Schools introduce SafeArrival absence reporting tool

What is Safe Arrival?
SafeArrival is an absence-reporting system that improves student safety and makes it easy for parents/guardians to let the school know about your student's absence. Parents and guardians are asked to report your student's absence in advance whenever possible using a mobile app, a website, or an interactive toll-free phone number.

Absences can be reported in advance:
- 24 hours a 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 (usually before first bell)

How does it work?
The new student absence reporting system will let you use a mobile app, a website, or an interactive toll-free phone number to report an absence in advance. These options are available 24 hours a day, 7 days a week. Future absences can be reported at any time.

There are three ways you can report your student's absence in advance:
1. Using your mobile device, download and install the SchoolMessenger blue app from the Apple App Store or the Google Play Store or from [School Messenger website](#) or you can select it from within the LDSB mobile app. The first time you use the app, select Sign Up to create your account. Please ensure you use the same email address your student's school has on file. If you do not use that same email address, you will not be able to create an account. You may have already created an account when we introduced the Communicate broadcast system. Select Attendance, then Report an Absence.
2. Using the [School Messenger website](#). The first time you use the website, select Sign Up to create your account. Please ensure you use the same email address your student's school has on file. If you do not use that same email address, you will not be able to create an account. You may have already created an account when we introduced the Communicate broadcast system. Select Attendance then Report an Absence.
3. Calling 1-855-257-9349 toll-free to report an absence using the automated phone system. If the phone number you are calling from matches a phone number on file with the school for your student, you will hear your student's name. If the system doesn't recognize your caller ID, you will be asked to enter the student's home phone number.

What happens if I did not report my student's absence ahead of time?
If your student is marked absent and the absence has not been reported in advance, our new SafeArrival system will attempt to reach the student's priority contact by telephone to confirm the absence. If our system is unable to reach the designated contacts, school office staff will follow up.

If you don't want to receive notifications when your student is absent, be sure to report their absence in advance. If you do receive notifications of your student'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.

When will I receive notification of my student's absence?
If you report your student's absence in advance, you will not receive a notification. If your student is in elementary school, you will receive a notification in the morning. For families with secondary students, you will receive a message after first period (about 10:30 a.m.) if they were absent first thing in the morning. If your student is absent for subsequent periods, you will receive a notification at the end of the day, around 6 p.m.

What if I know my student is absent, but I am not receiving notifications?
If you report your student's absence in advance, you will not receive a notification. If you are not receiving messages, it is likely that your student's school has incorrect contact information for you. If your contact information changes throughout the school year, please provide this information directly to your student's school.

How can I unsubscribe to messages?
Parents/guardians may unsubscribe to general messages sent via the Communicate broadcast tool within School Messenger. The bottom (footer) of every email contains a link to unsubscribe. You can also set your communication preferences by logging into your School Messenger account (online or via the app). Parents/guardians cannot, however, unsubscribe from attendance notifications.