

Safe Arrivals

Parent/Guardian Application Resource

*Administrative Software Support
ICT Department*



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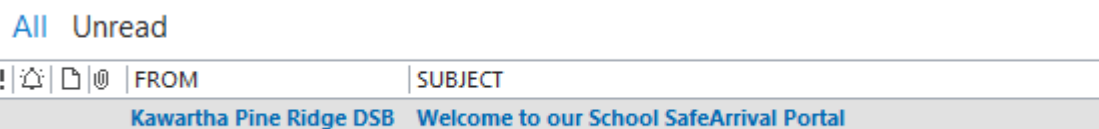
SchoolConnects Parent Portal

What is Parent Portal?

The School Connects Parent Portal is a fast, convenient way for parents/guardians to report an absence for their children. The Portal is available 24 hours a day, 7 days a week and can be accessed via the telephone, internet, or mobile app, anywhere in North America. Partial day, full day, and multiple day absences may be entered. Absences can also be entered in advance for convenience in attending appointments.

Registering is fast, easy and just takes a few minutes by following these steps.

You, as a parent/guardian, have received, or will soon receive, a Welcome email invitation from Kawartha Pine Ridge District School Board based on the email address your child's school has on file for you. You will need the personal login information contained in that email message to complete the registration to the Portal.



When you are ready to register, go to <http://kprdsb.schoolconnects.com> or click the link provided in the email message.

The initial log on screen will look like this:

KAWARTHA PINE RIDGE
DISTRICT SCHOOL BOARD
Kawartha Pine Ridge DSB

Please enter your login name or phone number or email address and your personal code that you will use to log in.

Login Name:

Password:

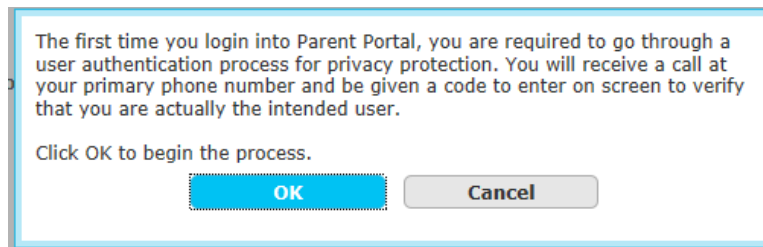
What is the name of the school?

Enter the **Login Name** and **temporary password** provided in the Welcome email.

When finished, click **Log In**

In order to protect your children, your identity must be authenticated. The authentication process uses your primary phone number, which will be called and you will be given a verification code to enter on a subsequent screen.

Click **OK** to proceed.



The *User Authentication* screen appears for you to enter the code that you received via phone. Enter the verification code and click **GO**.

Your primary phone number will be displayed in the *Process Status* box. *If this is not your phone number, click **Cancel**.*

Parent Portal User Authentication


To protect the privacy of student information, the system needs to verify that you are indeed the owner of the phone number you entered.

You will receive a call at that phone number momentarily. Please have a pen and paper ready. When the phone rings, answer and write down the verification code. Enter the code in the box below.

Please input the verification code. XXXXXX Go

Process Status

Parent Portal is calling you at your phone number XXXXXX. If this is not your phone number or you cannot access this phone now, please click cancel to stop this process.



The verification code has been delivered by phone. Please enter the code in the input field above. To listen to the verification code again if you are still on the phone, press 1 on the telephone keypad.

→
Cancel
Return

Once your identity has been confirmed and authenticated, the following image will appear. Click **Continue**

Parent Portal User Authentication

Your identity has been authenticated. Please remember to hang up the phone. Click "Continue" when you are ready.

[Continue](#)

Congratulations! You've just completed the registration process and can begin to use the Safe Arrival system!

Parent Portal Home Screen



On the home screen, you will find links to record a student's absence, edit your contact information, edit your login information and review messages from your school.

The following pages offer more details on these activities.

