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## SafeArrival

### Instructions for Parent/Guardians

#### Introduction

Lethbridge School District 51 is pleased to introduce **a new, more efficient** student absence reporting system. This new system makes it easier for you to report your child's absence, reduces the time it takes to verify student attendance, and allows staff to respond to unexplained student absences more efficiently.

This new absence reporting system is called *SafeArrival*. It allows you to report your child's absence quickly and conveniently in one of three ways:

1	Website	<b>lethsd51.schoolconnects.com</b>	Log in to this website to access the SchoolConnects Parent Portal where an account can be set up to report absences.
2	Mobile App	<b>SafeArrival app</b> by Synrevoice Technologies	Download the Apple or Android app to report absences.
3	Toll-free Phone Line	<b>1-866-879-1041</b>	Call the interactive telephone system to report absences.

All methods are available 24 hours a day, 7 days a week. Therefore, absences may be reported ahead of time, e.g. Doctor or dentist appointment etc.

In addition, we will be using the SchoolConnects automated notification system to contact parents whose child is absent when the absence was not reported in advance. SchoolConnects attempts to contact parents at multiple contact numbers until the designated contact(s) is/are reached. If the system is unable to reach a designated contact within 30 minutes, office staff will follow up. If you report your child absent in advance using the Safe Arrival website, app or toll-free number, you will not receive these calls.

We will start using our Safe Arrival on Monday, October 30, 2015. **As of Monday, October 30, 2015, all absence reporting should go through the Safe Arrival website, app or toll-free number.** Please do not contact the school directly to report an absence.

The benefit of using the Safe Arrival website is that you may report your child's absences, update your contact phone numbers and email addresses should they change, as well as review messages sent through our SchoolConnects system.

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## Contents

This document contains the following topics on the use of the SchoolConnects Parent Portal:

- [Activating Your Parent Portal Account](#)
- [Reporting an Absence using the Parent Portal Website](#)
- [Updating Your Login Information](#)
- [Updating Your Contact Information](#)
- [Reviewing Messages Sent by SchoolConnects](#)
- [Logging Out of the Parent Portal](#)
- [Linking Students to One Parent Portal Account](#)
- [Creating Your Own Parent Portal Account](#)



## Activating Your Parent Portal Account

To activate your Parent Portal Account, click the link in your email invitation (or copy and paste the link into your browser). You are taken to the Parent Portal website.

The screenshot shows the login page for School Connects. On the left, there is a logo with the text "School Connects" and an illustration of a man and a woman. The main content area contains the following text: "Please supply your login name or phone number or email address and your password and then click on the Log In button to login". Below this, there are two input fields: "Login Name:" and "Password:". Each field has a "Forgot login name?" or "Forgot password?" link to its right. Below the password field, there is a "Log In" button and a checkbox labeled "Remember my login name". At the bottom, there is a link that says "What is Parent Portal?".

Enter **ONE** of the following pieces of information that is provided in your email invitation into the “Login Name” field:

- Login Name
- Phone number
- Email address

Enter your password from the email invitation into the “Password” field and click **Log In**. Once this information is entered correctly, a popup screen appears that steps you through the authentication process.

This screenshot is similar to the previous one, but it shows the login page after the user has entered their login name and password. The "Login Name" field now contains the text "markmiller" and the "Password" field contains seven dots. A popup window is overlaid on the bottom half of the page. The popup contains the following text: "This is your first time logging into Parent Portal. You are required to go through a user authentication process to ensure the security and privacy of the student information. You will receive a call at the phone number associated with you on the student record and be given a code to enter on screen to verify that you are the intended user. Click OK to begin the process." Below the text are two buttons: "OK" and "Cancel".

The authentication process involves SchoolConnects sending an authentication code to your email address. You will enter this code into the “Please input the authentication code” field and click **Go**.

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### Parent Portal User Authentication

The Parent Portal user authentication process has begun. You will receive a call shortly at the telephone number associated with your user login to verify that you are the intended user.

**Important:** The telephone message will give you an authentication code that you need to enter on your computer. Have a pen and paper ready to write down this code or enter it directly on the computer when requested. When your phone rings, answer the call and follow the voice instructions.

Please input the authentication code

#### Process Status

  
[Cancel](#)

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Once the code is entered correctly on-screen, the account is authenticated and you will enter the Parent Portal.

