

### Instructions for Parents/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	1-844-818-9908	Call the toll-free, interactive telephone system.
Website	gsac.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. Absences may be reported ahead of time or on the day of the absence before the morning bell.

We will be using the SchoolConnects automated notification system to contact parents/guardians in the morning 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, view your contact information and preferences as well as review messages sent through SchoolConnects.

Please see the remainder of this document for further details.



#### Contents

1	Activating	g Your Parent Portal Website Account	3
	1.1 Activ	ivating Your Account with Login Credentials from an Email Invitation	3
	1.2 Activ	ivating Your Account Without an Email Invitation	5
2	Logging Ir	n to the Parent Portal Website	6
3	Reporting	g an Absence using the Parent Portal Website	7
4	Edit Login	n Information	9
5	View Cont	ntact Information1	1
6	Reviewing	g Messages Sent Via SchoolConnects1	2
7	Log Out o	of the Parent Portal Website1	3
8	Linking St	tudents to One Parent Account1	4
9	Download	ding the SafeArrival App1	6



### 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). **gsac.schoolconnects.com** You are taken to the Parent Portal website.

	Greater St. Albert Catholic Schools	
	<b>Parent Portal</b>	
Login Name:		Forgot?
	Enter your login name OR login phone number OR login email above	
Password:	••••••	Forgot?
	Remember	
	Log In	
Don't have an ac	count? What is Paren	nt Portal?

If you are using a mobile device, please click the **Computer Web** option, otherwise you will not be able to access this functionality.

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**.

If you cut and paste the code into the text box, make sure that you see all 6 digits of the verification code. If not, please delete the text and re-type the verification code.

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

Once the code is entered correctly on-screen, the account is authenticated and you will enter the website.

The following menu is presented:





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

#### 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 **gsac.schoolconnects.com**. Click the **Don't have an account?** link.

	Greater St. Albert	
	Parent Portal	
Login Name:	Enter your login name OR login phone number OR login email above	<u>Forqot?</u>
Password:	•••••	Forgot?
	Remember	
Don't have an a	ccount? What is Paren	<u>it Portal?</u>

You will be taken to this screen. Fill in the information as requested and click Go.



Request	Issuance of Parent Login
To obtain a Parent Portal lo	ogin, please supply the following information:
Parent first name:	
Parent last name:	
Student first name:	
Student last name:	
y 10-digit cell phone numb hool that we can reach you	er capable of receiving text messages that you have supplied to the 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**.

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.

If you are unable to complete this step, please contact the school for assistance.

### 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. A code will be sent to you and this will allow you to reset your password.



	Greater St. Albert
	Parent Portal
Login Name:	Enter your login name OR login phone number OR login email above
Password:	Forgot?     Remember     Log In
<u>Don't have an</u>	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:



ner,	Peter		NEW PP Test S	School 5			Get SafeAr	rival mobi	le apps	÷
ller, V	Vanessa		NEW PP Test S	School 5						
un	Date	Inclu	ent	Reación	Littereu	by .	UII	AC	cont.#	Delet
	Dec 14	Abser	it full day	Vacation	Mark Mil	ler	Dec 11	10:05		

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 P	Planned Absence 🥡
Student:	Miller, Peter
Type of absence:	Full-day absence 🔻
	🖲 1-day 🔍 Multi-day
Date:	Apr 22, 2016
Reason:	Illness 🔻
Save	Cancel

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.



### 4 Edit Login Information

		Po	What is Parent Portal?	
	Welcome to the Parent Portal!			
5	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
2	Review Messages Sent to You Retrieve messages that have been sent to you through SchoolConnects			

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



Edit Your Lo	gin Informa	ation 🥥	
Login credenti	als		
Login name:	markmille	r	<u>Change</u>
Full name:	Mark Mill	er	]
Password:	******	ŧ	Change
Language:	English	•	
Other login inf	0		
	umber:	800-555-1234	
the login into Pare Parent Po needed.	phone number nt Portal. This i ortal calls to aut	to identify yours s also the phone chenticate your id	elf when logging number that lentity when
Login email add	ress:	test@mymail.n	et 🔻
You can when log address t when imp credentia	also enter this e ging into Paren that Parent Port portant changes Is or contact inf	email address to i t Portal. This is a al sends confirm have been made formation.	identify yourself also the email ation notices e to your login
			Save