Student Attendance

The student attendance features enable you to record an absence for your child. Absences can be for partial day, full day or multiple days. Absences can also be entered in advance. Multiple days are limited to a maximum of 5 consecutive days.



Student Attendance

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

Once saved, the school will be notified of the record and your child's absence will be saved to the Attendance System. You will **not** receive a manual safe arrival telephone call from the school if you have recorded the absence using this **Safe Arrival** system. The process for reporting your child's absence is very similar when using the telephone, web or mobile app.

To record a single **full day** absence:


- Click **Student Attendance** from the home screen
- Select your child's name, then click **New**


- *Type of absence* will default to **Full-Day**
- *1-day* will be selected
- Confirm the *Date* of the absence
- Confirm the *Reason* of the absence
- If correct, click **Save**
- In the *Success* window, click **OK**

The confirmation details of the single full day absence will display.



If the information is incorrect, click the **Edit**  button to make corrections.

If the recorded absence needs to be deleted, click the **Delete**  button

Explain Absence / Report Planned Absence  Return to Home Page

Click on student name to select student:
 Mouse, James SelvaArival Test School Get SafeArrival mobile apps 

Planned Absences: 1 [New](#) Attention: Before reporting a new planned absence, please review the lists below to see if it has already been reported.

Edit	Date	Incident	Reason	Entered By	On	At	Conf.#	Delete
	May 4	Absent full day	Medical Appointment		May 3	13:44		

Note: The attendance data on this screen may not accurately reflect what is on the student's official record. The absence reason displayed is based on what the student's parent(s) have entered. To obtain an accurate attendance report for the student, please contact the school office.

The absence has been saved and the school will be notified.

Next...*how to record **multiple days**.*

To record **multiple day** absences:

- Click **Student Attendance** from the home screen
- Select your child's name, then click **New**



Explain Absence / Report Planned Absence Return to Home Page

Click on student name to select student:

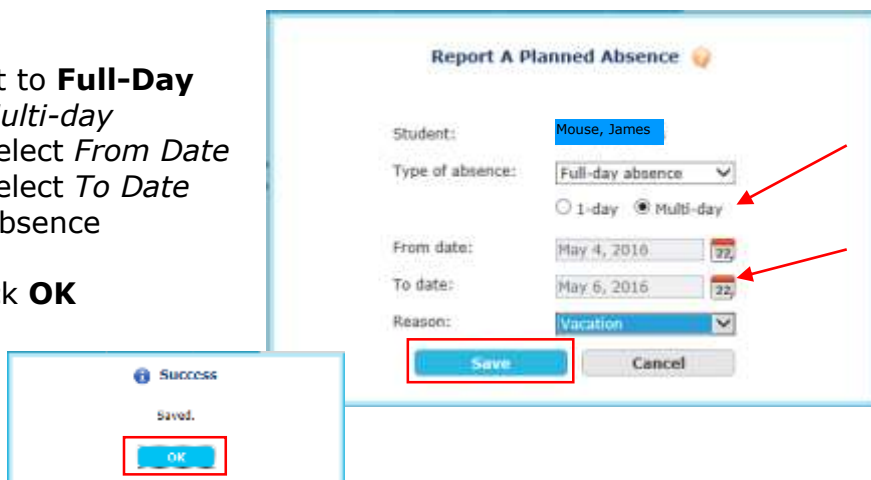
Sprow, James Sakurhal Text School Get SafeArrival mobile apps

Planned Absences: 0 Save **Attention:** before reporting a new planned absence, please review the lists below to see if it has already been reported.

ID#	Date	Incident	Reason	Entered By	On	At	Cost #	Details
There are no planned absences.								

Note: The attendance data on this screen may not accurately reflect what is on the student's official record. The absence reason displayed is based on what the student's parent(s) have entered. To obtain an accurate attendance report for the student, please contact the school office.