The following menu is presented:

Log Out

### Parent Portal

What is SchoolConnects Parent Portal?

Welcome to the Synrevoice SchoolConnects Parent Portal

 <b>Student Attendance</b> Explain student absences marked by teachers or notify the school of planned absences, late arrivals and early departures	 <b>Edit Contact Information</b> Update contact information and preferences for parents and relatives the school may contact	 <b>Edit Your Login Information</b> Change your password, login name, login phone number, or login email
 <b>Review Messages Sent to You</b> Retrieve messages that have been sent to you through SchoolConnects		

You can update your contact information, report a student absence, review messages sent to you through SchoolConnects or edit your login information.



## Reporting an Absence using Parent Portal

The screenshot shows the SchoolConnects Parent Portal interface. At the top left is the 'SchoolConnects' logo, and at the top right is a 'Log Out' button. Below the header is a yellow box with the text 'Parent Portal' and 'What is SchoolConnects Parent Portal?'. A white box contains the message 'Welcome to the Synnevoice SchoolConnects Parent Portal'. Below this are four main menu items: 'Student Attendance' (circled in red), 'Edit Contact Information', 'Edit Your Login Information', and 'Review Messages Sent to You'. Each item has a small icon and a brief description of its function.

To report an absence, click the **Student Attendance** icon and the following screen appears:

[Explain Absence / Report Planned Absence](#) ?

Click on student name to select student:

Peter Miller	TRAINING SCHOOL
Vanessa Miller	TRAINING SCHOOL

**Planned Absences: 2**

[New](#)

**Attention:** Before reporting a new planned absence, please review the lists below to see if it has been reported already or marked by a teacher.

Edit	Date	Incident	Reason	Entered By	On	At	Conf.#	Delete
	Nov 26	Absent full day	Weather	Mark Miller	Nov 22	3:08 PM		
	Nov 23	Absent full day	Illness		Nov 22	3:01 PM	Pt514	

**Absences Marked by Teachers: 0**

Date	Incident - Periods	Reason	Entered By	On	At
There are no marked absences.					

[Cancel](#)

**Note:** The attendance data on this screen may not accurately reflect that on the students official record. The reason displayed for each incident is according to what the students parent(s) have entered in the past and transferred to the official student records. However, changes made to the official records may not be reflected here. To obtain an accurate attendance report for the student, please contact the school office.

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To report an absence, click the **New** button and the following screen appears:

A screenshot of a web application interface for reporting an absence. The main window is titled "Report A Planned Absence" and contains the following fields: "Student:" with the value "LN1228, FN1228"; "Type of absence:" with a dropdown menu set to "Full-day absence"; "Date:" with a date picker set to "31 Mar 2011"; and "Reason:" with a dropdown menu set to "Doctor appointment". There are radio buttons for "1-day" (selected) and "Multi-day". At the bottom of the form are "Save" and "Cancel" buttons. In the background, a "New" button is visible, along with a table with "Reason" headers and a "Family matter" entry. A "Return to Home Page" button is also present at the bottom of the page.

The same absence reporting options are available in the website, the app and the phone call.

When you report an absence through the website, app or phone line, an email confirmation message will be sent to all email addresses on file for this student, one email for each day absent.

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## Update Login Information

The screenshot shows the SchoolConnects Parent Portal interface. At the top left is the 'SchoolConnects' logo, and at the top right is a 'Log Out' button. Below the header is a yellow box with the text 'Parent Portal' and 'What is SchoolConnects Parent Portal?'. A white box below that says 'Welcome to the Synnevoice SchoolConnects Parent Portal'. There are four main menu items: 'Student Attendance', 'Edit Contact Information', 'Edit Your Login Information' (which is circled in red), and 'Review Messages Sent to You'. Each item has a small icon and a brief description.

You can change your login information by clicking the **Edit Your Login Information** icon and the following screen appears:

### Edit Your Login Information ?

**Login credentials**

Login name:	<input type="text" value="joi gh"/>	<a href="#">Change</a>
Full name:	<input type="text" value="D _ i, Jo-"/>	
Password:	<input type="password" value="*****"/>	<a href="#">Change</a>
Language:	<input type="text" value="English"/>	

**Other login info**

Login phone number:

As an alternative to your login name, you can also enter the login phone number to identify yourself when logging into Parent Portal. This is also the phone number that Parent Portal calls to authenticate your identity when needed.