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 View Contact Information



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



			Parent login nam	e: markmiller		Ret	urn to Home Pag
ck on student name to	Miller, Vanessa					*	
ect student:	Miller, Peter					-	
	Missing students? Click here to	add					
udent Information			Parent Commu	nication Progr	am Sign-Up		
rade: 3			Safe Arrival:				
ome room:			Send confir	mation notice to	o me when a ne	w planned	absence is
eacher:			created for	the student thr	ough:		
anguage:			Wel	0			~
equest PIN when reporti	ng absences by telephone: 🛛 🛛 🕡						
Last undated: De	4 2015 by lo-Anne - SchoolConnects	Support					
Contact Name: Mark Where to contact me	Miller Q		Types of	Messages to R	eceive 设	SMS (	Text Messaging)
Contact Name: Mark Where to contact me	Miller Q		Types of Attendance	Messages to R Announcement	eceive 🥥 Emergency	SMS ( Opted in	Text Messaging) Check to 💡 receive SMS
Contact Name: Mark Where to contact me Telephone:	Miller @		Types of Attendance	Messages to R Announcement	eceive 🥥 Emergency	SMS ( Opted in	Text Messaging) Check to 🥹 receive SMS
Contact Name: Mark Where to contact me Telephone: Email:	Miller 2 800-555-1234 test@myemail.net		Types of Attendance ✔ ☑	Messages to R Announcement e	eceive 🥥 Emergency 🖋 💌	SMS ( Opted in <b>X</b>	Text Messaging) Check to 💡 receive SMS
Contact Name: Mark Where to contact me Telephone: Email: Mobile:	Miller 2 800-555-1234 test@myemail.net 800-555-2345		Types of Attendance ✔ ♥	Messages to R Announcement V V	eceive 🥥 Emergency 🖋 Ø	SMS ( Opted in X	Text Messaging) Check to 💡 receive SMS 🖋
Contact Name: Mark Where to contact me Telephone: Email: Mobile: Alternate:	Miller 2 800-555-1234 test@myemail.net 800-555-2345	Ext:	Types of Attendance ♥ ♥ ♥ ♥	Messages to R Announcement V V V	eceive 🥥 Emergency 🖋 Ø	SMS ( Opted in X V	Text Messaging) Check to veceive SMS v C
Contact Name: Mark Where to contact me Telephone: Email: Mobile: Alternate: Secondary email:	Miller 2 800-555-1234 test@myemail.net 800-555-2345	Ext:	Types of Attendance & Z Z Z	Messages to R Announcement V V V V	eceive 🥥 Emergency 🖋 Ø Ø Ø	SMS ( Opted in X V	Text Messaging) Check to 💡 receive SMS 🖋 I
Contact Name: Mark Where to contact me Telephone: Email: Mobile: Alternate: Secondary email:	Miller 2 800-555-1234 2 test@myemail.net 800-555-2345 2	Ext:	Types of Attendance V V V	Messages to R Announcement V V V V	eceive Q Emergency Q Q Q Q Q	SMS ( Opted in X V	Text Messaging) Check to Q receive SMS V Z

You can edit your Email, Mobile phone number, Alternate Phone Number and Secondary email. To change your Name or home Telephone number, please contact the school.

You can edit which phone numbers/email addresses SchoolConnects calls/emails/texts for absence, general announcements and emergency messages. Click the checkboxes to check or uncheck your preferences.

### 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.

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	2)	Go			
▼ Peter Hiller						
Message title	Sent to	0	Delivery status	Click icon to retrieve message		
Safe Arrival Absence Message (District)	Home; KAROLINE MILLER	+1	Confirmed delive Successfully Sent	ry to person 29 Oct 2012 10:40 AM t 29 Oct 2012 10:40 AM		
Safe Arrival Absence Message (District)	Home; KAROLINE MILLER	+1	Confirmed delive Successfully Sent	ry to person 28 Oct 2012 11:09 AM t 28 Oct 2012 11:09 AM		
Safe Arrival Absence Message (District)	Home	1	Confirmed delive Successfully Sent	ry to person 27 Oct 2012 12:05 PM t 27 Oct 2012 12:05 PM		
Safe Arrival Absence Message (District)	Home	1	Confirmed delive Expired before de	ry to person 26 Oct 2012 4:10 PM elivery completed		
Survey Regarding Director of Education (District)	Home	1	Confirmed delive	ry 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.



-		
	SchoolCorrects Parent Portal What is Parent Portal?	
	Welcome to the Parent Portal:	
5	Student Attendance Explain student absences marked by teachers or notify the school of planned absences, late arrivals and early departures	

### 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.

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

		SchoolCorrects Parent Portal What is Parent Portal?	
	Welcome to the Parent Portal!		
3	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
2	Review Messages Sent to You Retrieve messages that have been sent to you through SchoolConnects		

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



Edit Contact Setting	s for Students 🥥	
Click on student name to	Miller, Vanessa - School1	*
select student:	Miller, Peter - School1	
 	Missing students? Click here to add	¥

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**.

Add Student to Parent Login
You are currently logged in as "markmiller"   that includes: Miller, Vanessa; Miller, Peter
To add another student, enter the following information:
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
Next Cancel

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.

Edit Contact Setting	s for Students 🥥	
Click on student name to	Miller, Vanessa - School1	•
select student:	Miller, Peter - School1	
ļ	Missing students? Click here to add	¥

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.

If you are unable to complete this process, please contact the school.



Downloading the SafeArrival App

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

If one or more of your children is not listed in the app, go to the Parent Portal website and follow the instruction in <u>Linking Students to One Parent Account</u> (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:

9

- 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.