

Dear Waukesha Families,

IMPORTANT ATTENDANCE REPORTING PROCEDURE CHANGE PLEASE READ.

The School District of Waukesha has been working for the last few months on several enhancements to our communications systems. You are all probably familiar with School Messenger. The district has used School Messenger for several years as our mass notification tool. We are now preparing to roll out two new enhancements to School Messenger. The [School Messenger App](#) and Safe Arrival have been integrated into our communications platform.

School Messenger App: ([Click here to watch an introductory video](#))

This app or the alternative website <https://go.schoolmessenger.com> allows you to manage all of your school related messaging in one location. The signup process is outlined later in this email. The app is functional now and I encourage you to Sign Up today.

Safe Arrival: (*Safe Arrival will eventually be available at all schools. But each school is has a different date of implementation. You will receive a notice like this for each school your children attend.*)

To enhance our existing absence reporting procedure, we are introducing a *new, more efficient* student absence reporting system called **SafeArrival**. This new system will reduce the time it takes to verify student attendance, make it easy for you to report your child's absence and easy for staff to respond to unexplained student absences.

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 in school, 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 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 Name} will begin using Safe Arrival {DATE}, 2018. Please report absences in advance using the [School Messenger App](#), [WebSite](#) or **866-490-7371** instead of sending notes or calling/emailing the school. Starting **{Date}**, 2018 staff will begin using the Safe Arrival notifications to let you know if your student is absent (when you haven't reported the absence in advance).

{School Name} will start using Safe Arrival on {DATE}. Other district schools will be converting to the new system soon. If you have children attending other schools, please continue to report absences using the existing procedures until you are notified of Safe Arrival usage for those schools.


Follow the procedure below to download and install the School Messenger App and sign up for an account today Thank you for your patience and cooperation as we implement this new system.

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

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.



Sign up

Use the same email address your school has on record. If you wish to use a different one, please contact your school and ask them to update your email address.

Email

Password

One lowercase letter One number
One uppercase letter 6 - 255 characters


Location

US United States


is your school in Canada? [Switch location](#)

[Sign up](#)

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.



A powerful new way to stay connected to your student's school or district



You are almost set!

Please verify your account by following instructions we sent to [*****@*****.*****](#)

[Back to Log in](#)

Have an account? [Log in](#)

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: [REDACTED]

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=RwTVRmRGQJjyIQqYZCq8mg>

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.

The screenshot shows a blue header bar with the text "Do we have permission to call you?". Below the header, there is a paragraph of text: "Please select which phone number(s) your school or school district may contact you at for non-emergency purposes." To the left of a dropdown menu is a blurred phone number. The dropdown menu is currently set to "Is it ok to call this phone number?". Below this, another paragraph of text reads: "By selecting yes and save, I consent to receive calls containing pre-recorded voice messages." At the bottom of the dialog are two buttons: "Cancel" and "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.

The screenshot shows a blue header bar with the text "Permission settings for [blurred phone number]". Below the header, there is a paragraph of text: "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?". Below this text is a dropdown menu with three options: "Yes, it's ok to call me at this number", "Yes, it's ok to call me at this number", and "No, call me for emergencies only". The second option is currently selected and highlighted in blue. Below the dropdown menu, there is a paragraph of text: "pre-recorded voice messages." At the bottom of the dialog are two buttons: "Cancel" and "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
<input checked="" type="checkbox"/> Call me <input checked="" type="checkbox"/> Send text	<input checked="" type="checkbox"/> Call me <input checked="" type="checkbox"/> Send text	<input checked="" type="checkbox"/> Call me <input checked="" type="checkbox"/> Send text	<input checked="" type="checkbox"/> Call me <input checked="" type="checkbox"/> Send text
General Students	Survey Guard-Staff	Survey Students	
<input type="checkbox"/> Call me <input type="checkbox"/> Send text	<input checked="" type="checkbox"/> Call me <small>Surveys are not displayed in SchoolMessenger Messages</small>	<input type="checkbox"/> Call me <small>Surveys are not displayed in SchoolMessenger Messages</small>	

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

Emergency

Emergencies Only

-  **Phone call**
 [Redacted] OK to call
-  **Text message**
 [Redacted]
-  **Email**
 [Redacted]
 [Redacted]