



# Using the SchoolMessenger app for SafeArrival and Messages

Choose one of these three options for using the SchoolMessenger app:

1. Download the SchoolMessenger app from the Google Play Store
2. Download the SchoolMessenger app from the Apple App Store
3. Open your browser and go to [go.schoolmessenger.ca](http://go.schoolmessenger.ca) (for Canadian school districts).

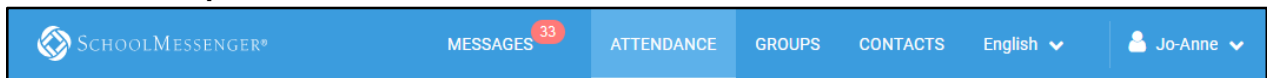
**Sign Up** for an account. Use the same email address that the school has on record for you. If you want to use a different one, please contact the school and ask them to update your email. Choose your password; it must contain at least one number, one uppercase letter, one lowercase letter and must be at least 6 characters. Verify your account by following the instructions in the email that is sent to you.

**Log In** to the app using your email address and the password that you created in the **Sign Up** step above.

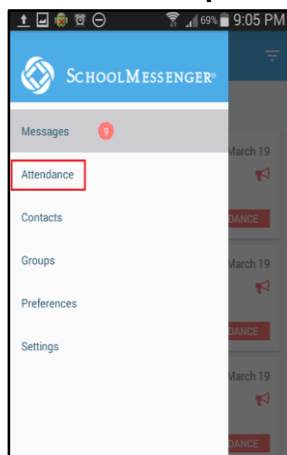
If your email address is associated with at least one child in a school that is actively using SafeArrival, you will see the ATTENDANCE option on the menu. This is shown at the top of the screen on the website or in the menu that is displayed if you click the menu icon in the top left corner of the mobile apps.

***NOTE:** If you do not see the ATTENDANCE menu or your students, please check with the school to make sure you are using the email address that they have on record for you.*

## Website Example



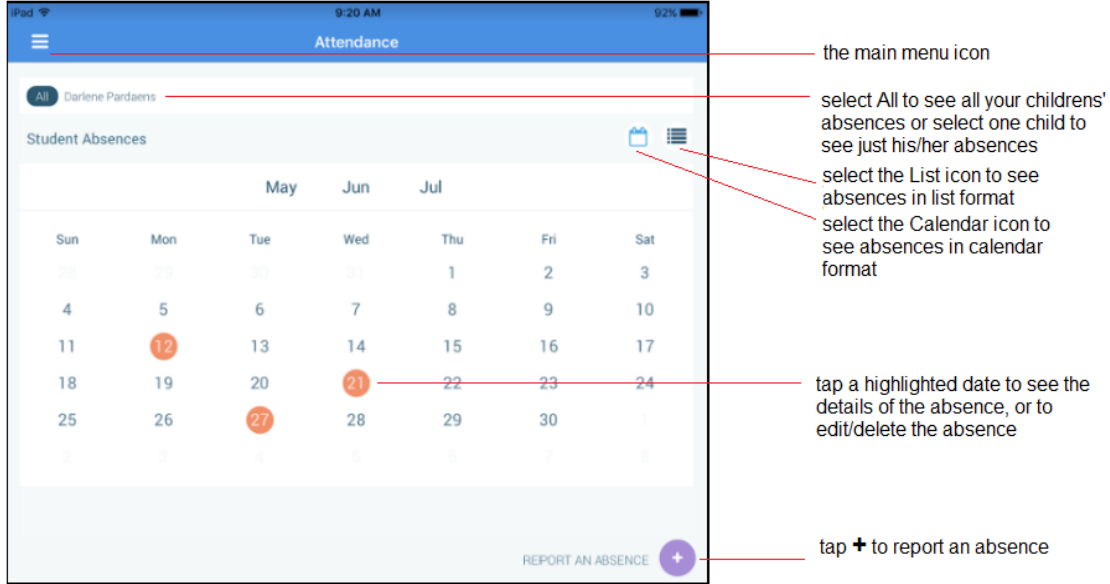
## Android Example





Tap/click **Attendance** to go to the Attendance page.

