



## SCHOOL MESSENGER

# 1 - YOUR ACCOUNT

### STEP #1 OF 3 - SET UP YOUR SCHOOL MESSENGER ACCOUNT

The Brant Haldimand Norfolk Catholic District School Board is committed to effective, regular and timely communication between the home and school. This communication can include classroom notifications, student attendance calls, or even school emergency situation information. In order to meet the needs of our busy parents and guardians and to ensure that communication and, most importantly, student safety, remains a priority, our school district uses a parent notification service called *School Messenger* that lets the school/Board communicate easily with you about the things that matter the most.

Many families use email, text messaging, and social media every day. We want to reach you in the way that is most convenient for you. *"I'd like the school to email me monthly newsletters, but text message me if there is a school alert or emergency."* This is a choice our parents can make through their *School Messenger* account.

## About School Messenger

School Messenger:

1. Is an ATTENDANCE tool that provides parents with an efficient method of reporting their child's absence. The real benefit of this electronic system is that parents can be notified much more quickly if their child is not at school.

**This part of School Messenger is called SAFE ARRIVAL.**

2. Provides parents with the ability to determine how and when they receive information like monthly newsletters, events (i.e., parent nights), classroom reminders (i.e., assignments) and school alerts or emergencies.

**This part of School Messenger is called COMMUNICATE.**

Both *School Messenger – Safe Arrival* and *School Messenger – Communicate* are important tools for parents/guardians and school staff.

**\*Note:** If you are a BHNCD SB staff member with an @bhncdsb.ca email, you **MUST** use a different (personal) email account when setting up your School Messenger account.

## Before You Set Up Your Account...

One of the most important things to know before setting up your *School Messenger* account is that the email address that you use **must** be the one on file at the school. If it is not, your account will not be associated with your child. If you are not sure what that email address is, please contact the school to verify.

You can also set up an account for each parent/guardian separately using this procedure. Just remember to ensure that the email account each person uses is on file at the school.

## Setting Up Your School Messenger Account

You can set up your School Messenger account using a computer or smart phone.



### TO SET UP A SCHOOL MESSENGER ACCOUNT

1. Using a common browser, visit [go.schoolmessenger.ca](http://go.schoolmessenger.ca). *OR* Using your smartphone, download and access the APP (search for 'schoolmessenger'). 
2. Choose **SIGN UP**. The window updates with SIGN UP options.
3. Enter your **Email** address. (This **MUST** be the address on file at the school.) (BHNCDsb staff - **NOT** @bhncdsb.ca)
4. Enter your **Password**. (This needs to contain 6 or more alpha-characters and at least 3 numbers. Please make sure that your password is private and secure.)
5. Choose the **SIGN UP** button. The system will send you an email. Please open that email and verify your new account.



*Your account is now set up! You can now Log In.*

## Common questions...

Q: *Can both parents/guardians have accounts?*

A: Yes, both parents/guardians can have accounts.

Q: *What if I don't want to register?*

A: Parents who do not register will only be able to report an absence by phone. If you do not register you could miss out on:

- Important time-sensitive safety notifications
- Communication with the classroom teacher (optional feature)
- Electronic communication from the school (moving towards a paperless environment)

Q: *It is telling me that my email address is incorrect?*

A: Please check the email address the school has on file. The two email addresses do not match.

Q: *Why can't BHNCDsb staff use their board (@bhncdsb.ca) account?*

A: School Messenger cannot differentiate between when you use the system as a parent and when you use the system as a staff member. Staff must use personal email accounts when using the system as a parent. \*Please ensure that your personal email account is the one on file at the school.

### I NEED ASSISTANCE... WHO DO I CONTACT?

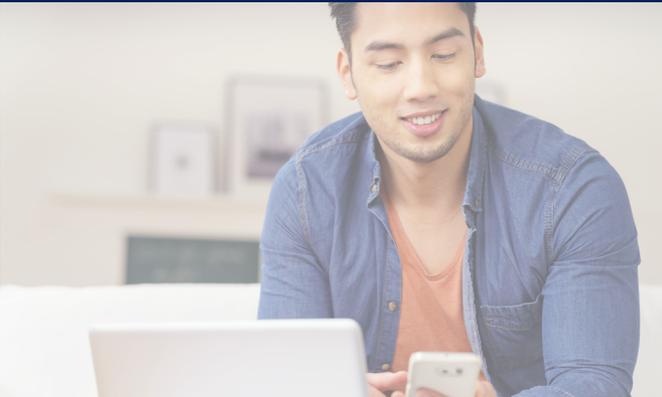
Contact your school for assistance.



