



Instructions for Parent/Guardians

SafeArrival is an absence reporting system that:

- makes it easy for you to report your child's absence
- increases student safety by allowing staff to respond to unexplained absences more efficiently.

You are asked to report your child's absence using one of the following convenient methods:

Phone	1-855-278-4513	Call the toll-free, interactive telephone system.
Website	wsd.schoolconnects.com	Set up your Parent Portal account then log in.
Mobile App	SafeArrival app	Set up your Parent Portal account, download the Apple or Android app, then log in.

All methods are available 24 hours a day, 7 days a week.

If you report an absence before the morning bell time on the morning of the absence you will not receive a call in the morning.

We will be using the SchoolConnects automated notification system to contact parents/guardians if a child is absent and the absence was not reported in advance. SchoolConnects attempts to contact parents/guardians at multiple contact numbers until the designated contact(s) is/are reached. If the system is unable to reach a designated contact within 20 minutes, office staff will follow up. **If you report your child absent using the toll-free number, Parent Portal website or SafeArrival app, you will not receive these calls.**

Using the Parent Portal website, you may also update your login information and review messages sent through SchoolConnects.

Please see the remainder of this document for further details.

SafeArrival

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SafeArrival SchoolConnects

1 Activating Your Parent Portal Website Account

1.1 Activating Your Account with Login Credentials from an Email Invitation

To activate your Account, click the link in your email invitation (or copy and paste the link into your browser). wsd.schoolconnects.com You are taken to the Parent Portal website.

Login Name: [Forgot?](#)
Enter your login name OR login phone number OR login email above

Password: [Forgot?](#)

Remember

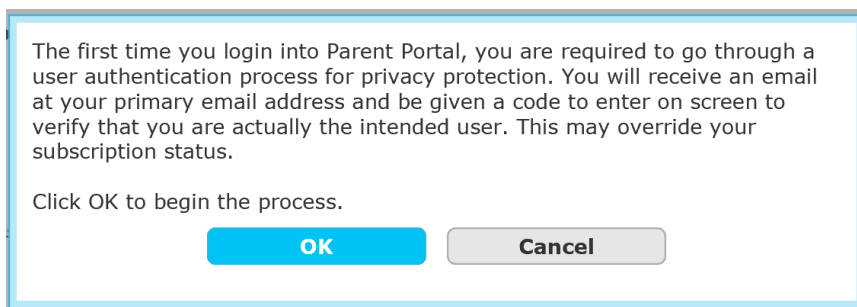
[Log In](#)

[Don't have an account?](#) [What is Parent Portal?](#)

Enter **ONE** of the following pieces of information that is provided in your email invitation into the “Login Name” field:

- Login Name
- Login Phone number
- Login Email address

Enter your password from the email invitation into the “Password” field and click **Log In**. Once this information is entered correctly, a popup screen appears that steps you through the authentication process.



The authentication process involves SchoolConnects sending an authentication code to your email address or phone. Enter this code into the “Please input the authentication code” field and click **Go**.

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Parent Portal User Authentication

To protect the privacy of student information, the system needs to verify your identity.

You will receive an email momentarily. Please open the email and click the verification link or enter the verification code in the box below.

Please input the verification code. [Go](#)

Process Status

Parent Portal is sending the verification code to your email address **mmiller6@west.com**. If this is not your email address or you cannot access it now, please click cancel to stop this process.

To see the current status of the verification code delivery or proceed after you have clicked the verification link in the email, click this button

[Refresh/Proceed](#)

[Cancel](#)

[Return](#)

Once the code is entered correctly on-screen, the account is authenticated and you will be required to change your password before you enter the website.

The following menu is presented:



What is Parent Portal?

Welcome to the Parent Portal!




Student Attendance
Explain student absences marked by teachers or notify the school of planned absences, late arrivals and early departures



Edit Contact Information
Update contact information and preferences for parents and relatives the school may contact



Edit Your Login Information
Change your password, login name, login phone number, or login email




Review Messages Sent to You
Retrieve messages that have been sent to you through SchoolConnects

You can report a student absence, review your contact information and preferences, edit your login information, and review messages sent to you through SchoolConnects.

