



OTTAWA-CARLETON  
DISTRICT SCHOOL BOARD

# REPORT YOUR CHILD'S ABSENCE ONLINE

## Introducing SchoolMessenger SafeArrival

Available 24 hours a day, 7 days a week



The Ottawa-Carleton District Board (OCDSB) now has a new method to report your child(ren)'s absences. You can use the *SafeArrival* system to report daily and extended absences.

### Three ways to do it:



Smartphone/  
Tablet



Web  
Portal



Toll-free  
Phone



Enhances student safety



Verifies absences in  
a timely manner



Improves notification time

### How do I do this?



Download the free OCDSB app.  
It's available on Apple's App Store and  
Google's Play Store.



Open the OCDSB app. Scroll  
to the bottom and you will see the  
SchoolMessenger app on the right.



Open the SchoolMessenger app. Click on Sign Up. Enter the same email address that you have provided to your school\*. Choose your password. Select Location as Canada. Tap Sign Up. You will receive a verification email. From this email, click the link to verify. This will open in a browser where you will be prompted to enter your login details. Log in and confirm your details.



You are all set up and ready to use the app!

\*You must enter the email address provided to your school or you will not be able to use this app.

If your child is marked absent and the absence hasn't been reported in advance, our SchoolMessenger system will attempt to reach you to confirm the absence.

# REPORTING AN ABSENCE



## SchoolMessenger App

Tap the top left and then tap on Attendance. You will see your child(ren)'s name listed here.

Click at the bottom next to Report An Absence.

Select your child's name.  
Select Full Day or Multiple Day\*

Enter the reason for absence:

- Illness/Injury
- Appointment
- Vacation
- Religious/ Cultural Day
- Bereavement
- Absence Approved By Parent
- Late

Select Date of Absence.  
For Multiple Day select First Day and Last Day of absence

Tap Send



You will now see the absence listed and you will also get a message confirming the same.

\* If your child is going to be late, select Full Day and then select Late. All students that are going to be late are marked as absent for the full day until they arrive and Sign In through the school office.



## SchoolMessenger Portal

Visit [go.schoolmessenger.ca](https://go.schoolmessenger.ca). Log in.

Tap the top left and then tap on Attendance. You will see your child(ren)'s name listed here.

Click towards the top right of the screen next to Report An Absence.

Select your child's **Name, Type of Absence, Reason and Date of Absence** (Similar to the app).

Click Send



You will now see the absence listed on the home page and you will also get a message confirming the same.

### Toll-free Telephone

- Call 1-833-202-1417 toll-free to report an absence using the automated phone system.
- Follow the prompts.

### Elementary & Intermediate Schools

Same-day absences can only be reported until 30 minutes after the school start time.  
After that please call the school directly.

### Secondary Schools

Same-day absences can be reported until 4:00 p.m.

Visit your school's website or the OCDSB website for more details.