



# Using the SchoolMessenger App for SafeArrival

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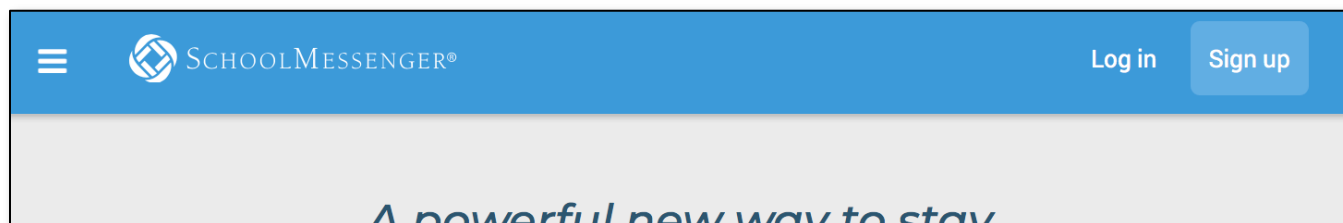
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## Introduction

With a quick and easy account sign-up, parents/guardians with students enrolled in schools using SafeArrival can use the SchoolMessenger app to report and explain absences.

## Creating a SchoolMessenger App Account



Choose one of these options for using the SchoolMessenger app:

1. **Mobile:** Download the SchoolMessenger app from the **Google Play Store** OR **Apple App Store**.
2. **Web:** Open your browser and go to:

[go.schoolmessenger.com](http://go.schoolmessenger.com) (for US school districts)

[go.schoolmessenger.ca](http://go.schoolmessenger.ca) (for Canadian school districts).

## Sign Up

1. Click **Sign Up** on the menu.



**Important:** Use an email address that the school has on record for you.

2. Enter your email address, your location and a password.

An email will be sent to you. Click the link in the email to verify your account.



**Note:** the link in the email is only valid for 24 hours. If you don't click the link and log into the SchoolMessenger App within that time period, it will expire and be of no further use. You will have to restart the registration process and have a new email sent to you with a new link.

As your information is registered in the school or district 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.

Your school's district admin will configure your message settings and what features you will see when you log in.

### Sign up

Use the same email address your school has on record. If you wish to use a different one, please contact your school and ask them to update your email address.

**Email**  
gchalmers@springfieldisd.com

---

**Password**  
.....

One lowercase letter    One number  
One uppercase letter    6 - 255 characters

**Location**  
United States

Is your school in Canada? [Switch location](#)

Sign up

Have an account? [Log in](#)



## Log In

To log in to the SchoolMessenger app:

1. Click **Log in** on the menu bar.
2. Enter the email address, password and location you used to register in the SchoolMessenger app.

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

If your school district is in Canada, click **Switch location (on the website) or tap CANADA in the mobile app.**

Log in

Email  
gchalmers@springfieldusd.com

Password  
.....

Location  
 United States


Is your school in Canada? [Switch location](#)

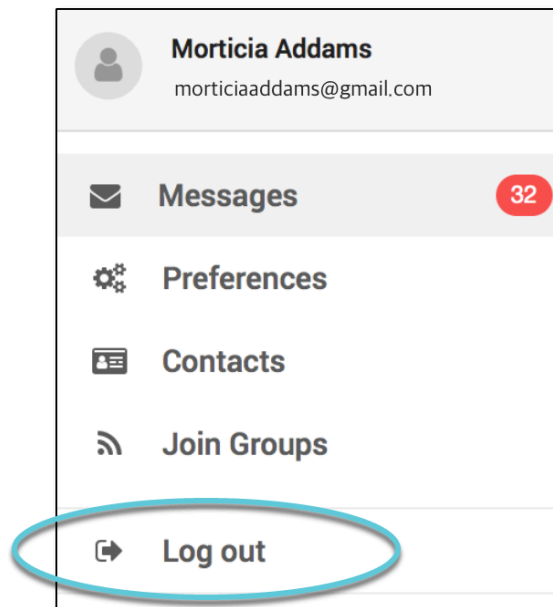
[Forgot your password?](#)

[Log in](#)

Not registered yet? [Sign up](#)