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1.2 Activating Your Account Without an Email Invitation

If you do not have an email address on file with the school but you do have a mobile phone number on file with the school, open your browser and go to wsd.schoolconnects.com. Click the **Don't have an account?** button.



WINNIPEG SCHOOL DIVISION

Login Name: [Forgot?](#)
Enter your login name OR login phone number OR login email above

Password: [Forgot?](#)

Remember

[Log In](#)

[Don't have an account?](#) [What is Parent Portal?](#)

You will be taken to this screen:

Request Issuance of Parent Login

To obtain a Parent Portal login, please supply the following information:

Parent first name:

Parent last name:

Student first name:

Student last name:

Any 10-digit cell phone number capable of receiving text messages that you have supplied to the school that we can reach you at now

[Go](#) [Return to Login Page](#)


The system will send an authentication code to your cell phone. Enter the authentication code on the screen and click **Go**.

SafeArrival

Once the code is entered correctly on the screen, the account is authenticated and you will be taken to the Parent Portal website home screen.

2 Logging In to the Parent Portal Website

If you have forgotten your login name or password, click **Forgot?** Beside **Login Name** or **Password**. Remember: You can log in using the login name assigned to you (or modified), your login email address or your login telephone number.



WINNIPEG SCHOOL DIVISION

Login Name: [Forgot?](#)
Enter your login name OR login phone number OR login email above

Password: [Forgot?](#)

Remember

[Log In](#)

[Don't have an account?](#) [What is Parent Portal?](#)

3 Reporting an Absence using the Parent Portal Website



To report an absence, click the **Student Attendance** icon (shown above) and the following screen appears:

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Explain Absence / Report Planned Absence ? Return to Home Page

Click on student name to select student:

Miller, Peter	NEW PP Test School 5
Miller, Vanessa	NEW PP Test School 5

Get SafeArrival mobile apps +

Planned Absences: 1 New **Attention:** Before reporting a new planned absence, please review the lists below to see if it has already been reported.

Edit	Date	Incident	Reason	Entered By	On	At	Conf.#	Delete
	Dec 14	Absent full day	Vacation	Mark Miller	Dec 11	10:05		

Note: The attendance data on this screen may not accurately reflect what is on the student's official record. The absence reason displayed is based on what the student's parent(s) have entered. To obtain an accurate attendance report for the student, please contact the school office.

To report an absence, click the child for whom you want to report the absence, then click the **New** button and the following screen appears:

Report A Planned Absence ?

Student: Miller, Peter

Type of absence: ▼
 1-day Multi-day

Date: 22

Reason: ▼

The same absence reporting options are available in the website, the app and the phone call.

Choose the type of absence and then enter the remaining information on this screen. Click **Save**.

When you report an absence through the website, app or phone call, an email confirmation message will be sent to all email addresses on file for this student, one email for each day absent.

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4 Edit Login Information



You can change your login information by clicking the **Edit Your Login Information** icon and the following screen appears:

Edit Your Login Information ?

Login credentials

Login name: [Change](#)

Full name:

Password: [Change](#)

Language: ▼

Other login info

Login phone number: ▼

As an alternative to your login name, you can also enter the login phone number to identify yourself when logging into Parent Portal. This is also the phone number that Parent Portal calls to authenticate your identity when needed.

Login email address: ▼

You can also enter this email address to identify yourself when logging into Parent Portal. This is also the email address that Parent Portal sends confirmation notices when important changes have been made to your login credentials or contact information.