**BRANT HALDIMAND NORFOLK CATHOLIC  
DISTRICT SCHOOL BOARD**

322 Fairview Drive, P.O. Box 217  
Brantford, ON N3T 5M8

T 519.756.6369 | E [info@bhncdsb.ca](mailto:info@bhncdsb.ca)  
[www.bhncdsb.ca](http://www.bhncdsb.ca) | @bhncdsb





## SCHOOL MESSENGER

# 2 - SAFE ARRIVAL

### STEP #2 OF 3 - USE SAFE ARRIVAL TO REPORT YOUR CHILD'S ABSENCE

The Brant Haldimand Norfolk Catholic District School Board is committed to effective, regular and timely communication between the home and school in relation to student attendance and utilizes an electronic SAFE ARRIVAL system.

The use of an electronic system provides parents with an efficient method of reporting their child's absence. The real benefit of an electronic system is that parents can be notified much more quickly if their child is not at school.

## About Safe Arrival

Safe Arrival:

1. Provides parents with an efficient method of reporting their child's absence.
2. Allows quick notification to parents when their child is not at school.

*School Messenger – Safe Arrival* is easy to use, has built in 'help' and offers parents three ways to use the attendance system.

## Reporting Your Child's Absence - 3 Easy Ways

Notes:

- Before you use the website or APP to report your child's absence, you must first set up a School Messenger account **using the email address on file at the school.**
- The first method of contact pertaining to your child's absence is **ALWAYS** a call to the phone/cell number on file with the school.
- If you contact the school or your teacher to report your child's absence (i.e. call the school, write a message in your child's agenda, send an email, or visit in-person), you will be redirected to the toll free number: 1-844-445-4381.)

## TO REPORT YOUR CHILD'S ABSENCE - 3 WAYS



1. Call the automated interactive telephone line via the toll free number (1-844-445-4381) and follow the instructions to report an absence. If you are calling from a phone number other than those on file at the school, you will be asked to enter the one that the school has on file. **fast**



2. Using a common browser, Log in to your School Messenger account ([go.schoolmessenger.ca](https://go.schoolmessenger.ca)). Select **Attendance** and then select **Report an Absence**. Select the duration of the absence, then select the type of absence. **faster**



3. Download the School Messenger APP  to your smartphone. Log in to your School Messenger account via the App. Select **Attendance** and then select **Report an Absence**. Select the duration of the absence, then select the type of absence. **fastest**

Parents must report student absences prior to the bell time for the current day. Absences can be reported 24 hours a day, 7 days a week. This means that future absences may be reported ahead of time for your convenience (i.e. physician's appointment).

If your child is absent, and you have not reported this through *School Messenger – SAFE ARRIVAL*, the automated notification system will call all approved parents/guardians at multiple contact numbers until one of the approved contacts is reached and provides a reason for the absence using the automated system. If our system is unable to reach an approved contact, staff will follow up. When you receive absence notification calls, you will be asked to provide the reason for your child's absence. All automated absence calls are followed up with an email using the email address on file at the school.

By reporting your child absent, in advance, via the *School Messenger – SAFE ARRIVAL* telephone number 1-844-445-4381, website, or APP, we will know that you are aware that your child is absent and you will not receive a call from the automated system.

## Common questions...

Q: *What code do I need? The system is telling me that I need a code.*

A: You don't need a code for absences. A code is used when communicating with the classroom teacher which is a feature of the product that we don't use at this time.

Q: *Can I still write an absence or appointment message in my child's agenda?*

A: No, all absences MUST come through the Safe Arrival program.

Q: *Can I put more than one absence in the system at a time?*

A: Yes. You can add as many future absences in the system as you need to.

Q: *Why don't we recognize the attendance call number that is showing on call display?*

A: The number that appears on call display is the main Board Office number.



## I NEED ASSISTANCE... WHO DO I CONTACT?

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## SCHOOL MESSENGER

# 3 - Communicate

### STEP #3 OF 3 - CHOOSE HOW YOU WANT TO RECEIVE SCHOOL INFORMATION

The Brant Haldimand Norfolk Catholic District School Board is committed to effective, regular and timely communication between the home and school. To improve the quality and level of communication, we use an electronic notification system called *School Messenger – Communicate*.