### iOS Example

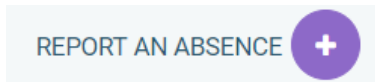


On the calendar view, to go the the previous or next month,

- in the iOS app, swipe left or right
- in the Android app, tap the name of the previous or next month
- on the website, click the < or > at the top of the calendar

### Reporting an Absence

To report an absence:



- Tap/click
- Be sure to enter your selections for all of the requested items. If the **Send** button is not activated, it means you've missed something.
- Tap/click **Send** to report the absence.



### Website Example

Reporting absences just got a whole lot easier  
Just tell us who will be absent, when and why, and we inform the school.

Who will be absent?  
 — select which student will be absent

Type of absence:  Reason:  — select the type of absence and the reason for the absence

Date of Absence:  Expected time of arrival:  — select the date(s) of the absence and any time(s) that are requested (e.g. arrival, departure)

— select Send to report the absence

### Explaining an Absence

If your student is marked absent and you have not reported the absence in advance, you will be notified of the absence. You can use the mobile apps or website to explain your student’s absence.

### Settings > Push Notifications

If you would like to receive absence notifications directly to the SchoolMessenger app,


- go to the **Settings** menu
- tap **Push Notifications**
- tap the name of your child’s school district
- **Attendance** as a type of message that you want to receive as push notifications.

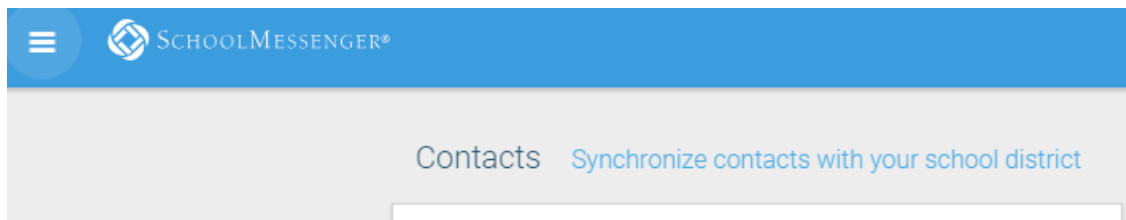
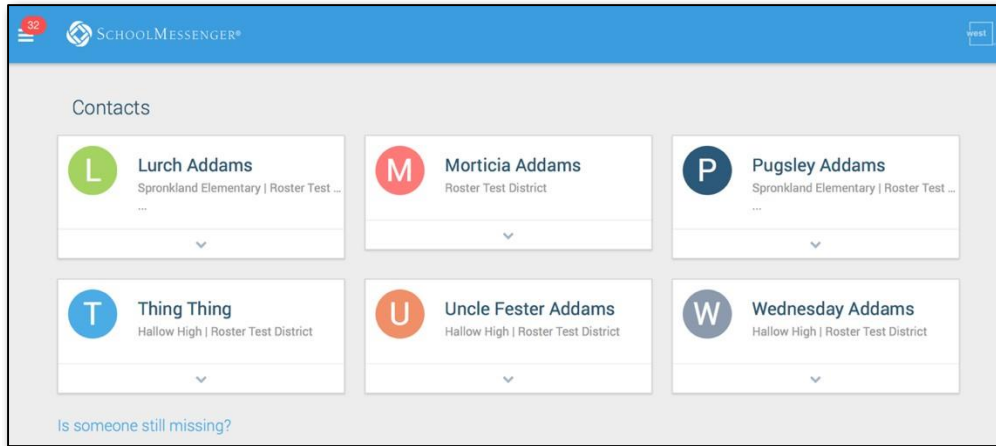
## Contacts



**Important:** The contacts listed here match the email for your account. If this email is not correct or if your school has an incorrect email on file, then contacts may not appear on this page.

You’ll see a contact card with your name and school board located here. If you’re also a parent to a child in the same district, you will see your child’s name with their school and district


Access your contacts by clicking the  icon and clicking **Contacts**.



**Note:** If you are missing any of your contacts, click the “Synchronize contacts with your school districts” link at the top of the screen to claim possible missing information. If that doesn’t work, please contact your school.

