

# SAFEARRIVAL AND THE SCHOOLMESSENGER COMMUNICATION PLATFORM

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As a school in the HWDSB, one of our greatest priorities is ensuring that all students safely arrive at school every day.

Please register for SafeArrival, a student absence reporting system within the SchoolMessenger communication platform. SafeArrival makes it easy for families to report student absences and allows school staff to respond quickly and thoroughly to all unexplained absences through notifications. SchoolMessenger will also notify you of other important announcements.

Follow the steps below to **create an account** and **set your preferences**:

1. **Download the SchoolMessenger App**, or visit [go.schoolmessenger.ca](http://go.schoolmessenger.ca).
2. **Create an account** (using the email address you have on file with your child's school).
3. Once you are logged in, go to **Preferences** on the left-hand menu and turn on/off phone, text, or email for each message type.

Use the **SchoolMessenger app** and website so that you receive messages in one or more of these ways:



**Phone**  
(Home, cell or both)



**Email**



**Text**



**SchoolMessenger  
App/Website**

For each of the following message types:

- **Attendance**
- **General**
- **Non-School Hours Emergency**
- **SafeArrival**
- **School Hours Emergency**
- **Survey**

**With SafeArrival, families report a child's absence one of three ways:**

1. Use the **SafeArrival website**, [go.schoolmessenger.ca](http://go.schoolmessenger.ca). Select **Attendance** then **Report an Absence**
2. Using your mobile device, download and install the **SchoolMessenger app** from the Apple App Store or Google Play Store (or from [go.schoolmessenger.ca](http://go.schoolmessenger.ca)). Select **Attendance** then **Report an Absence**.
3. **Call the toll-free number 1-844-506-4350** to report an absence using the automated phone system.

These options are available 24 hours/day, seven days a week. If you have any questions or 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.