## Log Out

1. Click the  icon in the upper left corner of your screen.
2. Click **Log out**.





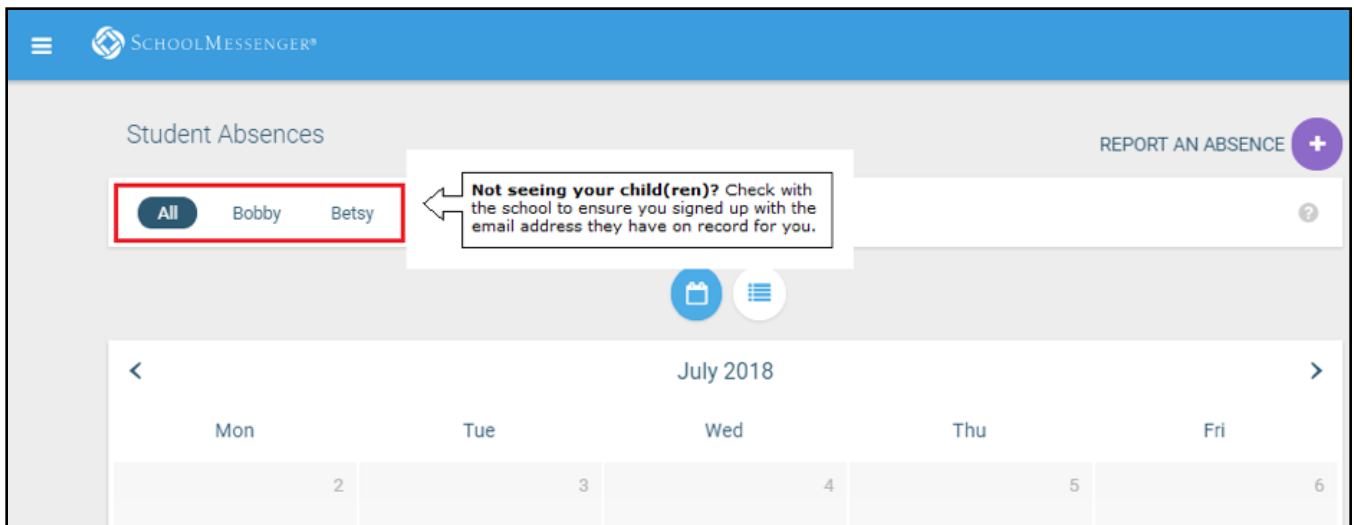
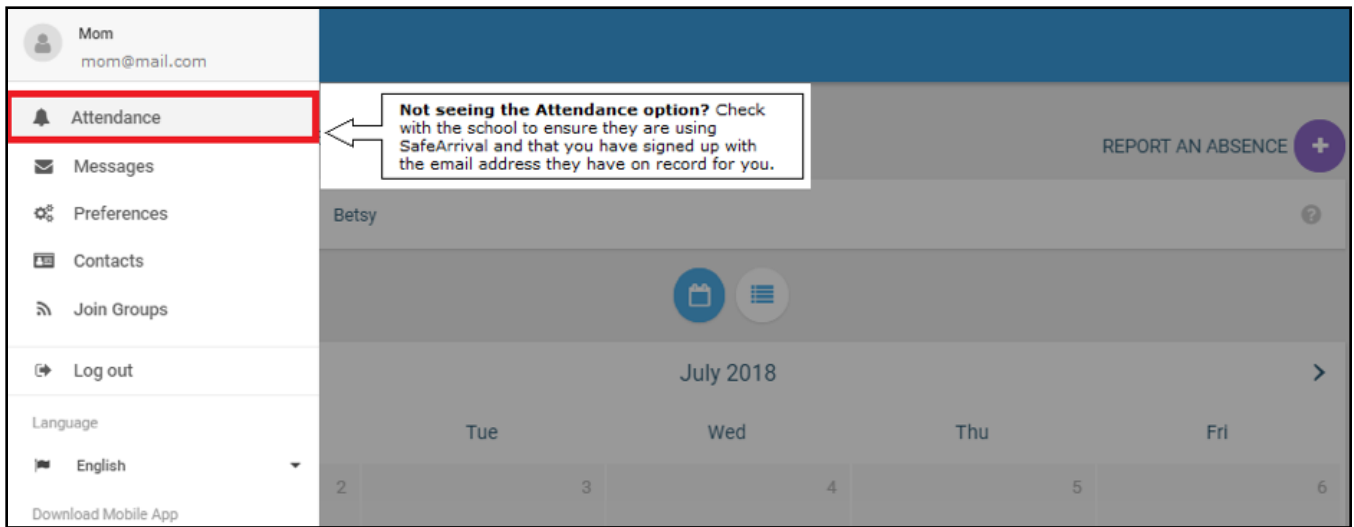
## Attendance