Login email address:

You can also enter this email address to identify yourself when logging into Parent Portal. This is also the email address that Parent Portal sends confirmation notices when important changes have been made to your login credentials or contact information.

[Save](#)

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In this screen, you can change your:

- Password
- Login name
- Login phone number
- Login email address

If you experience a problem logging in, click **Forgot password?** or **Forgot login name?** to have your password or login name emailed to you. You can login using the login name assigned to you (or modified), your login email address or your login telephone number.

The screenshot shows the 'School Connects' login interface. On the left is the logo and a graphic of two stylized figures. The main area contains a login form with the following elements:

- Instructional text: "Please supply your login name or phone number or email address and your password and then click on the Log In button to login"
- Input field for "Login Name:" with a "Forgot login name? Click here for assistance" link to its right.
- Text: "or phone number or email address you designated for login identification"
- Input field for "Password:" with a "Forgot password? Click here for assistance" link to its right.
- A green "Log In" button and a checkbox labeled "Remember my login name".
- A link at the bottom: "What is Parent Portal?"

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## Update Contact Information

The screenshot shows the SchoolConnects Parent Portal interface. At the top left is the 'SchoolConnects' logo, and at the top right is a 'Log Out' button. Below this is a yellow box with the text 'Parent Portal' and a link 'What is SchoolConnects Parent Portal?'. A white box contains the text 'Welcome to the Synnevoice SchoolConnects Parent Portal'. Below this are four main menu items: 'Student Attendance' (with a calendar icon), 'Edit Contact Information' (with a person and phone icon, circled in red), 'Edit Your Login Information' (with a person icon), and 'Review Messages Sent to You' (with a mail icon).

SchoolConnects

Log Out

Parent Portal

[What is SchoolConnects Parent Portal?](#)

Welcome to the Synnevoice SchoolConnects Parent Portal

**Student Attendance**  
Explain student absences marked by teachers or notify the school of planned absences, late arrivals and early departures

**Edit Contact Information**  
Update contact information and preferences for parents and relatives the school may contact

**Edit Your Login Information**  
Change your password, login name, login phone number, or login email

**Review Messages Sent to You**  
Retrieve messages that have been sent to you through SchoolConnects

To update your contact information, click the **Edit contact information** icon and the following screen appears:

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## Edit Contact Settings for Students ?

Parent login name:

[Return to Home Page](#)

Click on student name to select student:

[Missing students? Click here to add](#)

### Student Information

Grade:

Home room:

Teacher:

Language:

Request PIN during telephone message delivery:  ?

Request PIN when reporting absences by telephone:  ?

### School Information

123 Main St.  
Central City, PROV  
38495  
(800)555-1234

To change your contact information, please contact the school.

### Parent Communication Program Sign-Up

Safe Arrival:

Positive Attendance Notification

Immediate notification for absence

Notify me of absences recorded by a teacher even if the absence was reported in advance.

Send confirmation notice to me when a new planned absence is created for the student through:

Telephone

Web

Smart Phone Applications

Deliver confirmation notice to me by:

Email

SMS

PG-1

Contact Name:

Let other relatives of this student see my contact information:  No  Yes ?

PIN used to confirm reported absences:

### Where to contact me ?

	Types of Messages to Receive <span>?</span>			SMS (Text Messaging)	
	Attendance	Announcement	Emergency	Opted in	Check to receive SMS <span>?</span>
Telephone: <input type="text" value="(613) 555-2222"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Email: <input type="text" value="myemail@mail.com"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mobile: <input type="text" value="(613) 555-1111"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Alternate: <input type="text"/> Ext: <input type="text"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Secondary email: <input type="text" value="myemail2@mail.com"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[Save](#)

[Return to Home Page](#)

You can edit your Email, Mobile phone number, Alternate Phone Number and Secondary email.

To change your home Telephone number, please contact the school.

Check off which phone numbers SchoolConnects calls for absence, general announcements and emergency messages.



## Reviewing Messages Sent Via SchoolConnects

Review messages by clicking the **Review Messages Sent to You** icon.

