

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. Ensure your current email address and phone number is in Skyward Family Access.
2. Get the app from the Apple App Store or the Google Play Store.
3. Tap **Sign Up** to create your account. Use the email address that is in Skyward Family Access and create a strong and complex password.
4. Select **Attendance** from the menu, and then select **Report an Absence**.

*If you do not see the **Attendance** option within the app, you will need to go to the **Contacts** option and sync your contacts. This will only sync the app with the contacts that are on file in Skyward Family Access and NOT the contacts on your smart device.*

Web and Mobile Web: go.schoolmessenger.com

1. Ensure your current email address and phone number is in Skyward Family Access.
2. Go to the website.
3. Click **Sign Up** to create your account. Use the email address that is in Skyward Family Access and create a strong and complex password.
4. Select **Attendance** from the menu, then select **Report an Absence**

Interactive Toll-free Phone: **1-877-491-2703**

1. Call the toll-free, interactive telephone system.
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.

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 3 methods listed above or during the phone call notification itself.