Parent Guide: SchoolMessenger & SafeArrival Attendance

Our Lady of Lourdes Catholic High School
Wellington Catholic District School Board

Welcome to the Lancer family! Our school uses **SchoolMessenger and SafeArrival** to track student attendance and keep you informed. If your child is going to be late or absent, you must notify the school using one of the three options below.

Step 1: Create Your Account
Your account email **must match** the exact email address the school has on file for your child. If you need to update your email, please call the main office at **519-836-2170**.

- **Option A (Web Portal):** Go directly to the SchoolMessenger Parent Portal for the Wellington Catholic School Board.
- **Option B (Mobile App):** Download the free **SchoolMessenger app** from the Apple App Store or Google Play Store. *(Look for the blue icon with the white speech bubble)*.

1. Click **Sign Up** in the top right corner.
2. Enter your school-registered email address ***(Use the same email address your school has on record. If you wish to use a different email you must contact the school to update your information)***
3. Create a password. ***(Must be at least 6 characters, including one uppercase letter, one lowercase letter, and one number).***
4. Select your region (**Canada**) and click **Sign Up**.

Step 2: Verify and Log In
1. Check your email inbox for an activation message from SchoolMessenger.
2. Click the **activation link** inside the email to verify your account. *(Note: This link expires after 24 hours)*.
3. Once verified, open the web portal or app and **Log In**. Your registered children will automatically sync to your dashboard.

Step 3: Set Your Notification Preferences
You have control over how the school and the board reach you for different types of alerts (such as weather closures or general newsletters).
1. Open the main **Menu** (three horizontal lines) in the top left corner.
2. Select **Preferences**.
3. Review your listed phone numbers and email address under **Contact Info**.
4. Click on specific message types (e.g., *General, Emergency*) to check or uncheck the icons for **Phone**, **Text (SMS)**, or **Email**.

Step 4: How to Report an Absence (SafeArrival)
SafeArrival is active **24 hours a day, 7 days a week**, allowing you to schedule upcoming absences in advance.
Absences should be entered before the beginning of the school day.

Method 1: Via the Web Portal or Mobile App

1. Log into your account and select **Attendance** from the menu.
2. Click **Report an Absence** (or tap the **+** icon).
3. Select your **child's name** from the dropdown menu.
4. Choose the **Absence Type** (Full Day, Late Arrival, Early Departure).
5. Select the **Reason** (e.g., illness, appointment) and choose the **Date(s)**.
6. Click **Submit**.

Method 2: Via the Automated Toll-Free Phone Line

- If you do not have internet access or prefer to use a standard phone line, you can call the WCDSB automated system directly at **1-833-337-8065**. Follow the voice prompts to securely report the absence.
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Note: If your child is marked absent at morning roll call and you have not pre-reported it, the automated SchoolMessenger system will repeatedly contact you via text, email, and phone until an official reason is submitted.

In the event you are aware of a delay with your child's bus, we kindly ask you to update the Safe Arrival system to reflect this as a late arrival. By taking this step, you help us ensure that your child is accounted for and confirm that you have knowledge of the delay. Your cooperation in this matter is crucial for maintaining the safety and well-being of all our students. We appreciate your understanding and support in helping us manage these situations effectively.