# Absences

Absences can be reported in advance for the school year through the SchoolMessenger App, or by calling the following number (866) 879-1041. On the day of the absence however, absences cannot be reported after the school's cut-off time. The cut-off time for Gilbert Paterson Middle School is 8:00AM of that current school day. If SafeArrival tells you it is past the cut-off time for reporting absences for the current day, you will need to contact the school directly.
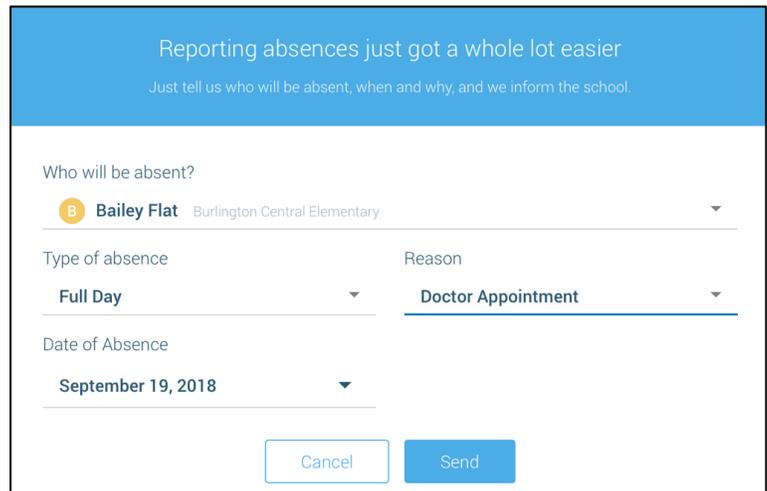
## Reporting an Absence

1. Select REPORT AN ABSENCE ➕ .

2. Be sure to enter your selections for all of the requested items:

   - Select which student will be absent.

   - Select the type and reason for the absence.

   - Select the date(s) and any time(s) of the absence.

   If the **Send button** is not activated, it means you've missed something.

3. Select **Send** to report the absence.



## Editing an Absence

If you have reported an absence in advance and decide that you need to edit the absence BEFORE the cut-off time on the day of the absence, follow these steps:

1. Click the **absence** (in List View) or the day of the absence (in Calendar View), then **Edit**.

2. Make the required changes then click **Send**.

If you need to change the details for an absence after the cut-off time on the day of the absence, contact the school directly.

## Deleting an Absence

If you have reported an absence in advance and decide that you need to delete the absence BEFORE the cut-off time on the day of the absence, follow these steps:

1. Click the **absence** (in List View) or the day of the absence (in Calendar View), then **Delete**.

2. Click **Delete** to confirm that you want to delete the absence.

If you need to delete an absence after the cut-off time on the day of the absence, contact the school directly.

## Explaining an Absence

If your student is marked absent and you have not reported the absence in advance, you will be notified of the absence. You can use the mobile apps or website to explain your student's absence.

# Manage PIN Settings

Parents/guardians may assign their own 4-digit Personal Identification Number (PIN) to an individual student through their SchoolMessenger app. If guardian assigns a student a PIN, this number will need to be entered before an absence can be reported or explained for this particular student when using the SafeArrival phone system (using a mobile device or a landline). This provides an additional layer of security and also prevents students from reporting their own absences.

## When more than 2 or more parents/guardians are connected to a student…

Once a PIN is set for a child, a PIN must always be used to report or explain that child's absences. Multiple guardians connected to the same students can share and use the same PIN, or they can set their own individual PINs for the same student. All PINs assigned will work when reporting or explaining an absence for that child.

**Note**: PINs are not associated with the phone number the parent calls from to report the absence or the mobile device the parent is using the app on. PINs are managed within the app and all guardians associated with the student who know/share a PIN or set their own PIN for that child will be able to report or explain an absence for that student from any device or landline they choose.

For parents/guardians who do not use the SchoolMessenger app, staff with access to the SchoolMessenger Communicate Contacts page can manage the PIN settings.

# Set a PIN for a Student

Using the SchoolMessenger app website, parents click the **Manage your PIN settings link** at the bottom of the Attendance page.

> Did you know that you can require a PIN to be entered before your student's absence can be reported or explained through the SafeArrival phone system?
> Manage your PIN settings

On the SafeArrival PIN Settings screen, the parent can choose the district in which the student is enrolled (if the parent has students enrolled in more than 1 district). The parent will see a list of his/her students and will be able to tap the checkbox to request that a PIN be required for when reporting and explaining absences for this student by phone. A 4-digit PIN can then be entered.



1. Click the **"eye" icon** to see the PIN. Tap the **PIN** to modify the it.

2. Click **Save** to save any changes.

This screen will be slightly different for Districts who do not use the Guardian Data Model. In that case, a separate PIN is required for each STUDENT.
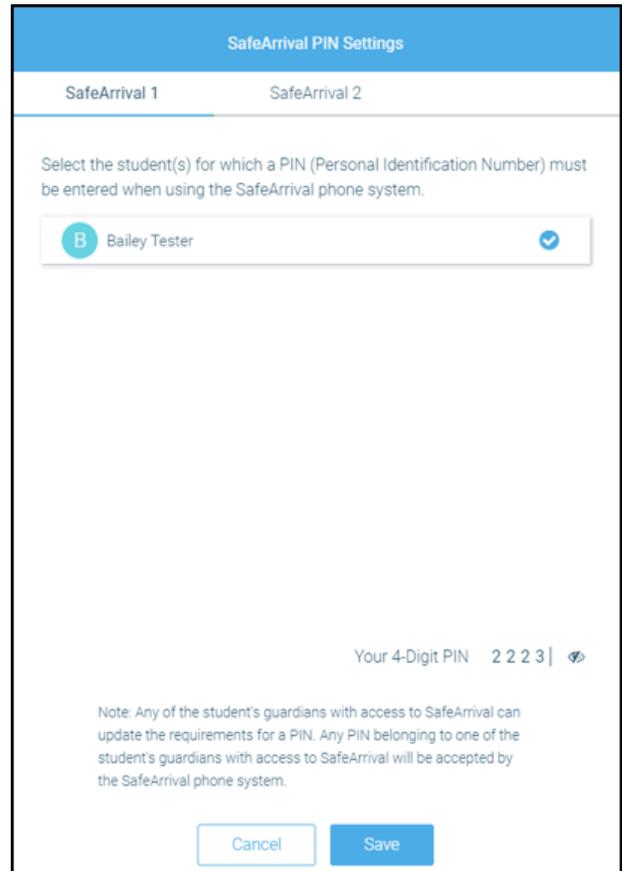
# Questions?

If you have any questions regarding the above, please contact your school or district.

Feel free to forward app inquiries or feedback to the following:

appfeedback@schoolmessenger.com