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. This is shown at the top of the screen on the website or in the menu that is displayed when you tap the menu icon in the top left corner of the mobile apps.



**Note:** If you do not see the **ATTENDANCE** menu or your student(s), please check with the school to make sure you are using the email address that they have on record for you.

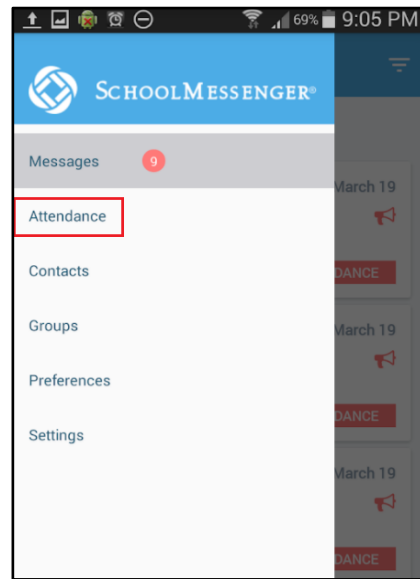
## Website Example



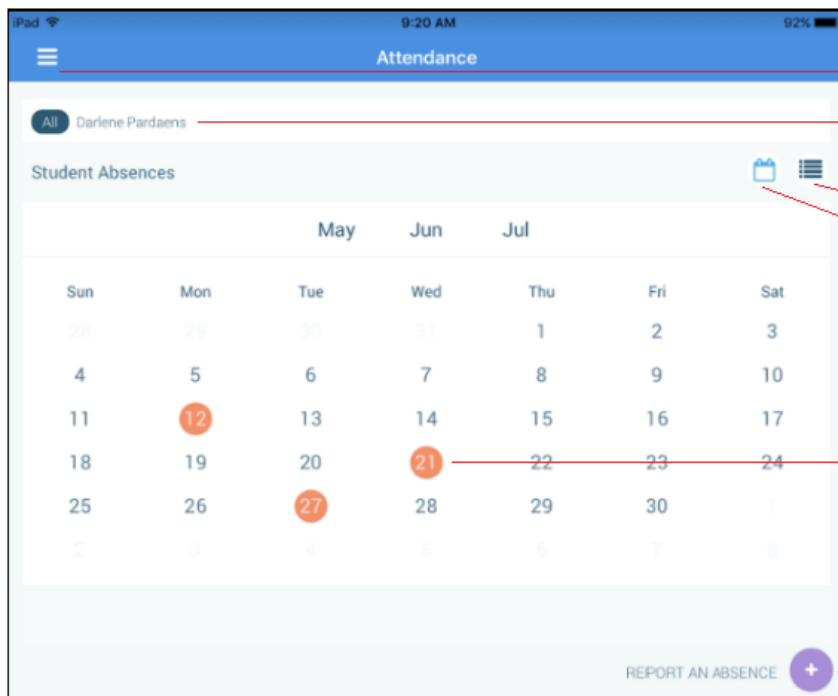


## Android Example

Select **Attendance** to go to the Attendance page.



## iOS Example



the main menu icon

select All to see all your children's absences or select one child to see just his/her absences

select the List icon to see absences in list format

select the Calendar icon to see absences in calendar format

tap a highlighted date to see the details of the absence, or to edit/delete the absence

tap + to report an absence



## Calendar View

To go to the previous or next month:

- In the iOS app, swipe left or right.
- In the Android app, tap the name of the previous or next month.
- On the website, click the < or > at the top of the calendar.

## List View

To scroll through the list of absences:

- In the iOS or Android app, tap the list and drag your figure up or down the screen to move the list.
- On the website, use the scroll bar on the right-hand side of the screen to move the list.

