



Reporting Student Absences

Introducing SafeArrival

Available 24 hours a day, 7 days a week

SafeArrival is OCDSB's absence management system that allows families to use a **mobile app**, a **website**, or an **interactive toll-free phone line** to report a student's absence in advance. It enhances student safety, verifies absences in a timely manner, and improves notification time with parents and caregivers.

Sign Up (Only for App and Website)

Sign up for the SafeArrival system using the email address that your student's school has on record. If you do not use that same email address, you will not be able to create an account, or may not be able to see the 'Attendance' option.



1. Through the **SchoolMessenger app**

- Install the free SchoolMessenger app via Apple's App Store, Google's Play Store, or access it from within the OCDSB app.
- Tap Sign Up and follow the prompts to register your account.



2. Through the **SchoolMessenger website**

- Visit go.schoolmessenger.ca.
- Click on Sign Up (top right of the page) and follow the prompts to register your account.

If a student is marked absent and the absence hasn't been reported in advance, our SchoolMessenger system will attempt to reach you to confirm the absence.

REPORTING AN ABSENCE

Note: If the student is going to be late, select Full Day and then select Late. All students who are going to be late are marked as absent for the full day until they arrive and sign in through the school office.



Using the app

- Tap the three lines (☰) on the top left and then tap on Attendance. You will see the student names listed here.
- Click on the plus icon (+) at the bottom right where it says REPORT AN ABSENCE.
- Select the student's name and then select Full Day or Multiple Day.
- Choose the type of absence and then select the Date of Absence. For Multiple Day option select first and last date of absence.
- Tap SEND.
- You will now see the absence listed and also get a confirmation message.



Using the SchoolMessenger website

- Log in at go.schoolmessenger.ca.
- Follow the steps listed in the app. (Note: REPORT AN ABSENCE BUTTON is at the top right on the website)



Using a toll-free phone

Call 1-833-202-1417 toll-free to report an absence using the automated phone system and follow the prompts.

IMPORTANT:

Elementary & Intermediate Schools:

Same-day absences can only be reported until 30 minutes after the school start time. After that please call the school directly.

Secondary Schools:

Same-day absences can be reported until 4:00 p.m.

Learn more:

ocdsb.ca/SafeArrival