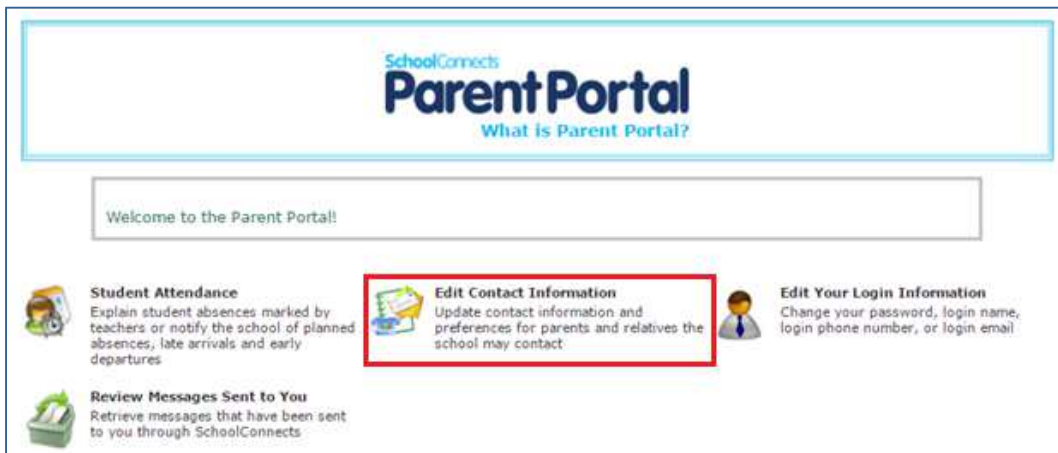
[Save](#)

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On this screen, you can change your:

- Login name
- Password
- Login phone number (if you have more than one phone number on file)
- Login email address (if you have more than one email address on file)

5 Review Contact Information



To review your contact information, click the **Edit contact information** icon and the following screen appears:

Edit Contact Settings for Students Parent login name: markmiller [Return to Home Page](#)

Click on student name to select student: Miller, Vanessa
Miller, Peter

Missing students? [Click here to add](#)

Student Information

Grade:

Home room:

Teacher:

Language:

Request PIN when reporting absences by telephone:

Last updated: Dec 4, 2015 by Jo-Anne - SchoolConnects Support

Parent Communication Program Sign-Up

Safe Arrival:

Send confirmation notice to me when a new planned absence is created for the student through:

Web ✔

FATHER

Contact Name: Mark Miller

Where to contact me

<p>Telephone: <input type="text" value="800-555-1234"/></p> <p>Email: <input type="text" value="test@myemail.net"/></p> <p>Mobile: <input type="text" value="800-555-2345"/></p> <p>Alternate: <input type="text"/></p> <p>Secondary email: <input type="text"/></p>	Ext: <input type="text"/>	<p>Types of Messages to Receive </p> <table border="0" style="width: 100%; font-size: small;"> <tr> <th>Attendance</th> <th>Announcement</th> <th>Emergency</th> </tr> <tr> <td style="text-align: center;">✔</td> <td style="text-align: center;">✔</td> <td style="text-align: center;">✔</td> </tr> <tr> <td style="text-align: center;">✔</td> <td style="text-align: center;">✔</td> <td style="text-align: center;">✔</td> </tr> <tr> <td style="text-align: center;">✔</td> <td style="text-align: center;">✔</td> <td style="text-align: center;">✔</td> </tr> <tr> <td style="text-align: center;">✔</td> <td style="text-align: center;">✔</td> <td style="text-align: center;">✔</td> </tr> </table>	Attendance	Announcement	Emergency	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	<p>SMS (Text Messaging)</p> <table border="0" style="width: 100%; font-size: small;"> <tr> <th>Opted in</th> <th>Check to receive SMS</th> </tr> <tr> <td style="text-align: center;">✘</td> <td style="text-align: center;">✔</td> </tr> <tr> <td style="text-align: center;">✔</td> <td style="text-align: center;">✔</td> </tr> <tr> <td style="text-align: center;">✘</td> <td style="text-align: center;">✘</td> </tr> </table>	Opted in	Check to receive SMS	✘	✔	✔	✔	✘	✘
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Opted in	Check to receive SMS																									
✘	✔																									
✔	✔																									
✘	✘																									

Save
Return to Home Page

SafeArrival SchoolConnects

To change your contact information, please contact the school directly.

You can view which phone numbers/email addresses SchoolConnects calls/emails/texts for absence, general announcements and emergency messages. Click the checkboxes to turn delivery to that contact point on or off. Click **Save**.

6 Reviewing Messages Sent Via SchoolConnects

Review messages by clicking the **Review Messages Sent to You** icon.



On this screen, click the icons in the **Delivery status** column to view emails and text messages or to hear recordings of phone calls.

