

SAFE ARRIVAL TECHNICAL ISSUES

Safe Arrival is experiencing issues with the Safe Arrival APP and website. Some users that have previously used the app and website successfully, are now receiving a message that there is no phone number attached and/or students have disappeared from the APP. Safe Arrival is working on resolving this issue.

The first step when experiencing these technical difficulties, is to try and refresh the APP by going to Menu>Contacts>Refresh (sync symbol on the top right). If this doesn't work, parents will need to reset their password. The password reset link is on the APP and on the website sign in pages. Once the parent clicks the reset password link, they will receive an email to reset their password which will take them to the website to reset it. This should fix the problem. The parent may still have to go to Menu>Contacts>Refresh (sync symbol on the top right).