

Attendance Reporting Procedures - SchoolMessenger

Elk Island Catholic Schools in Fort Saskatchewan will be piloting a new version of the application which allows parents to report absences online or through an interactive callout. **Your child's safety is of paramount importance to us** - this new version of Safe Arrival is more streamlined than ever, using a new back-end connected directly to our SchoolMessenger communication service.

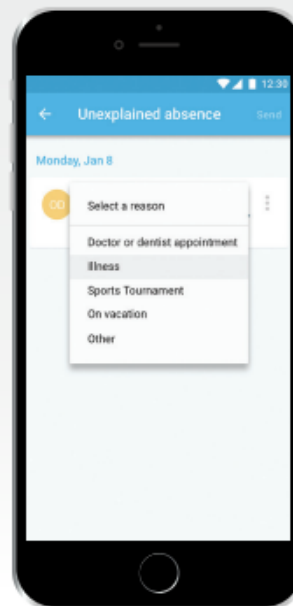
With SafeArrival, Excusing An Absence Is As Easy As 1-2-3

Thanks to SafeArrival's easy-to-use tools, every parent has the ability to excuse an absence quickly and with minimal effort. To excuse an absence in advance, parents simply need to:

1. Identify which child or children will be absent,
2. Select the date(s) and time(s) of the absence, and
3. Provide a reason from a pre-determined list of choices.

To excuse an absence after the fact, parents just need to provide a reason for their child's absence.

All of these steps can be taken care of with just a few taps inside the SchoolMessenger app (shown at right), by calling a toll-free phone line, or by using the web-based interface.



Sign up

Use the same email address your school has on record.
If you wish to use a different one, please contact your school and ask them to update your email address.

Email

Password

One lowercase letter One number
One uppercase letter 6 - 255 characters

Location

US United States

Is your school in Canada? [Switch location](#)

Sign up

To set up your new account, go to <https://go.schoolmessenger.com/#/account/signup> or download the SchoolMessenger App using Google Play or the App Store. **(Select Canada as Location)**

Use the email address on file at the school (the one you received this message on) to automatically be attached to your students in the division.

There are multiple ways to report an absence:

- Calling 1-844-478-2613
- Using the SchoolMessenger App
- Using the EICS App (after 03/20/2018) with the SchoolMessenger App installed on the phone
- Using <https://go.schoolmessenger.com>

There are some important features to note:

- You will receive an authentication email to verify your login. Click on the link, and update user settings by entering the information requested. Once complete you will be able to access your children in the App with the account credentials you created.
- This functionality is also being added to the EICS App (available on both Android and IOS), so you can access everything in one place, but it will still require that you have the School Messenger App installed on the phone to function.
- At **St. John XXIII Catholic School** attendance calls go out to parents in the morning at approximately 9:00 am, and again after lunch at approximately 12:40 pm, to all parents of students that are marked unverified. In order to prevent the automated phone calls, please make sure you are reporting your child's absence.
- This system will automatically update attendance at the school. On days where our office staff may be away – the system automatically overrides those students marked unverified, which will prevent attendance calls from going home at the end of the day.
- We experience a high volume of late students every morning. If your child is going to arrive after attendance is taken at 8:45, please make sure you are reporting it as a late/absence using the new system. If your child is late, and we are not aware, you will receive the automated calls until the late/absence is verified. All students that are late or returning from appointments need to check in at the office.
- For parents of our Afternoon ECS students, if your child is going to be absent or arrive after attendance is taken at 12:25, please make sure you are reporting it as a late/absence using the new system prior to 9:00 am. If your child is late/absent, and we are not aware, you will receive the automated calls until the late/absence is verified. All students that are late or returning from appointments need to check in at the office.
- If you receive one of these phone calls, it is important to follow the prompts to report the absence. Once complete you will receive a confirmation number. If at any point you try to circumvent the system (i.e. hanging up before you receive your confirmation number), the system will still view the absence as unverified, and you will continue to receive phone calls until you complete the process on the phone.

We understand that these automated calls may be frustrating, but we hope that you understand that it is our **first priority** every morning to ensure that all students are accounted for. Using this new tool helps us to expedite this process to ensure the safe arrival of all of our students.

If you have any changes to your contact information (ie. new phone numbers, cell phone numbers) please call or email the school so we can update the records for you.

Please note that if you are unable to enter a absence for your child using SchoolMessenger, please call the school and leave message at 780-998-7777.

Thank-you for your continued support.