIN settings** link at the bottom of the Attendance page.

Did you know that you can require a PIN to be entered before your student's absence can be reported or explained through the SafeArrival phone system?
[Manage your PIN settings](#)

On the SafeArrival PIN Settings screen, the parent can choose the school board in which the student is enrolled (if the parent has students enrolled in more than 1 district). The parent will see a list of his/her students and will be able to tap the checkbox to request that a PIN be required for when reporting and explaining absences for this student by phone. A 4-digit PIN can then be entered.

1. Click the “**eye**” icon to see the PIN. Tap the **PIN** to modify the it.
2. Click **Save** to save any changes.

This screen will be slightly different for Districts who do not use the Guardian Data Model. In that case, a separate PIN is required for each STUDENT.

SafeArrival PIN Settings

SafeArrival 1 SafeArrival 2

Select the student(s) for which a PIN (Personal Identification Number) must be entered when using the SafeArrival phone system.

☒ B Bailey Tester

Your 4-Digit PIN 2 2 2 3 |

Note: Any of the student's guardians with access to SafeArrival can update the requirements for a PIN. Any PIN belonging to one of the student's guardians with access to SafeArrival will be accepted by the SafeArrival phone system.

Cancel Save