The screenshot shows the 'Parent Portal' interface. At the top left is the 'School Connects' logo and a 'Log Out' button. The main content area includes a welcome message: 'Welcome to the Synnevoice SchoolConnects Parent Portal'. Below this are four main menu items: 'Student Attendance', 'Edit Contact Information', 'Edit Your Login Information', and 'Review Messages Sent to You'. The 'Review Messages Sent to You' item is circled in red and features a green envelope icon.

On this screen, email messages can be reviewed by clicking the green envelope icon.

### Messages Sent to Parent

[Back](#)

Student:  Last [30](#) [60](#) [90](#) days

Or specify Start date:   End date:   [Go](#)

Peter Miller		
Message title	Sent to	Delivery status <a href="#">Click icon to retrieve message</a>
Safe Arrival Absence Message (District)	Home; KAROLINE MILLER	Confirmed delivery to person 29 Oct 2012 10:40 AM <b>Successfully Sent</b> 29 Oct 2012 10:40 AM
Safe Arrival Absence Message (District)	Home; KAROLINE MILLER	Confirmed delivery to person 28 Oct 2012 11:09 AM Successfully Sent 28 Oct 2012 11:09 AM
Safe Arrival Absence Message (District)	Home	Confirmed delivery to person 27 Oct 2012 12:05 PM Successfully Sent 27 Oct 2012 12:05 PM
Safe Arrival Absence Message (District)	Home	Confirmed delivery to person 26 Oct 2012 4:10 PM Expired before delivery completed
Survey Regarding Director of Education (District)	Home	Confirmed delivery to person 26 Oct 2012 2:50 PM

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A screenshot of a web interface showing a message detail. The message is titled "Safe Arrival Absence Message (District)" and was sent on 27 Oct 2012 at 12:05 PM. The subject is "Student Absent from Morning Roll Call". The body text states: "This is a message from TRAINING SCHOOL. Your student Peter Miller in grade 5 was marked absent during morning roll call. If you are unaware of this absence, please call TRAINING SCHOOL at (647)233-6552. If you are aware of this absence and have not received a call from our automated notification system, please call the school to provide an explanation or reply to this email. Thank you. TRAINING SCHOOL (647)233-6552". A green telephone icon is visible in the top left of the message content area. A "Close" button is at the bottom right.

If you click the green telephone icon, you can listen to messages and review the text of your message on screen. Apple Quicktime player must be installed in order to listen to messages.

A screenshot of a web interface showing a voice message detail. The message is titled "Survey Regarding Director of Education (District)" and was sent on 26 Oct 2012 at 2:50 PM. The last delivery result is "Confirmed delivery to person". The message text reads: "This message is being sent to you on behalf of the Board of Trustees of the District School Board. Our current Director of Education, recently announced her retirement from the Board after more than 15 years in the role. The Board of Trustees is currently engaged in the process of selecting a new Director of Education. As an integral member of our Learning Community, our Trustees would like your help with the task of selecting a new Director of Education by filling out a short survey which can be accessed via the Board website at www. starting on Wednesday, October 17th. Surveys must be filled out no later than October 24th by 6:00 p.m. Look for the link to the Survey under the section on the homepage. Only one survey may be filled out per person and ALL SURVEY ANSWERS WILL REMAIN CONFIDENTIAL. Thank you in advance for your participation." A green telephone icon is visible in the top left of the message content area, and a speaker icon is circled in red at the bottom left of the message content area. A "Close" button is at the bottom right.

By clicking the speaker icon, the message will be loaded and played in Apple Quicktime.

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## Log Out of the Parent Portal

Click the **Logout** button in the upper right hand corner of the Parent Portal window, and choose **OK**.

The screenshot shows the SchoolConnects Parent Portal interface. At the top left is the 'School Connects' logo. In the top right corner, a green 'Log Out' button is circled in red. Below the header is a yellow box containing the text 'Parent Portal' and 'What is SchoolConnects Parent Portal?'. Underneath is a white box with the text 'Welcome to the Synrevoice SchoolConnects Parent Portal'. The main content area features four service tiles: 'Student Attendance' (with a calendar icon), 'Edit Contact Information' (with a contact card icon), 'Edit Your Login Information' (with a person icon), and 'Review Messages Sent to You' (with a mail icon). Each tile includes a brief description of the service.



## Linking Students to One Parent Portal Account

Parent Portal follows a strict set of rules when creating and linking students to parent accounts. It is possible for a parent to receive more than one Parent Portal account (possibly one for each student in the household). If you receive multiple Parent Portal accounts, you can link all of your students into one primary account.

