



1. **SchoolMessenger app.** Use your mobile device to download and install the SchoolMessenger app, available at the Apple App Store, the Google Play Store or [go.schoolmessenger.ca](http://go.schoolmessenger.ca).

- The first time you use the app, select **Sign Up** to create your account. Important: Use an email address that we have on record for you.
- Select **Attendance**, then **Report an Absence**.

2. **SchoolMessenger website.** Use the SchoolMessenger website [go.schoolmessenger.ca](http://go.schoolmessenger.ca).

- The first time you use the website, select **Sign Up** to create your account. Important: Use an email address that we have on record for you.
- Select **Attendance**, then **Report an Absence**.



3. **School Messenger System.**

- Call the toll-free number **1-833-259-7295** and follow the prompts to report an absence.

Note: For absences longer than 3 days, please contact the school directly at 604-903-3430.

The contact points for automated notification for unreported absences are:

- **Email/push notifications (SchoolMessenger app).** Upon receipt of an email/push notification, you will have five minutes to respond using SafeArrival (app, website or toll-free number).
  - **SMS text message\*.** If five minutes pass with no response, a SMS text message will be sent. You will have five minutes upon receipt of the SMS text message to respond using SafeArrival (app, website or toll-free number).
  - **Phone call.** If five minutes pass with no response, an automated phone call will be made. Automated phone calls will be sent up to four times and you will be able to respond using SafeArrival (app, website or toll-free number).

Once the automated notification cycle above is complete, you will be unable to respond using SafeArrival, and must contact the school directly regarding the unreported absence.

**Please note:**

- If you report your child's absence in advance using SafeArrival (app, website or call back number), you will NOT receive automated notifications for an unreported absence.
  - You can determine the type(s) of notifications you would like to receive by setting your preferences using the app or website.
  - \*You must *opt in* to receive SMS text message notifications (regardless of preference settings). Instructions on how to opt in can be found [HERE](#).  
As an additional layer of security, you may choose to require a 4-digit PIN be entered before an absence can be reported or explained when using the SafeArrival phone system. Refer to page 9 of the [Using the SchoolMessenger App for SafeArrival guide](#) for more information.

- **All absences should be reported in advance using SafeArrival** instead of contacting the school.
- School staff use SchoolMessenger Communicate to let you know if your child is absent (when the absence hasn't been reported in advance).
- **Please do not use the Dorothy Lynas email for absences.**