

## Using Schoolmessenger and Safe Arrival

When a child is registered with EICS, if a parent provides an email address and answers “Yes” to the granting consent for that email address to be used for mass communication, that email address is added to our SchoolMessenger database.

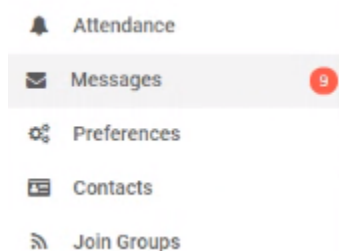
A parent can create an account using that email address at the website <https://go.schoolmessenger.ca/> or inside the SchoolMessenger IOS/Android App.

\*Note: it is important to make sure to use the Canada site, as an account on the US site will not be able to access any information.

SchoolMessenger accounts are primarily used for three purposes. Accessing any of these purposes can be done through the menu on the left:

### Access Message History

If you have a SchoolMessenger account created, you retain 30 days access to voicemails and emails sent to you through that platform.



What to do if you are missing children in your SchoolMessenger account?

If your parent account is missing students, there are a couple of possible causes.

- 1) The school may not have the same email address on file for the missing students. Whatever email address you use to log into your SchoolMessenger account, that needs to be the email address on file on your parent account with those students in order to see them in SchoolMessenger.
- 2) You may need to refresh your contacts (e.g. if a change was made recently which hasn't populated into your account)

To resolve these issues, the best place to start is by contacting the school and verifying with them the correct email address which they should have on file. Please note that you may also need to send them an email to provide permission for them to sync your email account information with SchoolMessenger.

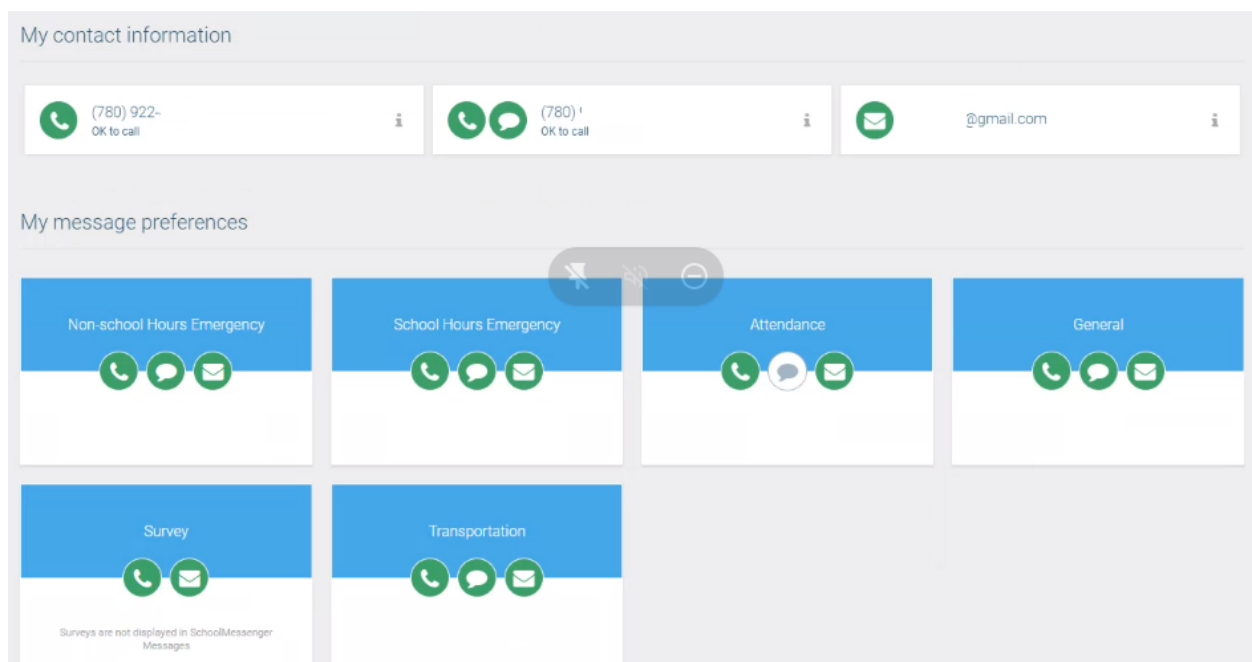
Once that has been done (it takes place overnight), if you still don't see your child on your account you can refresh your contacts by going to the "Contacts" option in the menu and clicking the refresh button.



### Update Message Preferences

Parent contact information is uploaded to SchoolMessenger - however, you can choose which specific pieces of contact information is the preferred contact method for specific types of communication.

To update your preferences, open the app or the website, choose the Preferences tab from the menu.

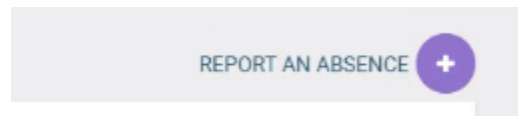


Parents can adjust message preferences for different categories of message by clicking on the icons.

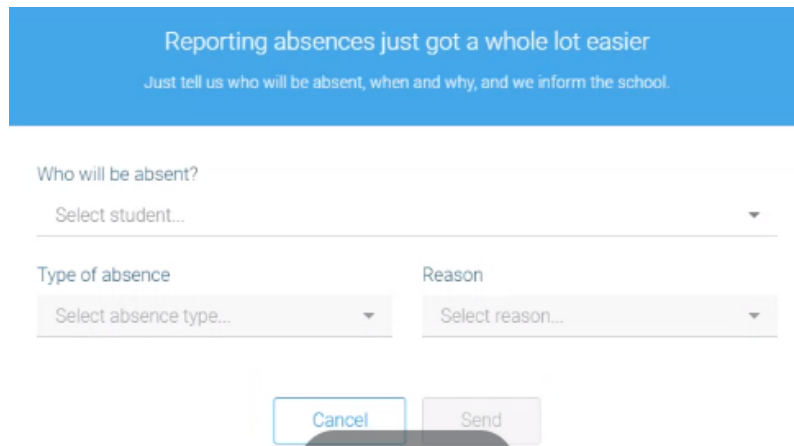
## Report an Absence

A parent can report an absence through the app or the website by logging in and clicking “Attendance” in the menu.

A history of absences is listed, along with the option to report an absence



When reporting an absence, parents indicate which student, choose whether it is a full day absence, late arrival, early departure, or leave and return, and can indicate whether it is due to illness/flu like symptoms or other parent excused absence.

A screenshot of a mobile application form for reporting an absence. At the top is a blue header with the text "Reporting absences just got a whole lot easier" and "Just tell us who will be absent, when and why, and we inform the school." Below the header are three dropdown menus: "Who will be absent?" with "Select student..." as the placeholder; "Type of absence" with "Select absence type..." as the placeholder; and "Reason" with "Select reason..." as the placeholder. At the bottom of the form are two buttons: "Cancel" and "Send".

**\*Note: It is also possible to report an absence by calling 1-877-246-9970 and choosing option 3. You would need to either call from or verify the phone number on file for the student to use this approach.**