

Dear Parents/Guardians,

At **Brecksville-Broadview Heights High School**, one of our greatest priorities is ensuring that all our students arrive safely at school each and every day.

Last spring we piloted the student absence reporting system called **SafeArrival**. We will continue to utilize this system during the 2025-2026 school year. Last school year **SafeArrival** significantly reduced the time it took to verify student attendance, while making it easier for parents to report student absences.

With **SafeArrival**, you are asked to report your child's absence in advance using any of these 3 convenient methods:

1. Using your mobile device, download and install the **SchoolMessenger app** from the Apple App Store or the Google Play Store (or from the links at home.schoolmessenger.com). The first time you use the app, select **Sign Up** to create your account. Select **Attendance** then **Report an Absence**.
2. Use the SafeArrival website, home.schoolmessenger.com. The first time you use the website, select **Sign Up** to create your account. Select **Attendance** then **Report an Absence**.
3. Call the toll-free number **(888) 403-5520** to report an absence using the automated phone system.

These options are available 24 hours/day, 7 days a week. Future absences can be reported at any time.

In addition, we will use the **SchoolMessenger Communicate** automated notification system to contact parents whose child is absent when the absence was not reported in advance. The automated notification system will attempt to contact parents at multiple contact points until a reason is submitted for the absence. If our system is unable to reach the designated contacts, office staff will follow up.

If you report your child's absence in advance using the **SafeArrival** toll-free number, website or mobile app, you will **NOT** receive these notifications.

During the **2025-2026 School Year** please report absences in advance using **SafeArrival** instead of sending notes or calling/emailing the school.

Staff will continue to use the **SafeArrival** notifications to let you know if your student is absent (when you haven't reported the absence in advance).

Thank you for utilizing this new system,

BBHHS Administration