- *Type of absence* will default to **Full-Day**
- Click the radio button for *Multi-day*
- Click the calendar icon to select *From Date*
- Click the calendar icon to select *To Date*
- Select the *Reason* for the absence
- If correct, click **Save**
- In the *Success* window, click **OK**



Report A Planned Absence

Student: Mouse, James

Type of absence: Full-day absence 1-day Multi-day

From date: May 4, 2016

To date: May 6, 2016

Reason: Vacation

Save Cancel

Success
Saved.
OK

The absence has been saved and the school will be notified.

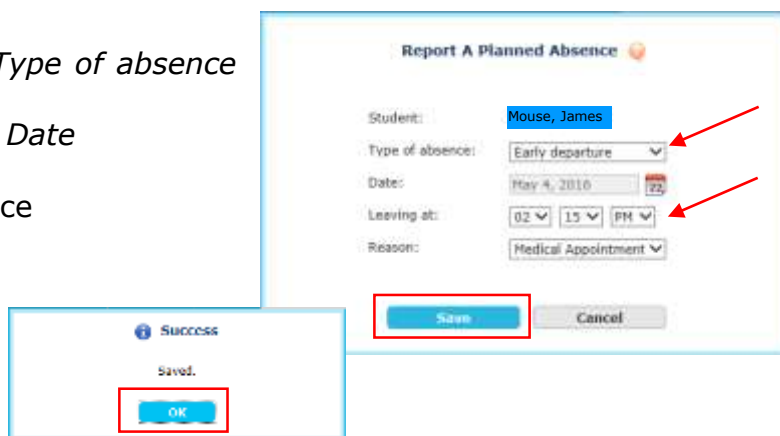
Next...how to record **partial days (early departure)**.

To record a **partial day** absence (early departure):

- Click **Student Attendance** from the home screen
- Select your child's name, then click **New**



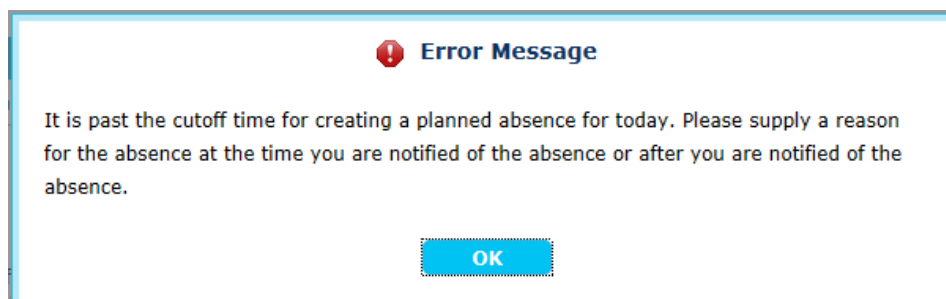
- Select **Early Departure** from *Type of absence* dropdown
 - Click the calendar icon to select *Date*
 - Select **Leaving at:** times
 - Select the *Reason* for the absence
 - If correct, click **Save**
- In the *Success* window, click **OK**



The early departure has been saved and the school will be notified.



You may receive this error message if you attempt to create a planned absence, after the cutoff time, for the current day. When the system calls you to confirm the absence, you can state the reason at that time to be recorded into the system.



Next...how to record **partial days (late arrival)**.

To record a **partial day** absence (late arrival):

If your child has an appointment that will mean they will arrive to school after the morning bell, then the *Late* option should be used. This option is best utilized when creating absences in advance (ie next day).

- Click **Student Attendance** from the home screen
- Select your child's name, then click **New**



- Select **Late** from *Type of absence* dropdown
- Click the calendar icon to select *Date*
- Select **Arriving at:** times
- Select the *Reason* for the absence
- If correct, click **Save**



- In the *Success* window, click **OK**



The late arrival has been saved and the school will be notified.