## About Communicate

Communicate:

1. Allows parents to select when and how they will receive information from the school.
2. Enables the school to send out emergency messages directly to cell phones, email accounts and home phones (depending on the selections the parent/guardian makes in the system).

*School Messenger – Safe Arrival* is easy to use, has built in help, and offers two ways to use the service. Pick the method that works for you!

## Managing Your Information and Preferences - 2 Easy Ways

### Notes:

- Before you use the web or App methods to manage your information, you must first set up a School Messenger account using the email address on file at the school.
- It is important to remember that when you set up your School Messenger account, the email address that you used must be the one on file at the school. If it is not, your account will not be associated with your child.
- If you are a BHNCD SB employee and have an @bhncdsb.ca email account, you must use a different (personal) email account for School Messenger.
- Each parent/guardian can have their own School Messenger account and manage their own preferences.



## TO MANAGE YOUR COMMUNICATE PREFERENCES

1. Using a common browser, visit [go.schoolmessenger.ca](http://go.schoolmessenger.ca) OR Using your smartphone, download and access the APP (search for 'schoolmessenger').
2. Choose **SIGN IN**.
3. Enter your **Email** address. (This MUST be the address on file at the school.)
4. Enter your **Password**.



Now you will be able to update family information like:

- phone numbers and addresses
- emergency contacts
- how you would like to receive communications (newsletters, emergency notifications, etc.)

## Text Messaging

**Note: The Text Messaging feature is currently unavailable but coming soon!**

School Messenger - Communicate offers text messaging as a method of parent/guardian notification. **This can be especially important in the event of a school emergency.** How and what you receive via a text message is totally up to you!

In order to receive text message notifications, you must 'opt-in' by signing up for the service. Remember, the cell number that the school has on file for you is the number that the text messages will be sent to. If you 'opt-in' from a cell phone number that is not on file, you will not receive text message notifications.

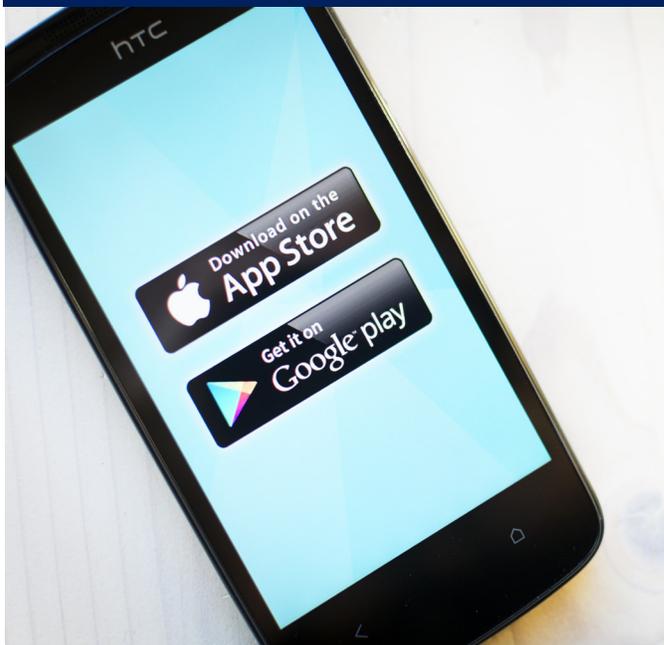
### Note:

- Text messages from your school or the Board will come from **978338**. We recommend that you add this number to your contact list in your cell phone with the name BHNCD SB. This way the caller ID feature on your cell phone will show that the message is from the Brant Haldimand Norfolk Catholic District School Board or a school of the Board.

## SIGNING UP FOR TEXT MESSAGES

1. From a cell phone that is linked to you on file at the school text the word '**Join**' to **978338**. You will receive confirmation that you have joined. Message/Data rates may apply depending on your provider and plan.
- For text message assistance, text the word '**Help**'.
  - To stop receiving text messages, text the word '**Stop**'.

## More information...



### IS THE SCHOOL MESSENGER APP AND WEBSITE SECURE?

The sign-up process creates a secure link between the user and School Messenger. School Messenger operates with the latest encryption technology to protect access to stored information. We recommend that you create a strong password that is kept safe and never shared.

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