## Groups — allow teachers to communicate with specific parents/guardians if they determine is appropriate

This is an additional feature of the SchoolMessenger App that may or may not be used by the teacher.

You will see a  **Join Groups** option in your menu. On this page you can:

- See all the groups you’re a member of.
- See only the name of the group teacher, not the other participants in the group.
- Join, leave and view groups you have the access code for.
- View all of the groups you’re linked to automatically as a participant based on your account here.

## Group Types


There are two types of groups:

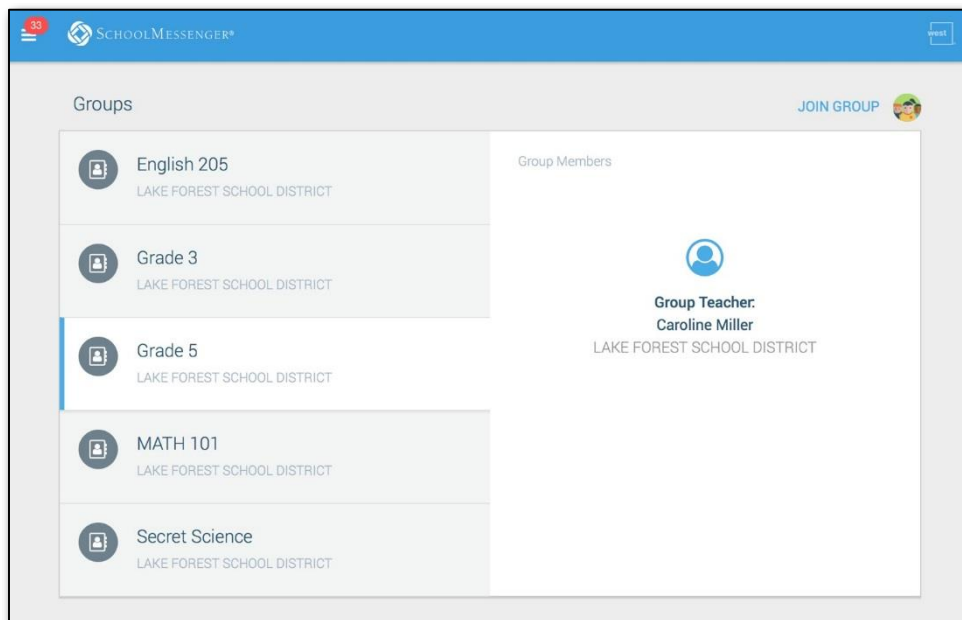
- **Automatic Groups:** Groups you’re automatically joined with linked to your account.



- **Teacher-Created Groups:** Groups created by a teacher that you can join and leave.

## Automatic Groups

Automatic groups will have an address book  icon next to its name. Clicking the group will display the Group Teacher and the district connected to the group. Other than the Group Teacher, you won't be able to see any of the other members of the group.





## Teacher-Created Groups

Teachers can create conversation or discussion groups in which students and parents can participate. But before such participation can occur, participants must be invited and provided an access code to join the group.

Participants can join as many groups as they are invited to participate in.




