

# Safe Arrival Parent Portal PARENT INSTRUCTIONS

## Introduction

Our school uses the **Safe Arrival** program to manage student attendance reporting. The Safe Arrival program reduces the time it takes to verify student attendance making it easier for you to report your child's absence and easier for staff to respond to unexplained student absences.

The Safe Arrival program allows parents to report their child's absence quickly and conveniently in one of two ways:

1. Parents can log into a website, <http://nc.schoolconnects.com> to access a Safe Arrival Parent Portal where an account can be set up to report absences.
2. If you have an Android or Apple device, you can also download the SafeArrival app. You can go to the Google Play store or the Apple App and search using the keyword "safearrival" (one word) to download the Synrevoice SafeArrival app. Use district code **nc** for Niagara Catholic District School Board.
3. Parents can call into an automated interactive telephone system via a toll free number (**1-844-287-6287**) through which absences can be reported.

Parents must report student absences prior to bell time for the current day, as well as future absences via the internet or telephone 24 hours a day, 7 days a week. Therefore future absences may be reported ahead of time, i.e.; Doctor's appointment.

Please do not contact the school directly to report an absence.

We are also using an automated notification system, already used by our Secondary Schools, to contact parents who have not reported their child absent. The automated notification system will contact parents at multiple contact numbers until one of the designated contacts is reached. If our system is unable to reach a designated contact after 30 minutes, office staff will follow up. By reporting your child absent in advance using the Safe Arrival 1-844-287-6287 number or Safe Arrival Parent Portal website, you will not receive a call.

The benefit of using the Safe Arrival Parent Portal website is that you may report your child's absences, update your contact phone numbers and email addresses should they change, as well as review messages sent through our SchoolConnects system.

This document contains instructions on the use of the Safe Arrival Parent Portal website.

## Contents

This document contains the following topics on the use of the Safe Arrival Parent Portal:

- Creating your own account
- Reporting an Absence using the Parent Portal
- Updating Your Login Information
- Updating Your Contact Information
- Reviewing Messages Sent by SchoolConnects
- Logging Out of the Parent Portal

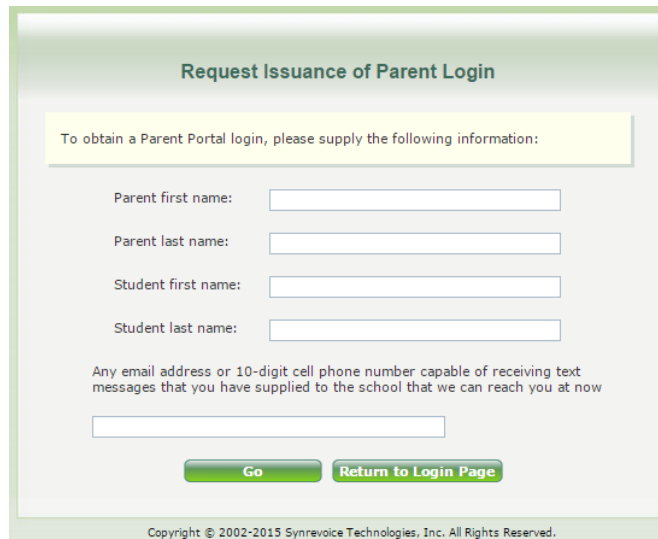
# Creating Your Own Account

If you do not have an email address on file with the district, you can create your own account by going to the SafeArrival website:



The screenshot shows the login page for the Niagara Catholic District School Board. At the top left is the 'School Connects' logo with an illustration of a man and a woman. The main heading is 'Niagara Catholic District School Board'. Below this, a message asks the user to enter their login name or phone number or email address and their password, then click 'Log In'. There are two input fields: 'Login Name:' and 'Password:'. To the right of the 'Login Name:' field is a yellow box with three links: 'Forgot login name? Click here for assistance', 'Don't have login? Click here to get one', and 'Forgot password? Click here for assistance'. Below the input fields is a 'Log In' button and a checkbox for 'Remember my login name'. At the bottom, there is a link that says 'What is the Parent Portal?'.

