



SCHOOLMESSENGER®



Thames Valley DSB – NEW SchoolMessenger Safe Arrival Student Attendance Reporting System - Secondary 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 (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, 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.

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) to inform the parent/guardian of the unexplained absence. During this communication, the parent/guardian will be reminded that they can log into the system and provide a reason for the absence.