Next...how to record **leave and return** absences:

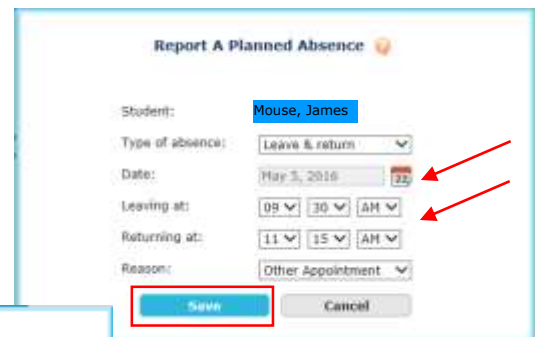
To record a **leave and return** absence:

A **leave and return absence** is a situation when you will sign out your child from school at one point during the day, and returning the child to school at another point during the day. (ie you would pick up your child at 9:30 am for a dentist appointment and return your child to school at 11:00 am for the rest of the day).


- Click **Student Attendance** from the home screen
- Select your child's name, then click **New**



- Select **Leave & Return** from *Type of absence* dropdown
- Click the calendar icon to select *Date*
- Select **Leaving at:** times
- Select **Returning at:** times
- Select the *Reason* for the absence
- If correct, click **Save**



- In the *Success* window, click **OK**



The planned departure and return has been saved and the school will be notified.

The confirmation will display the 'Out' and 'Back' times as entered.

Planned Absences: 1

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

Edit	Date	Incident	Reason	Entered By	On	At	Conf.#	Delete
	May 5	Out-09:30 Back-11:15	Other Appointment		May 4	09:24		

A red arrow points to the 'Incident' column in the table.

Contact Information

The *Edit Contact Information* features enable you to customize certain aspects of your personal information. You can set parameters for how you are notified of absences, set a PIN (Personal Identification Number) to be used when reporting absences, and also update any changes to your contact information.



Edit Contact Information

Update contact information and preferences for parents and relatives the school may contact

If you are not seeing all of your children, you can search and add them to your profile.

Edit Contact Settings for Students Parent login name: **stephanieskinner** [Return to Home Page](#)

Click on student name to select student: **Mouse, James - SafeArrival Test School**

4 Missing students? Click here to add

1 Student Information

Grade: **3**

Home room:

Teacher:

Language:

Request PIN when reporting absences by telephone:

2 Parent Communication Program Sign-Up

Safe Arrival:

Send confirmation notice to me when a new planned absence is created

Deliver confirmation notice to me by:

Email

SMS

3 MOTHER

Contact Name: **Mouse, Stephanie**

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

PIN used to confirm reported absences:

Where to contact me

Telephone: **(705) 555-1234**

Email: **Stephanie_mouse@email.com**

Mobile:

Alternate: Ext:

Secondary email:

Types of Messages to Receive

	Attendance	Announcement	Emergency
Opted in	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Check to receive SMS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

SMS (Text Messaging)

Opted in	Check to receive SMS
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

5 Save [Return to Home Page](#) **6**

- Verify if PIN is required in Student Information (**1**)
- Confirm delivery of notices in Parent Communication Program Sign-Up (**2**)
- Confirm your contact information in the Parent/Guardian group (**3**)
- Add missing children to your profile in Missing students link (**4**)
- When finished making/confirming information, click Save (**5**)
- To return to the Parent Portal Home Page, click Return to Home Page (**6**)

Login Information

In the *Edit Your Login Information* section, you can change your login name, password, and download the Mobile Apps from Google Play or the Apple App Store.



Edit Your Login Information

Change your password, login name, login phone number, or login email

Edit Your Login Information ?

[Return to Home Page](#)

1 Login credentials

Login name:	<input type="text" value="stephaniemouse"/>	Change
Full name:	<input type="text" value="Mouse, Stephanie"/>	
Password:	<input type="password" value="*****"/>	Change
Language:	<input type="text" value="English"/>	

2 Other login info

Login phone number:	<input type="text" value="(705) 555-1234"/>
<p>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.</p>	
Login email address:	<input type="text" value="Stephanie_mouse@email.com"/>
<p>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.</p>	

Welcome to Kawartha Pine Ridge DSB SchoolConnects Parent Portal.

You can change your login name or password anytime.

