

SafeArrival – Reporting Student Absences

Dear Parents/Guardians,

To enhance our existing absence-checking procedure, we are introducing **a new, more efficient** student absence reporting system called **SafeArrival**. This new system will reduce the time it takes to verify student attendance, make it easy for you to report your child's absence and easy for staff to respond to unexplained student absences.

With **SafeArrival**, you are asked to report your child's absence in advance using any of these 3 convenient methods:

1) On your mobile device:

- a) Using your mobile device, download and install the **SchoolMessenger Home** app from the [Apple App Store](#) or the [Google Play Store](#). Download the app with the following icon: 
- b) The first time you use the app, select **Sign Up** to create your account.
- c) Select **Attendance** then **Report an Absence**.

2) Use the SchoolMessenger website:

- a) Go to the [SchoolMessenger website](#). The first time you use the website, select **Sign Up** to create your account.
- b) Select **Attendance** then **Report an Absence**.

3) By telephone:

- a) Call the toll-free number **780-955-4526** to report an absence using the automated phone system.

These options are available 24 hours/day, 7 days a week. Future absences can be reported at any time.

The automated notification system will attempt to contact parents at multiple contact points (email, text, push notification & phone call) until a reason is submitted for the absence. If our system is unable to reach the designated contacts, office staff will follow up.

If you report your child's absence in advance using the **SafeArrival** toll-free number, website or mobile app, you will NOT receive these notifications.

Starting **Wednesday August 27, 2025**, please report absences in advance using **SafeArrival** instead of sending notes or calling/emailing the school.

Starting **Wednesday August 27, 2025** staff will begin using the **SafeArrival** notifications to let you know if your student is absent and the absence is unexplained.

Please download the SchoolMessenger Home app or sign into the website before this date. If you are having trouble logging in, please contact your school.

If you do not already receive text message from your school and would like to start, please ensure your school has your mobile phone number and then text "Y" to 978338. (Standard message and data rates may apply.)

Thank you for your patience and cooperation as we implement this new system.