SafeArrival SchoolConnects

Messages Sent to You Return to Home Page

Student: All Last 30 60 90 days

Or specify Start date: 3 Oct 2012 End date: 2 Nov 2012 Go

Peter Miller		
Message title	Sent to	Delivery status <small>Click icon to retrieve message</small>
Safe Arrival Absence Message (District)	Home; KAROLINE MILLER +1	Confirmed delivery to person 29 Oct 2012 10:40 AM Successfully Sent 29 Oct 2012 10:40 AM
Safe Arrival Absence Message (District)	Home; KAROLINE MILLER +1	Confirmed delivery to person 28 Oct 2012 11:09 AM Successfully Sent 28 Oct 2012 11:09 AM
Safe Arrival Absence Message (District)	Home	Confirmed delivery to person 27 Oct 2012 12:05 PM Successfully Sent 27 Oct 2012 12:05 PM
Safe Arrival Absence Message (District)	Home	Confirmed delivery to person 26 Oct 2012 4:10 PM Expired before delivery completed
Survey Regarding Director of Education (District)	Home	Confirmed delivery to person 26 Oct 2012 2:50 PM

7 Log Out of the Parent Portal Website

Click the **Logout** button in the upper right hand corner of the window, and choose **OK**.

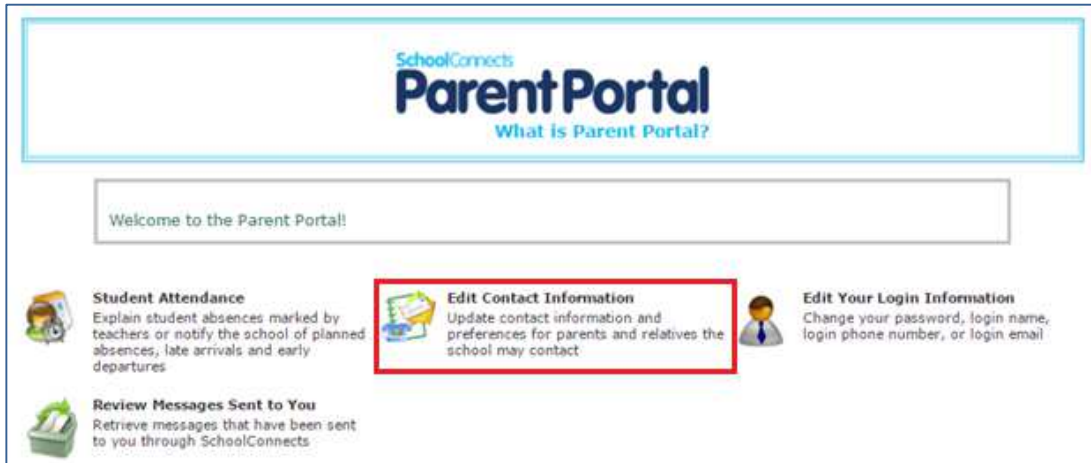
The screenshot shows the Parent Portal interface. In the top right corner, there is a red-bordered button labeled "Log Out". The main content area features the "SchoolConnects Parent Portal" logo and a "Welcome to the Parent Portal" message. Below the welcome message are four service icons: "Student Attendance", "Edit Contact Information", "Edit Your Login Information", and "Review Messages Sent to You".

8 Linking Students to One Parent Account

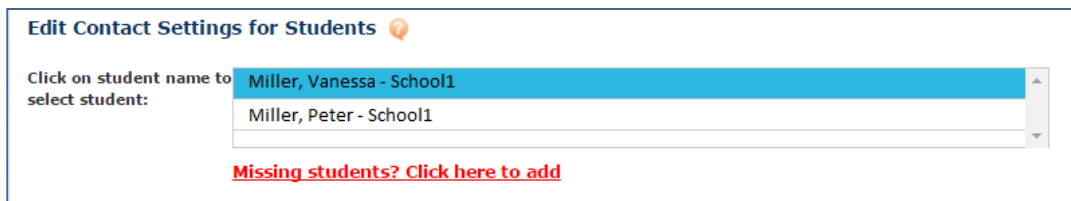
SafeArrival follows a strict set of rules when creating and linking students to parent accounts. It is possible for a parent to receive more than one Parent account (possibly one for each student in the household). If you receive multiple Parent accounts, you can link all of your students into one primary account.