## Reporting an Absence

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.

Follow these instructions to report an absence using SafeArrival:

1. Select 

2. Be sure to enter your selections for all of the requested items. If the **Send** button is not activated, it means you've missed something.

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



## Website Example

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?  
B Bailey Flat Burlington Central Elementary

Type of absence: Full Day  
Reason: Doctor Appointment

Date of Absence: September 19, 2018

Cancel Send

## Editing an Absence

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

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/click 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 apps or website to explain your student's absence.





## Push Notifications

If you would like to receive absence notifications directly to the SchoolMessenger app on your mobile device:

1. Go to the **Settings** menu.
2. Tap **Push Notifications**.
3. Tap the name of your child's school district.
4. Tap **Attendance** as a type of message that you want to receive as push notifications.

## Manage PIN Settings

Parents/guardians may choose to require that a 4-digit Personal Identification Number (PIN) be entered before an absence can be reported or explained for individual students when using the SafeArrival phone system. This provides an additional layer of security and also prevents students from reporting their own absences.

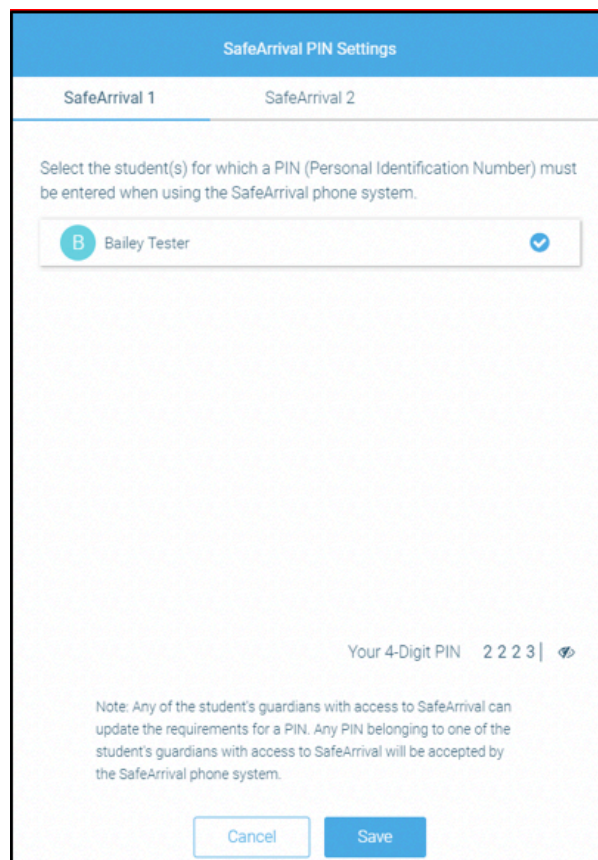
For parents/guardians who do not use the SchoolMessenger app, staff with access to the SchoolMessenger Communicate Contacts page can manage the PIN settings.

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

On the SafeArrival PIN Settings screen, the parent can choose the district 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. Tap the **"eye" icon** to see the PIN. Tap the PIN to modify the it.
2. Click **Save** to save any changes.

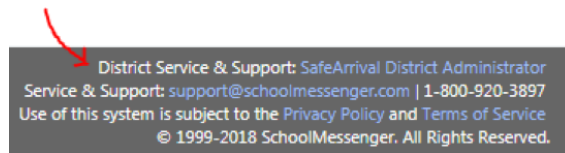
This screen will be slightly different for Districts who do not use the Guardian Data Model. In that case, a separate PIN is required for each STUDENT.





## Questions?

If you have any questions regarding SafeArrival, please **contact your SafeArrival District Administrator FIRST.**



Check the bottom right-hand corner of the SafeArrival website for the District Service & Support link. Click **SafeArrival District Administrator**. This will allow you to send an email request to your SafeArrival District Administrator(s).

If you do not see this link, you should have been provided a District person to contact for help with SafeArrival.

If needed, your SafeArrival District Administrator will then contact SchoolMessenger Solutions Support.

### [SchoolMessenger Solutions Support](#)

800-920-3897

[support@schoolmessenger.com](mailto:support@schoolmessenger.com)