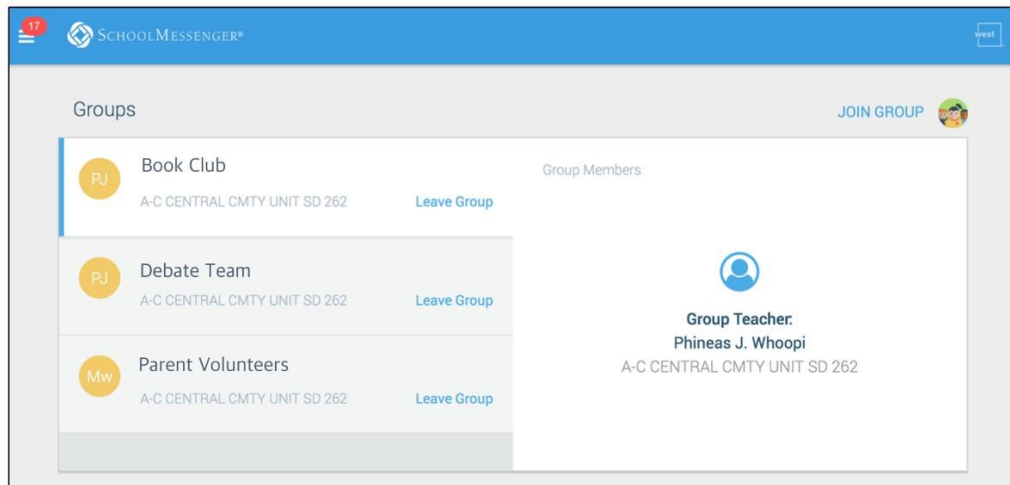
## Joining a Group

1. Click on the  **Join Groups** menu option.
2. Click on the  link.
3. In the Join Group window, enter the access code that was provided to you.
4. Click on **Join**.



## Leaving a Group

1. Click on the  **Join Groups** menu option.
2. Click on **Leave Group** link to the left of the group you wish to leave, and then confirm that you no longer want to be part of the group in the next window.



## Messages

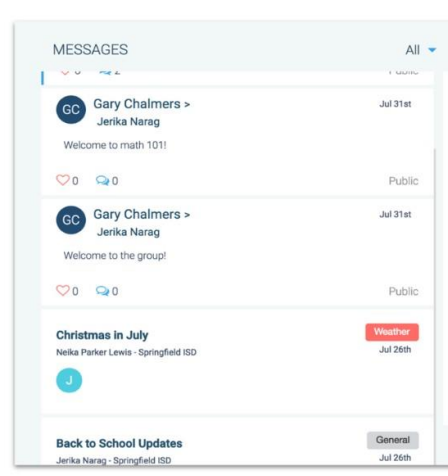
The SchoolMessenger app's Messages page displays all messages (voice, email, or text) sent to you from your school and/or board during the last 30 days, as well as the messages and conversations that have taken place in the SchoolMessenger app group(s) you have joined.

They are sorted newest first, oldest last. The headings of all messages will appear on the left side of the Messages screen.

There are two types of messages:



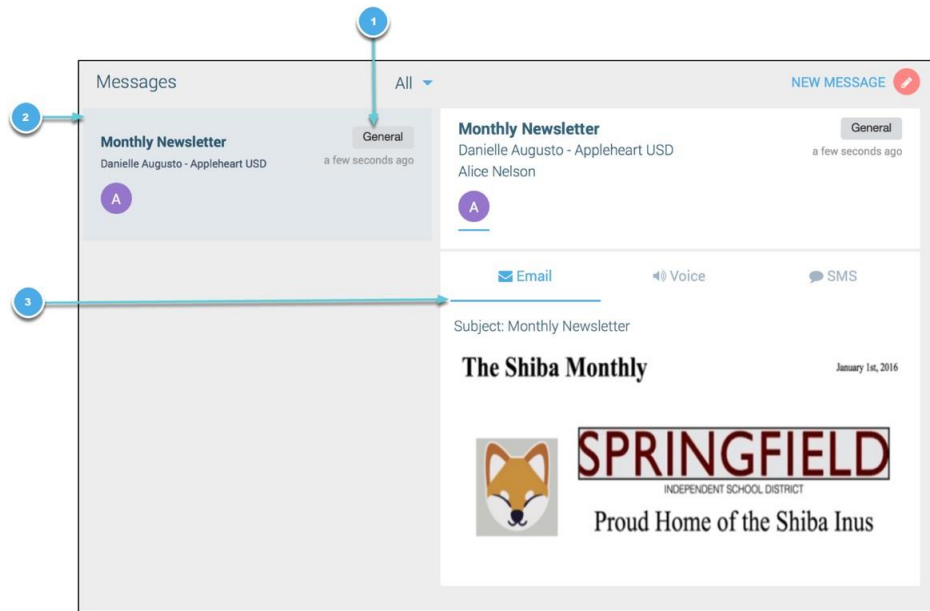
- **Broadcast Messages:** Sent by the school or board as SchoolMessenger Broadcasts to school-affiliated users (Emergency, Attendance, General, etc.).
- **Teacher-Sent Messages:** Messages sent initially by teachers either publicly or privately to participants who are members of a SchoolMessenger app group.