SafeArrival SchoolConnects

Log in to the Parent Portal website using the account that you wish to use as your primary account.
Click **Edit Contact Information**.

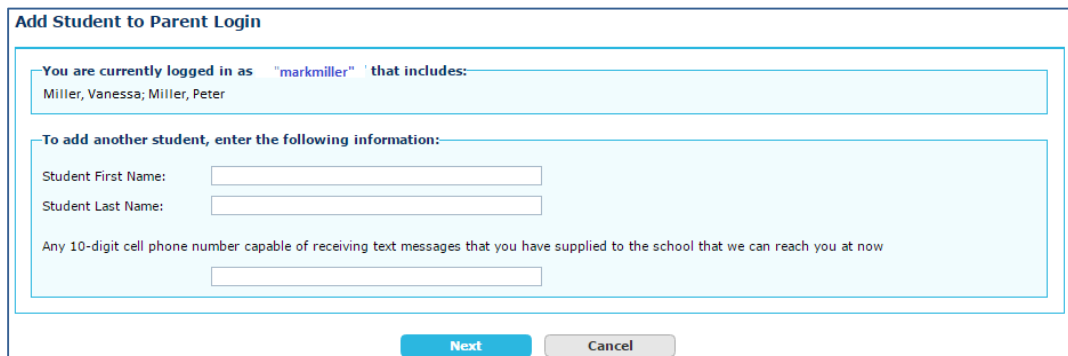


Check the list of students to see which students are already linked to this account.



On the **Edit Contact Settings for Students** screen there is a link just below the student list titled **Missing students? Click here to add**. Click this link.

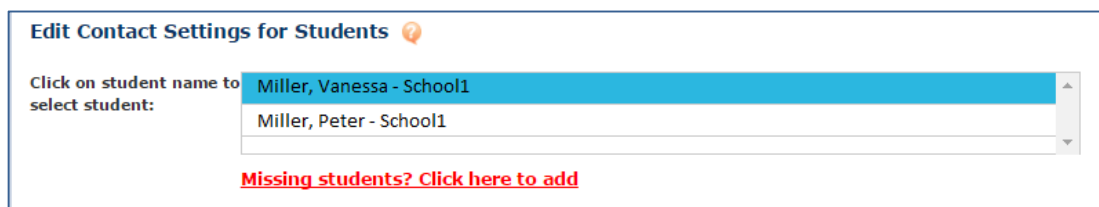
Enter the first and last name of a student that is not currently linked to this account. Enter an email address or 10-digit phone number that you have supplied to the school. Click **Next**.



Click the **Yes** radio button to add another student, otherwise leave it set to **No**. Click **Next**.

When finished, you should see all of your students listed on the **Edit Contact Settings for Students** screen.

SafeArrival SchoolConnects



Upon successful completion of the linking process, an email will be sent to all the email addresses (if on file) of the account from which the student was moved.

9 Downloading the SafeArrival App

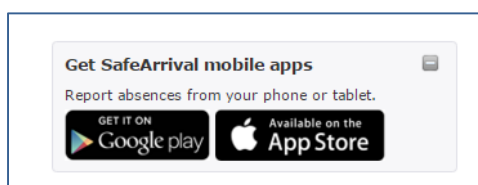
The SafeArrival app is streamlined to allow parents/guardians to report and review absences.

NOTE: If one or more of your children is not listed in the app, go to the Parent Portal website and follow the instruction in [Linking Students to One Parent Account](#) (above). To change your login information (including password), please use the Parent Portal website.

There are 2 ways to download the SafeArrival app.

Method #1:

- Log in to the Parent Portal website on your mobile device.
- Tap **Student Attendance**.
- Tap **Get SafeArrival mobile apps**.



- Tap **Google Play** or **Apple App Store** depending on which kind of mobile device you are using.

Method #2:

- Go to the **Google Play** (Android) or **Apple App Store** (iOS/Apple), depending on which kind of mobile device you are using.
- Search for the SafeArrival app (all one word, by Synrevoice Technologies).

Once you've downloaded the app,

- Install the app.
- Open the app.
- Select your District.
- Use your Parent Portal login name and password to login.