Dear Waukesha Families,

IMPORTANT ATTENDANCE REPORTING PROCEDURE REMINDER PLEASE READ.

You are all probably familiar with School Messenger. The district has used School Messenger for several years as our mass notification tool. We are heading into our second school year of using Safe Arrival/School Messenger for absence reporting.

Pre-Excused Absences: If you know your child is going to be absent and you want to report that before the student is marked absent, Safe Arrival provides 3 convenient methods *(Please note that attendance staff need at least 1 hour notice to process a pass and notify your child of an early release. You should enter your early release notification at least 1 hour before the students planned departure time)*:

1.   Using your mobile device, download and install the **SchoolMessenger app** from the Apple App Store or the Google Play Store (or from the links at https://go.schoolmessenger.com). The first time you use the app, select **Sign Up** to create your account.
Select **Attendance** then **Report an Absence**.

2.   Use the SafeArrival website, https://go.schoolmessenger.com. The first time you use the website, select **Sign Up** to create your account. Select **Attendance** then **Report an Absence**.

3.   Call the toll-free number **1-866-490-7371** to report an absence using the automated phone system.

These options are available 24 hours/day, 7 days a week. Future absences can be reported at any time.

Post-Excused Absences: If you were not able to report your child's absence in advance you will be notified by the SchoolMessenger system if your child is marked absent. Notifications will be similar to notifications that you have you received in the past with three notable differences:
1. Notifications will come earlier in the day. In the past absence notifications were done after school was complete. Messenger will now notify of a reported absence within minutes of the reported absence.
2. Customized notification options. The School Messenger app or the website will allow families to customize where they want to receive their notifications and allow them to excuse the absence right from the notification.
3. If you report your child's absence in advance using the SafeArrival toll-free number, website or mobile app, you will NOT receive these notifications.

School Messenger / Safe Arrival Signup

Create An Account

With your Web browser go to https://go.schoolmessenger.com. There you can download the proper app for your phone or if you prefer, create an account using the website. Account creation happens when you open the app, or click the signup link in the upper right corner of the web page. A valid email address is required to sign up. **This email address must be one that is on file with the district.** To finish the sign up a password is required using the criteria listed below the password line. To complete the process press the green Sign Up button.

After selecting the Sign up button, a prompt will appear asking you to verify the account by checking for a validation email that was sent to your email.
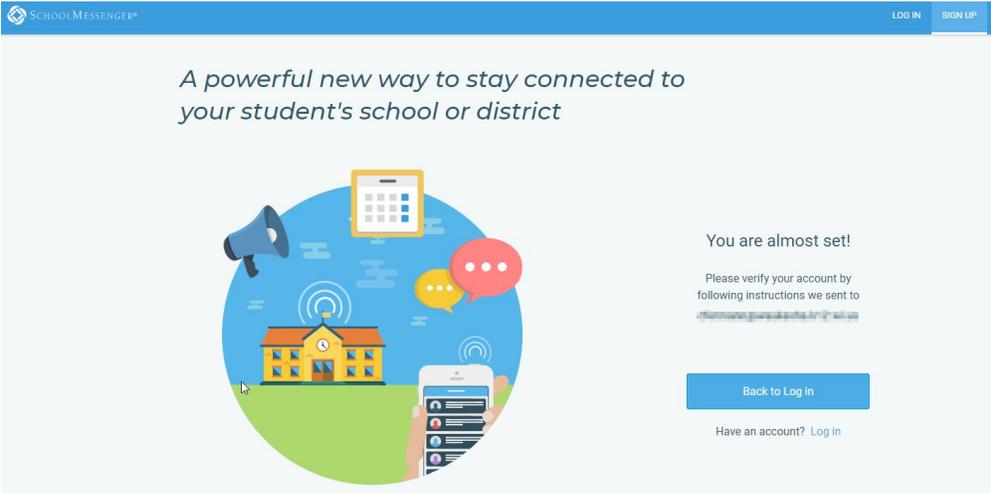
Email Validation

The email you receive should be worded like the one below. There is an activation link inside this email. Please select this link to finish activation of the account.

From: <support@accounts.schoolmessenger.com>
Date: Mon, Jan 15, 2018 at 3:33 PM
Subject: Account Activation
To:

Hello

A request has been made to create a new user account.

Please use the link below to complete your account registration, or copy and paste the link into your browser.

https://go.schoolmessenger.com/#/account/processtoken?token=RwTVRmRGQJiyIQqYZCq8mg

Please also note that this link will expire on Jan 16 (1:33 PM) PST.

DO NOT REPLY: This is an automatically generated email. Please do not send a reply message.

Thank you!
www.schoolmessenger.com

Setup The App or Web Account

The first screen that will open when you enter the app or Website will be the Update User Settings page. This screen will appear only once. Please enter your first and last name, along with the role of Parent. Select DONE to move on.

Update user settings

Please provide your name and role. This step **is required** and you will **only need to do this once**. You can always update this information later in your Settings.

First name
Required

Last name
Required

Role
Select what type of user you are...

CANCEL   DONE

The next section will be permission to contact. The number which is associated with this account will appear. If selecting ok to call this number, Safe Arrival will use this number as a valid contact number. If it is not ok, a different number will have to be set up for use. Select Save to move on.

Do we have permission to call you?

Please select which phone number(s) your school or school district may contact you at for non-emergency purposes.

Is it ok to call this phone number?

By selecting yes and save, I consent to receive calls containing pre-recorded voice messages.

Cancel   Save

Permissions for this number will then be set for pre-recorded messages. This would be all messages from a school that are not labeled as Emergency. Please select a choice and then Save.

Permission settings for

Would you like to receive other pre-recorded messages from your school or school district for topics that you select, such as school closures and attendance notifications?

Yes, it's ok to call me at this number

Yes, it's ok to call me at this number
No, call me for emergencies only

recorded voice messages.

Cancel   Save

The message types will be listed with defaults of call and text for message types the district sends. If these message types are not what should be received, click on the green check box to make changes.

Choose the messages you are interested in receiving from Waukesha School District, and how you want to receive them.

Emergency	Attendance	General Guardians	General Staff-Tchr
✓ Call me ✓ Send text	✓ Call me ✓ Send text	✓ Call me ✓ Send text	✓ Call me ✓ Send text

General Students	Survey Guard-Staff	Survey Students	
○ Call me ○ Send text	✓ Call me Surveys are not displayed in SchoolMessenger Messages	○ Call me Surveys are not displayed in SchoolMessenger Messages	

Cancel   Save

When selecting the green check box, the following dialog box will appear to make changes.

Emergency
Emergencies Only

📞 **Phone call**
✓ ▩▩▩▩ ▩-▩▩▩   OK to call

💬 **Text message**
✓ ▩▩▩▩ ▩-▩▩▩

✉ **Email**
✓ ▩▩▩▩▩▩▩▩▩
✓ ▩▩▩▩▩▩▩▩▩

Cancel   Save

Additional assistance can be found on our Safe Arrival Support Page
https://sdw.waukesha.k12.wi.us/SafeArrival or ITHelpDesk@waukesha.k12.wi.us / 262-970-1073