



SafeArrival FAQ - Parents/Guardians

SafeArrival Phone Number: **1 844 287 6287**

Parent Portal: **<http://nc.schoolconnects.com>**

SmartPhone App: **Available for free on GooglePlay Store or Apple App Store**
Search using the keyword "SafeArrival" (one word) to download the SynreVoice SafeArrival app. Use district code nc for Niagara Catholic District School Board.

Below are responses to some frequent questions of parents currently using the SafeArrival system.

★ Parents are reminded to NEVER share their password or PIN with their son/daughter. ★

What are the easiest methods of reporting?

The SmartPhone App or Parent Portal are the quickest and easiest ways to input absences and take less than thirty seconds from start to finish. The phone system can take up to two minutes.

Why did the system ask me to enter my home phone number when I called in to report my child's absence?

It could be for one of the following reasons:

1. The phone number you are calling from is blocked, meaning the caller ID does not appear.
2. You called into the system from a phone number different than the one listed as the home or mobile number on the account. This would occur, for example, when you call in an absence from your work number.
3. ***If no caller ID was found and you have multiple children in the same grade attending the same school, the system will not allow you to report the absence; the system is unable to determine which child is being reported absent. In these cases, it is recommended that parents use the parent portal (<http://nc.schoolconnects.com>), the SmartPhone app, or call the school.***

Why can't I access the Parent Portal?

The Parent Portal can be accessed at <http://nc.schoolconnects.com>. The link will not work if you put www before the address.

Why does the system keep calling me about the same absence?

You need to answer all of the prompts to the end of the call and press 2 to confirm receipt of the message. If you do not wait until the end of the lengthy message and press 2, when asked to confirm the message, the system will continue to call you.

Can students call the system and report themselves as absent?

The SafeArrival phone system does not prevent students from reporting an absence. The safeguard here is that whenever an absence is reported through any of the reporting points; phone, Parent Portal or SmartPhone app, the system will send an email to all email addresses associated with the student. It is important to provide your email address to your child's school so that you will be informed of all absences, especially those not reported by you. ***Consequently, NEVER give your email password to your children.***

Another safeguard is available through the Parent Portal. You can request entry of a PIN when reporting absences through the phone system. School staff can also assist with setting this up.

When I call the SafeArrival system, why does it loop the menu options and hang up?

If you are calling from a mobile phone with poor reception, the touch tone digits entered may not be picked up by the phone system. This is a known issue that can happen in all types of automated systems and is not unique to SafeArrival. In these cases, use the SmartPhone app or the parent portal to report the absence. If this is not possible use a landline.

Why does the system call me after I have called in and reported my child absent?

This usually occurs when you hang up before the confirmation number is played. ***Please don't hang up before the confirmation number has been played by the system.***

I dropped my child off at school today. Why did I get a call that my child is absent?

Your child has been marked absent in the records of the school. The SafeArrival system wants to advise you that according to school records your child is not at school. Listen to the call, in its entirety, advising you that your child is absent and select Unaware. You can follow this up with a call to the school to inquire further.

It could also be that your child arrived to class after attendance was taken by the teacher. Other possible reasons include truancy or teacher error in entering the attendance.

Can I report my child's absence in advance?

The system will allow you to report for any school day until the end of the school year.

Can I report absences when we are away on vacation?

Absences can be reported ***by phone*** anywhere in Canada and the Continental USA, 24 hours a day, 7 days a week for any school day during the school year. The Parent Portal and SmartPhone app are always available.

Will the system allow me to enter an absence for a four-week family vacation?

According to the Education Act, students are required to attend school daily. Students absent for more than 15 consecutive days should be removed from the school's attendance register. Consequently, in these cases parents should discuss the individual circumstances with the school principal or vice-principal so that the absence can be handled appropriately.

Why does the phone system take so long to report an absence?

The average call to report an absence by phone takes less than 2 minutes when following the prompts. If you are familiar with the system, you can make selections and key ahead to report the absence. The Parent Portal and the SmartPhone app are much quicker and absences can be entered from start to finish in less than 30 seconds!

What happens if I call and can't get through to the system?

Unlike a school which has limited phone lines, the SafeArrival system has hundreds of telephone lines available for parents to call in. It is extremely rare that callers receive a busy signal.

My child takes a bus. Do I have to report my child's absence when the buses are cancelled for bad weather?

Yes. Parents/guardians of students who use board provided bus transportation must report absences using the SafeArrival system to ensure the safety of their child(ren) especially on days when the buses are cancelled. Parents may be unaware that buses have been cancelled and send their children to the bus stop as they normally would. The child could be left standing out at the stop for a very long time.

Do I have to enter an absence if the entire school system is closed?

No, when schools are closed, absences are not to be entered in the system.

It's 3 p.m. and I just tried to report my child's absence for today but the system won't let me. Why?

Parents/guardians can only report an absence up to a cut-off time. The cut-off time is the final bell time for elementary schools and up to one hour before the end of the day in secondary schools.

Today my child has an exam and is ill. Why can't I enter the absence?

On exam days, personal contact is required. Arrangements need to be made by phone or in person.

Why can't I see all of my children on my account? I don't want to have more than one account.

This is generally a data issue at the school level. The name of the parent, phone numbers and email addresses need to be the same for all children living in the same home. If the information is different for each child, it will create accounts for each of the children whose information is different.

You can collapse multiple accounts into one using the Parent Portal. You can merge your multiple accounts into one account by clicking on 'Missing Students'. When contact information is changed on the parent portal, schools are notified so that they can change their records.

The system is calling my work number. How can I stop that?

The system is designed to only call the home and cell phone numbers of parents/guardians. If it is calling a work number, it is correctly recorded by the school as the home or cell number.

Right now I only receive calls to my home. How can I change my information so that I get a text message AND an email when my child is absent?

If you would like to receive an email when reporting your child's absence please make sure the school has your current email. If you have children in different schools, each school would need to be notified of the email address.

To receive text messages, send a text message to SynreVoice Alerts. To do this, text 56360 and key in the message "Join". Once you have authorized text messaging, go into the Parent Portal, go to Edit Contact Information and check to receive SMS.