## Broadcast Message

Unlike with teacher-sent messages, these are messages sent by the school or district and not meant to be replied to or to engage with within the SchoolMessenger app. Below is an example of how a broadcast message looks like in the SchoolMessenger app.

1. Broadcast messages are labelled with their type in the upper right-hand corner of the message.
2. Selected messages to be read will be highlighted in blue.
3. The message view type (Email, Voice or SMS) will be highlighted with a blue line.



## Teacher Messaging

*You will only see teacher messages if the teacher is using this function.*



This will allow you to see messages sent by teachers to groups. These are different from Broadcast messages in that as a participant, you may be able to reply and engage with the sender and other participants. Your ability to comment depends on the message settings determined by either the district, teacher, or both.

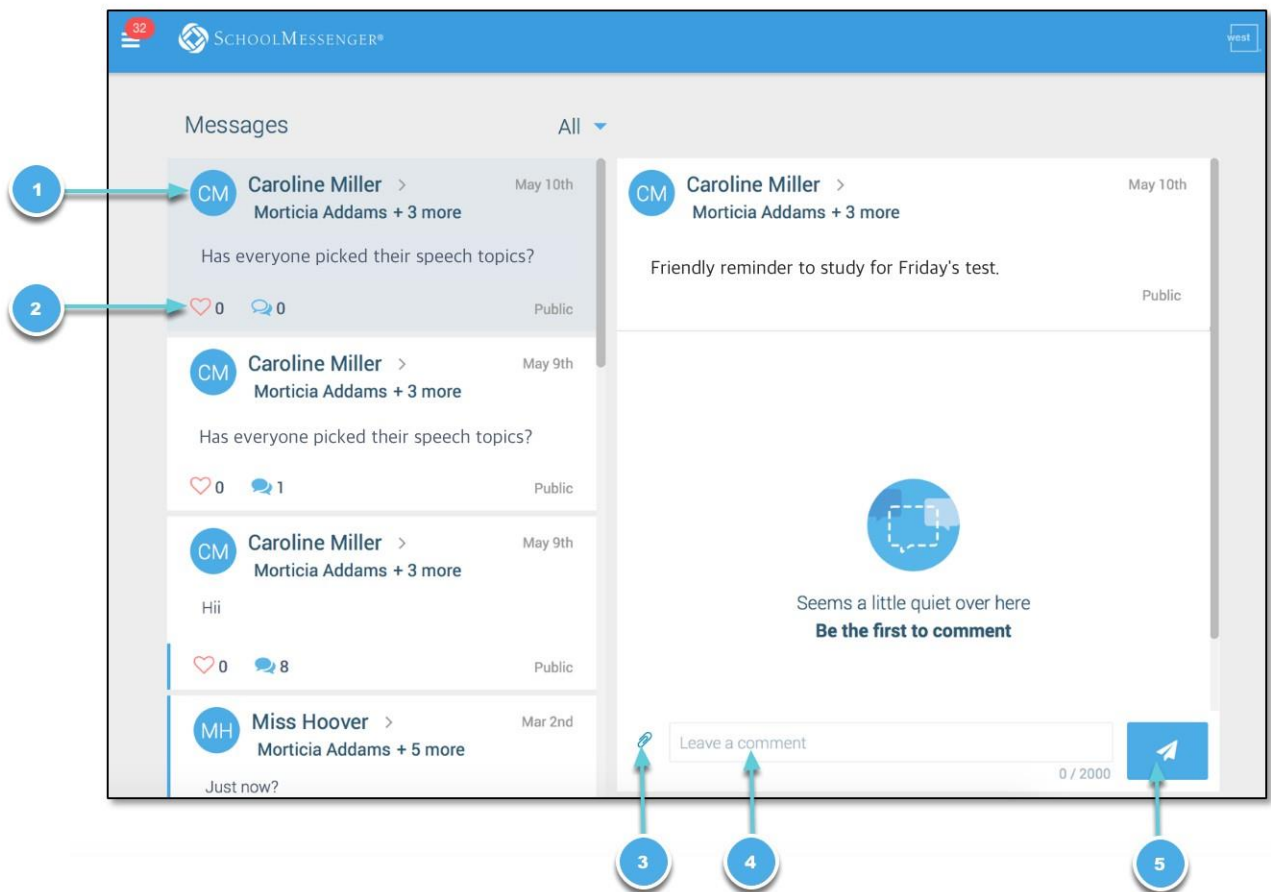
## Messages Page

Below is an example of what your Messages Page will look like.

1. Message senders will have their own colored icon with their initials.
2. Recipients can like a message.