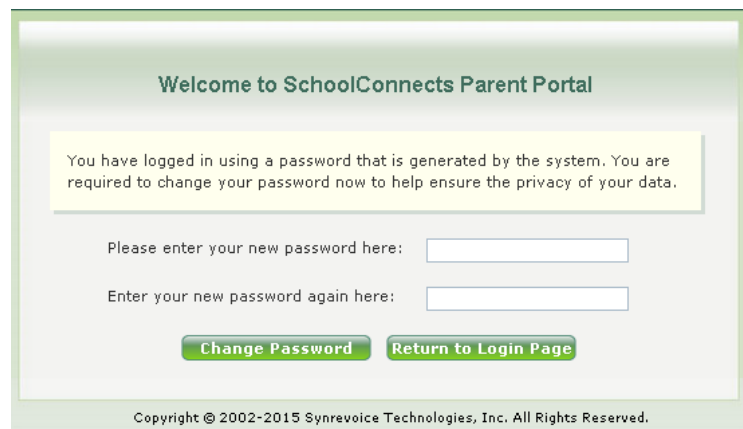
Click on the “Don’t have login?” link:



The screenshot shows the 'Request Issuance of Parent Login' page. The heading is 'Request Issuance of Parent Login'. Below the heading is a yellow box with the text: 'To obtain a Parent Portal login, please supply the following information:'. There are four input fields: 'Parent first name:', 'Parent last name:', 'Student first name:', and 'Student last name:'. Below these fields is a text area for 'Any email address or 10-digit cell phone number capable of receiving text messages that you have supplied to the school that we can reach you at now'. At the bottom are two buttons: 'Go' and 'Return to Login Page'. At the very bottom, there is a small copyright notice: 'Copyright © 2002-2015 Synrevoice Technologies, Inc. All Rights Reserved.'.

Fillout the information on the page and enter a cell phone number that is on-file with the school. (If you did not receive an email invitation, you do not have an email address on file with the school.)

If the information is found in the system, you will receive a text message with a 6 digit code to enter on-screen. Once the code is entered successfully, you will be asked to change your password. You will then be brought into the Portal.



The screenshot shows the 'Welcome to SchoolConnects Parent Portal' page. The heading is 'Welcome to SchoolConnects Parent Portal'. Below the heading is a yellow box with the text: 'You have logged in using a password that is generated by the system. You are required to change your password now to help ensure the privacy of your data.' There are two input fields: 'Please enter your new password here:' and 'Enter your new password again here:'. At the bottom are two buttons: 'Change Password' and 'Return to Login Page'. At the very bottom, there is a small copyright notice: 'Copyright © 2002-2015 Synrevoice Technologies, Inc. All Rights Reserved.'.

## Update Login Information

When you first login, you are brought to the following screen displayed below. Alternatively, you can change your login information in the future by clicking on the “Edit Your Login Information” icon.

**School Connects** Niagara Catholic District School Board

**Edit Your Login Information** [Return to Home Page](#)

**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.

**Welcome to Niagara Catholic District School Board SchoolConnects Parent Portal.**

You can change your login name or password anytime.

When you log in again, you can use the login name, email address or phone number displayed on this screen.

Parent Portal may call your phone number to deliver information used in verifying your identity.

Your email address is used to deliver requested password information and notify you when important changes have been made to your account.

If you have multiple phone numbers or email addresses on file, you can click on the drop down arrow to change your primary phone number or email address.

[Get SafeArrival mobile apps](#)

[Save](#) [Return to Home Page](#)

In this screen, parents can change their:

- Password
- Login name
- Login phone number
- Login email address

If parents experience a problem logging in, they can click on a link and have their password or user name emailed to them. Parents can login using the login name they were assigned (or modified), their login email address or their login telephone number.

# Reporting an Absence using Parent Portal



To report an absence, a parent clicks on the “Student Attendance” icon and the following screen appears:

**Explain Absence / Report Planned Absence** ?

Click on student name to select student:

Peter Miller	TRAINING SCHOOL
Vanessa Miller	TRAINING SCHOOL

**Planned Absences: 2** New **Attention:** Before reporting a new planned absence, please review the lists below to see if it has been reported already or marked by a teacher.