Log in to Parent Portal using the account that you wish to use as your primary account.



Check the list of students to see which students are already linked to this account.



On the **Edit Contact Settings for Students** screen there is a link just below the student list titled **Missing students? Click here to add**. Click that link.

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## Edit Contact Settings for Students ?

Parent login name:

[Return to Home Page](#)

Click on student name to select student:

[Missing students? Click here to add](#)

### Student Information

Grade:   
Home room:   
Teacher:   
Language:   
Request PIN during telephone message delivery:  ✕ ?  
Request PIN when reporting absences by telephone:  ?

### Parent Communication Program Sign-Up

Safe Arrival:

Positive Attendance Notification

Immediate notification for absence

Notify me of absences recorded by a teacher even if the absence was reported in advance.

Send confirmation notice to me when a new planned absence is created for the student through:

Telephone

Web

Smart Phone Applications

Deliver confirmation notice to me by:

Email

SMS

Enter the first and last name of a student that is not currently linked to this account. Enter an email address or 10-digit phone number that you have supplied to the school. Click **Next**.

### Add Student to Parent Login

You are currently logged in as "jillbrett" that includes:

Corbin Brett

To add another student, enter the following information:

Student First Name:

Student Last Name:

Any email address or 10-digit cell phone number capable of receiving text messages that you have supplied to the school that we can reach you at now

[Next](#)

[Cancel](#)

Click the **Yes** radio button to add another student, otherwise leave it set to **No**. Click **Next**.

Repeat the process to add more students as needed.

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## Add Student to Parent Login

You are currently logged in as "jillbrett" that includes:  
Corbin Brett

You are in the process of adding the following students to your login:  
Amelia Brett

Do you want to add another student?  Yes  No

Next

Cancel

When finished, you should see all of your students listed on the **Edit Contact Settings for Students** screen.

## Edit Contact Settings for Students

Parent login name:

[Return to Home Page](#)

Click on student name to  
select student:

Amelia Brett - Portal Test School - 3  
Corbin Brett - Portal Test School - 3

[Missing students? Click here to add](#)

### Student Information

Grade:

Home room:

Teacher:

Language:

Request PIN during telephone message delivery:  

Request PIN when reporting absences by telephone:  

### Parent Communication Program Sign-Up

Safe Arrival:

Positive Attendance Notification

Immediate notification for absence

Notify me of absences recorded by a teacher even if the absence was reported in advance.

Send confirmation notice to me when a new planned absence is created for the student through:

Telephone

Web

Smart Phone Applications

Deliver confirmation notice to me by:

Email

SMS

Upon successful completion of the linking process, an email will be sent to all the email addresses (if on file) of the account from which the student was moved.



## Creating Your Own Parent Portal Account

If you did not receive an email providing your login name and password, you will be able to create your own account if you have provided a 10-digit cell phone number (capable of receiving a text message) or email address to the school.

Go to the login screen. Click the link labelled **Don't have login?**

The screenshot shows the login interface for the SchoolConnects Parent Portal. On the left, there is the 'School Connects' logo and an illustration of a man and a woman. The main area contains a message: 'Thank you for using the SchoolConnects Parent Portal. Please enter your login name or phone number or email address and your password and then click Log In.' Below this are two input fields: 'Login Name:' and 'Password:'. To the right of the 'Login Name' field, there are three links: 'Forgot login name? Click here for assistance', 'Don't have login? Click here to get one', and 'Forgot password? Click here for assistance'. A red oval highlights the 'Don't have login? Click here to get one' link. Below the input fields is a green 'Log In' button and a checkbox labeled 'Remember my login name'. At the bottom, there is a link that says 'What is the Parent Portal?'.

Enter your first and last name as well as one of your student's first and last name. Enter your cell phone number or email address that is on file at the school. Click **Go**.



### Request Issuance of Parent Login

To obtain a Parent Portal login, please supply the following information:

Parent first name:

Parent last name:

Student first name:

Student last name:

Any email address or 10-digit cell phone number capable of receiving text messages that you have supplied to the school that we can reach you at now

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The system will send an authentication code to your cell phone or email address. Enter the authentication code on the screen and click **Go**.

Once the code is entered correctly on the screen, the account is authenticated and you will be taken to the Parent Portal home screen.