

How to report an absence

In some instances, students may need to be away from school for illness, appointments or other events. Parents/caregivers can use the SafeArrival system to report a full day absence, an extended student absence and also a late arrival to school. When reporting an absence for a secondary student parents/caregivers will also be able to select an early departure. To report an absence, use one the following methods:

School Messenger application

1. Use the email address you provided to the school.
2. Use your mobile device to download and install the free **SM Home** app from the Apple App Store or the Google Play Store.
3. Tap **Sign Up** to create your account. Please ensure you use the same email address your student's school has on file. 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. You may have already created an account when we introduced the Communicate broadcast system.
4. Select **Attendance** from the menu, then select Report an Absence and follow the prompts.

SchoolMessenger SafeArrival website portal

1. Use the e-mail address you provided to the school.
2. Go to the website [SchoolMessenger website portal](#).
3. Click **Sign Up** to create your account. Please ensure you use the same email address your student's school has on file. 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. You may have already created an account when we introduced the Communicate broadcast system.
4. Select **Attendance** from the menu, then select **Report an Absence**.

Interactive toll-free telephone

1. **Call 1-855-257-9349** toll-free to report an absence using the automated phone system.
2. Follow the instructions to report an absence.

These options are available 24 hours a day, 7 days a week. For any school day in the school term up to the cut-off time on the day of the absence. Future absences can be reported at any time using any one of these methods.

Please do not call the school directly to report your student's absence.