Edit	Date	Incident	Reason	Entered By	On	At	Conf.#	Delete
	Nov 26	Absent full day	Weather	Mark Miller	Nov 22	3:08 PM		
	Nov 23	Absent full day	Illness		Nov 22	3:01 PM	Pt514	

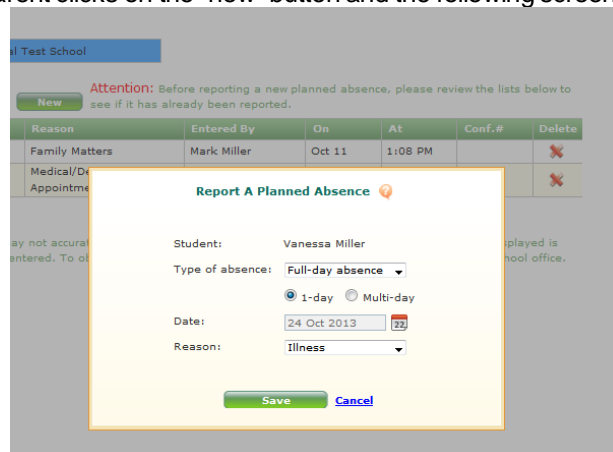
**Absences Marked by Teachers: 0**

Date	Incident - Periods	Reason	Entered By	On	At
There are no marked absences.					

Cancel

**Note:** The attendance data on this screen may not accurately reflect that on the students official record. The reason displayed for each incident is according to what the students parent(s) have entered in the past and transferred to the official student records. However, changes made to the official records may not be reflected here. To obtain an accurate attendance report for the student, please contact the school office.

To report an absence, the parent clicks on the “new” button and the following screen appears:




(The same absence reporting options are available in parent portal and the telephone IVR.)

When parents report an absence through the parent portal or through the telephone interactive voice response system (IVR) and there is an email address on file with any or all parents, an email confirmation message will be sent to all email addresses, one email for each day absent.

## Update Contact Information

To update parent contact information, parents click on 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: **Peter Miller - Support Training School**  
 Vanessa Miller - Support Training School

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


**Student Information**

Grade: **4**

Home room:

Teacher:

Language:

Request PIN when reporting absences by telephone:  

**School Information**

Training School  
 1234 Main Street  
 Anytown, ON H0H 0H0  
 Phone: 905-555-1212


To change your home phone number, please contact the school.

By providing an email address and/or opting in to receive SMS messages in the "Where to contact me" section of this form, you are consenting to receive electronic communication from your child's school. This consent will be effective for the duration of your child's education with the Peel District School Board. Your email address may be shared with the School Council (co-)chair(s) for the purposes of sending School Council information to you via email. You may withdraw your consent and unsubscribe from school communications at any time by clicking the unsubscribe link in any future email or by contacting your child's school.


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**FATHER**

**Contact Name: Mark Miller**

Let other relatives of this student see my contact information:  No  Yes 

PIN used to confirm reported absences:

**Where to contact me** 

	Types of Messages to Receive 			SMS (Text Messaging)	
	Attendance	Announcement	Emergency	Opted in	Check to receive SMS 
Telephone: <input type="text" value="(905)946-XXXX"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Email: <input type="text" value="XXXX@gmail.com"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mobile: <input type="text" value="(416)948-7XXXX"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Alternate: <input type="text"/> Ext: <input type="text"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Secondary email: <input type="text"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[Save](#) [Return to Home Page](#)

Parents can check off which phone numbers SchoolConnects calls for absence, general announcements and emergency messages.

Information entered by parents is automatically updated in the SchoolConnects Address Book. This information is also protected from change during the daily The Student Management System Address Book update.

# Reviewing Messages Sent Via SchoolConnects

Parents can review messages by clicking on the “Review Messages Sent to You” icon.