When you log in again, you can use the login name, email address or phone number displayed on this screen.

Parent Portal may call your phone number to deliver information used in verifying your identity.

Your email address is used to deliver requested password information and notify you when important changes have been made to your account.

If you have multiple phone numbers or email addresses on file, you can click on the drop down arrow to change your primary phone number or email address.

[Get SafeArrival mobile apps](#)



4 [Save](#)

[Return to Home Page](#)

5

- Change your Login credentials (1)
- Confirm Login phone number and email address (2)
- Click the to download Mobile Apps (3)
- When finished making/confirming information, click Save (4)
- To return to the Parent Portal Home Page, click Return to Home Page (5)

Reviewing Messages

In *Review Messages Sent to You* section, there may be messages you can retrieve that have been sent from your school's *SchoolConnects* announcements system.



Review Messages Sent to You

Retrieve messages that have been sent to you through SchoolConnects

Messages Sent to You **5** [Return to Home Page](#)

1 Student: Last **3** days

Or specify Start date: **2** End date: **4**

6 There are no messages that match your search criteria.

- You can select for all of your children or specific children (**1**)
- Select a range of dates to apply (**2**) or set last 30, 60, or 90 days (**3**)
- Click Go when ready (**4**)
- To return to the Parent Portal Home Page, click Return to Home Page (**5**)

Troubleshooting and FAQ

How does the system prevent students from reporting absences?

The telephone system does not prevent students from reporting an absence. When an absence is reported through any of the reporting options (telephone, Parent Portal website or mobile apps), the system will send an email to all custodial parent email addresses associated with the student. It is important to collect as many email addresses as possible so that parents will be informed of all absences, especially not those reported by the parent. If desired, parents can set up a PIN and request entry of the PIN (Personal Identification Number) when reporting absences through the phone system. A PIN belonging to any of the parents will be accepted by the system.

"I called in and reported my student absent! Why did the system call me?"

Did the parent get a confirmation number? If the parent did not receive a confirmation number from the telephone system, the absence was not reported to the system. This is usually due to the parent hanging up before the confirmation number is played to the parent.

"The phone system takes too long to report an absence."

The average call to report an absence takes less than 2 minutes when following the prompts. If a parent is familiar with the system, they can make selections and key ahead to report the absence. The fastest way to report an absence is to use the mobile app.

"Can I report absences when we are away on vacation?"

Absences can be reported from anywhere in Canada and the Continental USA, 24 hours a day, 7 days a week for any school day during the school year.

"It's 3 pm and I can't report and absence for today. Why?"

Parents can only report an absence up to the cut-off time, which is typically at the bell time for elementary school or up to midnight of that day for high schools. In this case, the parent may enter a reason when the system calls to report the absence to the parent.

What prevents someone from reporting themselves absent for a month?

The School Board has set a maximum number of consecutive days for which parents can report their students absent. The maximum for KPRDSB is set to 5 days. Parents will need to contact the school directly if the absence is longer to explain the reason.

Why can't I access the SchoolConnects Parent Portal?

In your browser's address bar, enter the short link that has been provided to you. Do not add anything to this link ie 'www' or 'http://'

The SchoolConnects Parent Portal link is actually a short link that expands into the full URL when you press enter after entering the link in your browser.

“Why does the system keep calling me about the same absence?”

Parents need to wait until the end of the message and press 2 to confirm they received the message. They may have listened to the message, even pressed 1 to indicate that they were aware of the absence, and provided a reason during the call, but if they did not wait until the end and pressed 2 when asked to confirm, the system will call the parent again.

What if a parent can't authenticate his/her account?

To authenticate a SchoolConnects Parent Portal account, a parent must step through an authentication process that involves entering a 6 digit verification code on screen. This number may be delivered via email, text, or telephone call. If someone steps through the process unsuccessfully 7 times, they will be locked out of the Portal. If the parent has already authenticated their account and their accounts gets locked, they will have to step through the authentication process again. Contact your school to have your account unlocked.