

Johnson City Central Schools

Reporting Your Child's Absence

SafeArrival for Families FAQ



What is SafeArrival?

SafeArrival is an absence management system that improves student safety and makes it easy for you to let the school know about your child's absence.

We ask that you report your child's absence in advance whenever possible using one of these convenient methods:

SchoolMessenger app (free)

1. Provide your email address to the school.
2. Get the app from the Apple App Store or the Google Play Store (or from the links at <https://go.schoolmessenger.com>).
3. Tap **Sign Up** to create your account.
4. Select **Attendance** from the menu, and then select **Report an Absence**.

Web and Mobile Web: go.schoolmessenger.com

1. Provide your email address to the school.
2. Go to the website.
3. Click **Sign Up** to create your account.
4. Select **Attendance** from the menu, then select **Report an Absence**

Interactive Toll-free Phone

1. Call **1-844-299-9627**.
2. Follow the instructions to report an absence.

Absences can be reported in advance:

- 24 hours/day
- 7 days a week
- For any school day in the school term
- Up to the cut-off time on the day of the absence.

Whenever an absence is reported or updated, you will receive a confirmation notice by email and/or text message (assuming you have provided your contact information to the school).

If you don't report your child's absence in advance, the automated notification system will try to contact you (using your communication preferences if you have set them up in the SchoolMessenger app). This may include push notifications to the app, email, SMS text messages, or phone calls. You will be asked to provide the reason for your child's absence immediately. You may do so using the phone line, website or mobile app.

If an absence is not explained within approximately 20 minutes of the time that the school starts the notification process, school staff will follow up to make sure that your child is safe. If you try to explain an absence using SafeArrival, but are then told that it is past the cut-off time, please contact the school directly.

If you don't want to receive notifications when your child is absent, be sure to report your child's absence in advance.

If you do receive notifications of your child's absence, be sure to provide the reason as quickly as possible, using one of the methods listed above or during the phone call notification itself.

For problems with reporting your child's attendance, contact the office for the building your child attends:

JCHS Attendance Office	930-1530
JCMS Attendance Office	930-1346
JCES Attendance Office	930-1308

Why do I need a SchoolMessenger app account?

A SchoolMessenger app account is not required to use the toll-free phone line to report absences. However, we strongly recommend that you provide your email address to the school and set up your SchoolMessenger app account. This allows you to review and update absences, review your contact information and communication preferences and more.

Please see related SchoolMessenger app documentation for setting up your account, resetting your password, reviewing contact information, and specifying communication preferences. Once you have set up your account, choose ATTENDANCE from the menu.

If you cannot set up your account, you do not see the ATTENDANCE option, or you do not see your child(ren) listed in your account, please contact the school directly to check that your correct email address is associated with your child(ren).

How do I know if the school has my correct email address?

If you believe you have previously provided your correct email address to the school, proceed with setting up your SchoolMessenger app or online account. If you are not able to set up your account, then it is likely because the school does not have the correct email address on file. If this is the case, or if you have never provided the school district with an email address, please send an email to this address: userinfo@jcschools.stier.org In the content of your email, please include your first and last name and the first and last name of your child who is a JC student.

When will the school district begin using SafeArrival?

Our SafeArrival system is ready for use, and we would like all parents to set up their accounts as soon as possible in order to begin proactively reporting absences using this new tool. Beginning Monday, April 1, 2019, all student absences should be reported in advance or after notification using the SafeArrival system. From that point forward, SafeArrival will be the primary means of reporting of student absences in all Johnson City schools.

How do I use the toll-free phone line?

When you call the toll-free phone line, follow the instructions for reporting an absence.

If the phone number you are calling from matches a phone number on file with the school for your student(s), you will hear your student'(s) name(s). If the system doesn't recognize your caller ID, you will be asked to enter the student's home phone number.

Please consider using the SchoolMessenger mobile app or website before accessing the toll-free line. If you have difficulty using the toll-free phone line, please contact the school directly.

Do I still need to send in notes if I give a reason for my child's absence on SafeArrival?

In most cases, no. The school district will know the reason for the absence when you select from the available options; therefore, in most cases, a note will not be necessary.

Is anything changing about the process of picking up my child from school before dismissal if I report this through SafeArrival (i.e. for an appointment)?

No. Students in grades 6-12 will still have to check out of the building at the JC K-8 or JCHS Welcome Center desk before leaving the building. Parents or guardians of students in grades K-5 will still have to enter through the Welcome Center, show proper ID, and be buzzed into the K-2 main office to meet the student being dismissed early.

I'm worried that my child could try to report an absence for him/herself through SafeArrival to try and skip classes or a whole day of school. How can I stop this?

You will be given the option to set a security passcode on your account in order to report any absences. Additionally, any time an absence is reported, an email is generated and sent to the address that is used to set up the SchoolMessenger account.