## Messages Sent to Parent

[Back](#)

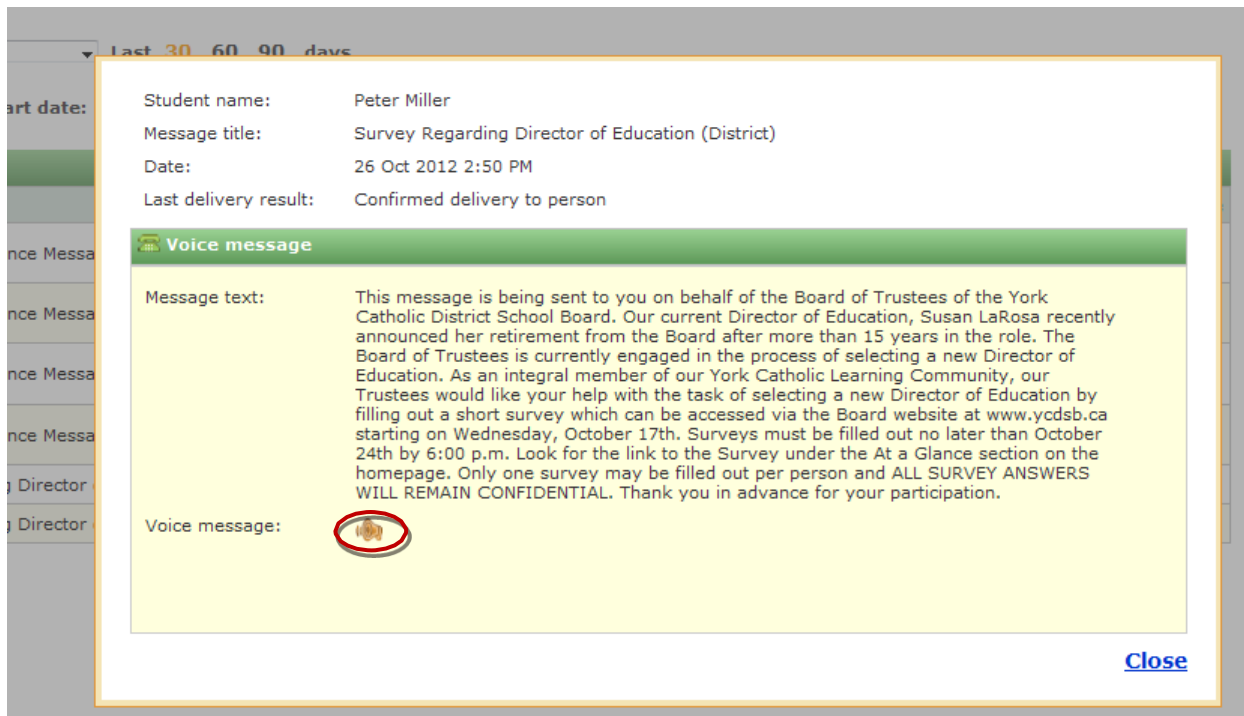
Student:  Last **30**   days

Or specify Start date:   End date:

Peter Miller			
Message title	Sent to		Delivery status <a href="#">Click icon to retrieve message</a>
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

Within this module, email messages can be reviewed by clicking on the green envelope icon.

If parents click on the green telephone icon, they can listen to messages and review the text of your message onscreen. Apple QuickTime player must be installed in order to listen to messages.



The screenshot shows a message window with the following details:

- Student name: Peter Miller
- Message title: Survey Regarding Director of Education (District)
- Date: 26 Oct 2012 2:50 PM
- Last delivery result: Confirmed delivery to person

Below the details is a section titled "Voice message" with a speaker icon. The message text reads: "This message is being sent to you on behalf of the Board of Trustees of the York Catholic District School Board. Our current Director of Education, Susan LaRosa recently announced her retirement from the Board after more than 15 years in the role. The Board of Trustees is currently engaged in the process of selecting a new Director of Education. As an integral member of our York Catholic Learning Community, our Trustees would like your help with the task of selecting a new Director of Education by filling out a short survey which can be accessed via the Board website at www.ycdsb.ca starting on Wednesday, October 17th. Surveys must be filled out no later than October 24th by 6:00 p.m. Look for the link to the Survey under the At a Glance section on the homepage. Only one survey may be filled out per person and ALL SURVEY ANSWERS WILL REMAIN CONFIDENTIAL. Thank you in advance for your participation." Below the text is a "Voice message:" label and a speaker icon circled in red. A "Close" button is located in the bottom right corner.

By clicking on the speaker icon, the message will be loaded and played in Quicktime.

## Logout of the Parent Portal

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