



SCHOOLMESSENGER®



## **Thames Valley DSB – NEW SchoolMessenger Safe Arrival Student Attendance Reporting System - Elementary Schools**

Commencing September 2018, parents/guardians are to report student absences using SchoolMessenger Safe Arrival. **In July**, parents/guardians will have access to set up an account in SchoolMessenger by:

- 1. Accessing SchoolMessenger online**  
Navigate to [www.tvdsb.ca/schoolmessenger](http://www.tvdsb.ca/schoolmessenger) (please add to your bookmarks/favourites). Click Sign Up and follow the instructions to set up your account. Within minutes, you will receive an email with a link to complete the Sign Up process.
- 2. Accessing SchoolMessenger using the Smartphone App (recommended for time efficiency purposes)**  
After setting up an account through [www.tvdsb.ca/schoolmessenger](http://www.tvdsb.ca/schoolmessenger), download the SchoolMessenger app through the App Store or Google Play Store and log in using the credentials used after validating your account online.
- 3. Accessing SchoolMessenger by Phone**  
Parents/guardians who do not have access to a computer can access the system by calling 1-844-305-3756 (toll free) to report absences.

### **Process for Reporting an Absence**

Absences are to be reported prior to the start of the school day by selecting one of the following absence types:

- Full Day
- Late
- Early Departure
- Leave & Return
- Multiple Day

After selecting an absence type, you will then be given a list of options to choose for a reason. These options will vary by the type of absence selected.

**\*If reporting the absence by phone, it is necessary to remain on the line until you receive a confirmation number. This number confirms that the absence has been reported to the school.\***

A confirmation email will be sent to parents/guardians containing the details of the reported absence.

**\*Parents/Guardians of elementary students are still required to personally sign their students in/out of the school office for a Late Arrival or Early Departure.\***

Student safety is a priority and if a student is absent and a parent/guardian does not report it through SchoolMessenger, automated communications will be sent to the parent/guardian in the following sequence (text/email then phone call) until a response is received from the parent/guardian. During this communication, the parent/guardian can interact with the system to provide a reason for the absence. **It is necessary to remain on the line until a confirmation number is given.** To ensure student safety, the automated system will continue to attempt to contact the parent/guardian until a reason for the absence is reported. The school secretary will make personal calls to those families who have not been contacted by the automated system.