If enabled...

3. Attach a file to your comment.
4. Write your comment in the provided field.
5. Click the send button to send your comment.







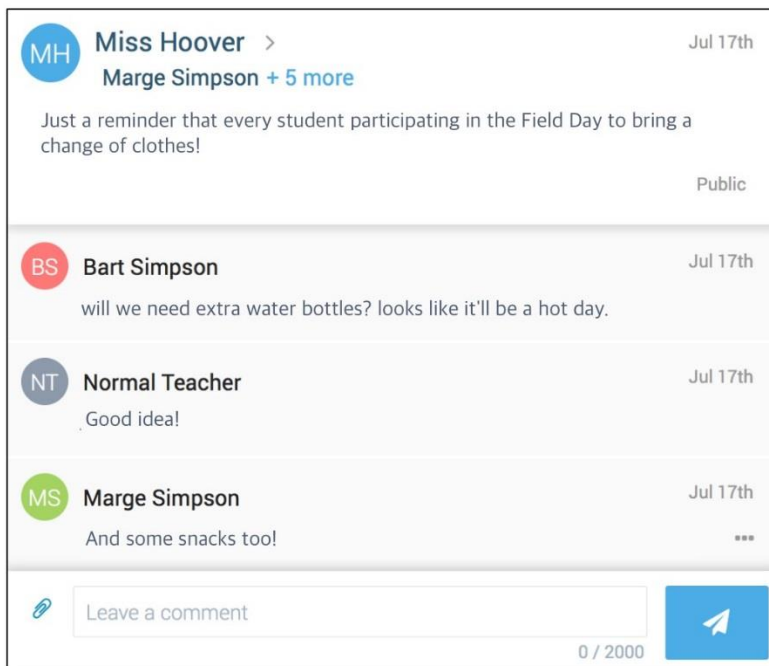
## Responding to a SchoolMessenger App Message

Anyone receiving a SchoolMessenger app-based message created by a teacher may read the message, and, **if enabled**, read the comments of other group members and reply.

The circumstances are defined by the teacher who created the original message or the district. Messages may be configured so that:

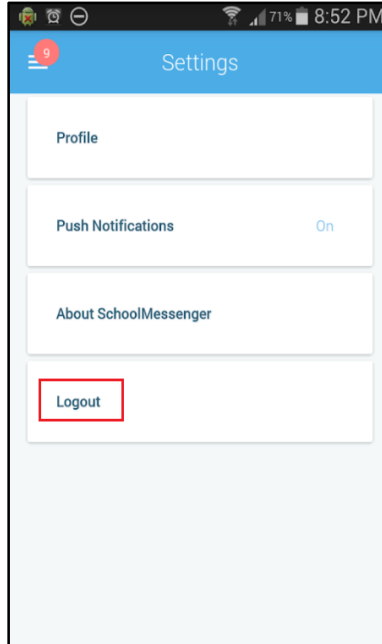
- comments can be entered and read by everyone.
- comments can be entered by group members but will be received privately and read only by the teacher.
- no comments are allowed.

The below is an example of how a message thread appears to a recipient:



### Logging Out of the SM app

- To log out of the mobile apps, tap the main menu icon in the top left corner of the app, then tap **Settings** and **Logout**.



- To log out of the website, click the downward-pointing arrow next to your name in the top right corner of the app, then click **Log out**.

