

## Frequently Asked Questions

# SafeArrival for Families FAQ

### 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 app (free)

1. Review & Update your email address via: Home Access Center > Registration> Update Registration form.
2. Get the app from the Apple App Store or the Google Play Store (or from the links at <https://go.schoolmessenger.com>).
3. Tap **Sign Up** to create your account.
4. Select **Attendance** from the menu, and then select **Report an Absence**.

#### Web and Mobile Web: [go.schoolmessenger.com](https://go.schoolmessenger.com)

1. Review & Update your email address via: Home Access Center > Registration > Update Registration form.
2. Go to the website.
3. Click **Sign Up** to create your account.
4. Select **Attendance** from the menu, then select **Report an Absence**

#### Interactive Toll-free Phone

1. Call the toll-free, interactive telephone system.  
Ph: 1-844-413-8801
2. Follow the instructions to report an absence.

Absences can be reported in advance:

- 24 hours/day
- 7 days a week
- For any school day in the school term
- Up to the cut-off time on the day of the absence.

Whenever an absence is reported or updated, you will receive a confirmation notice by email and/or text message (assuming you have provided up-to-date contact information to the school via Home Access Center).

If you don't report your child's absence in advance, the automated notification system will try to contact you (using your communication preferences if you have set them up in the SchoolMessenger 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 phone line, 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.***

**IMPORTANT Notes if having trouble submitting absences with the SchoolMessenger App:**

1. **Be sure you have latest version of the App**
2. **Close and Restart your App**
3. **Be sure you are using contact information in Home Access**

## Why do I need a SchoolMessenger app account?

A SchoolMessenger app account is not required to use the toll-free phone line to report absences. However, 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).

## Safe Arrival common Q & A:

Can anyone who knows my phone number report an absence using the phone system? Including my child?

- Yes, anyone who uses a phone that is registered for your student in Home Access or anyone who can enter a phone number that is registered for your student can report an absence for your student. (This is really no different than now though as students can email in absence reports or disguise their voices on the voicemails.)
- If you have not already done so, we strongly recommend that you provide, and update, your email address in Home Access so that whenever an absence is reported or updated, you will receive an email confirmation notice.
- If you use the app or web page you can easily see student absences, to be sure your students are only out when you report them out.
- You can add a requirement for a PIN to be entered before an absence can be reported or explained for a student. This can be done on the Attendance page of the SchoolMessenger app (mobile app-click the gear icon or web-click the link at the bottom of the page) or by making this request to the school
- It's imperative that your phone number AND email are correct in Home Access to make this work. See below:

The screenshot shows the Hilliard City Schools Home Access portal. The top navigation bar includes 'Home', 'Attendance', 'Classes', 'Grades', 'Student Support', and 'Registration'. Below this, there are tabs for 'Demographic', 'Update Registration', and 'Fees'. The main content area is titled 'Contacts' and is divided into two sections: 'Student' and 'Guardian'. Each section has two columns of contact information. The 'Student' section includes 'Student Address' and 'Student Mailing Address'. The 'Guardian' section includes 'Guardian' information. Red boxes highlight the 'Home Phone' fields in both the Student and Guardian sections.

Student	
Student Address	Student Mailing Address
Hilliard, OH 43026	Hilliard, OH 43026
Email:	Email:
Home Phone:	Home Phone:

  

Guardian	
Guardian	Guardian
Hilliard, OH 43026	Hilliard, OH 43026
Email:	Email:
Home Phone:	Home Phone:

## How do I use the toll-free phone line?

When you call the toll-free phone line, follow the instructions for reporting an absence.

If the phone number you are calling from matches a phone number on file with the school for your student(s), you will hear your student'(s) name(s). If the system doesn't recognize your caller ID, you will be asked to enter the student's home phone number.

If you have difficulty using the toll-free phone line, please consider using the SchoolMessenger mobile app or website. Otherwise, contact the school directly.