







# School District 5 Introduces SchoolMessenger

Continuing to foster and enhance ethical communication between the School District and all learners, students, staff, parents and community in a timely and inclusive manner.

School District 5(Southeast Kootenay) is launching SchoolMessenger for communication with parents. SchoolMessenger is a communication platform that allows our schools and district to send out mass communications to parents/guardians using multiple methods simultaneously. The SafeArrival system provides parents with a faster and easier way of reporting absences.

The benefits of SchoolMessenger include:

-  Parents can choose how to be notified (email, phone call, text message)
-  Absences are easier to report at **1-(833) 566-1225**, on the app or website)
-  More timely notification in an emergency
-  Schools can respond faster when a student is unexpectedly absent and may be missing

## SchoolMessenger Communicate


**SchoolMessenger Communicate** is an automated notification system used to send out general announcements.




**As a parent/guardian, you can decide how you want to receive announcements (email, phone call, and/or text message).**

There is nothing you need to do to receive announcements from the school. You can customize how you receive what kind (General, Emergency, or Attendance) announcements. For example, you may only want to receive general announcements (upcoming events, newsletters, etc.) via email, but you might want attendance info to come as a text message so that you see it right away.

You can set up your Smartphone or Android phone app or website account right away to make sure you are ready when we launch SchoolMessenger Communicate and SafeArrival:

-  Using your mobile device, download and install the [School Messenger app](#) from the [Apple App Store](#) or the [Google Play Store](#). The first time you use the app, select Sign Up to create your account. Select Attendance then Report an Absence.

-  Use the [Safe Arrival website](#). The first time you use the website, select [Sign Up](#) to create your account. Select Attendance then Report an Absence.



**Please get in touch with your child's school if your contact information (email or phone number) has recently changed so SchoolMessenger has the most current information on file.**





## SchoolMessenger SafeArrival

One of our greatest priorities is ensuring that all our students arrive safely to school every day. To enhance our existing absence-checking procedure School District 5 (Southeast Kootenay) is introducing a new, more efficient student absence reporting system called **SafeArrival**. This new system will reduce the time it takes to verify student attendance, making it easy for you to report your child's absence and easy for staff to respond to unreported student absences.

It is also used to contact parents and guardians when a child is absent (if the absence was not reported in advance). The automated notification system will attempt to contact parents/guardians at multiple contact points until a reason is submitted for the absence. If our system is unable to reach the designated contacts, office staff will follow up.

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.

With SafeArrival, you are asked to report your child's absence in advance using any of these **3 convenient methods**:

-  Using your mobile device, download and install the [SchoolMessenger app](#) from the [Apple App Store](#) or the [Google Play Store](#). The first time you use the app, select Sign Up to create your account. Select Attendance then Report an Absence.
-  Use the [SafeArrival website](#). The first time you use the website, select [Sign Up](#) to create your account. Select Attendance then Report an Absence.
-  Call the toll-free number **1-(833) 566-1225** to report an absence using the automated phone system.
-  Contact your child's school directly to report an absence.

The SafeArrival options are available 24 hours/day, 7 days a week. Future absences can be reported at any time up to a maximum of 10 consecutive days. It is important to note that when setting up your account, **you must register using the email address and phone number associated with your child's MyEducation BC account.**

## SchoolMessenger SMS

### Opt In





*\*if your number is Canada-based.*

You will receive a text message requesting you to opt into your school or School District 5 text message alert service. This number was provided through your contact information in MyEducation BC.

If you would like to continue receiving messages from your school or district you must reply affirmatively with one of the opt-in key words. Simply reply to the original message (or send a text message to 978338 in Canada) with either the words “opt in” or “subscribe”.

If you do not receive a text message, you still can participate in SchoolMessenger SMS (Short Message Service), known as “text messages” from your cell phone by texting “Y” or “Yes” to 978338. Standard message and data rates may apply.

-  For help information, text HELP, INFO, AIDE to 978338.
-  To opt out at any time, text STOP, END, CANCEL, QUIT, UNSUBSCRIBE, ARRET to 978338.

**Participating carriers:** Rogers Wireless, MTS, Bell, Sasktel Mobility, Telus Mobility. Standard rates may apply.

Yours truly,

**School District 5 (Southeast Kootenay)**