

A Parent's Guide to the Online Student Attendance Reporting System

hdsb.schoolconnects.com

Halton District School Board

Please enter your login name or phone number or email address and your password and then click Log In.

Login Name: [Forgot?](#)
or phone number, email address used as ID

Password: [Forgot?](#)

Remember

The Halton District School Board uses an automated student attendance reporting system called Synrevoice/SchoolConnects Student Attendance Reporting. Absences and late arrivals must be reported using the 1-877-409-6310 number, the web portal (hdsb.schoolconnects.com) or through the 'Get SafeArrival' mobile apps from either Google Play or Apple App Stores.

Same day absences or late arrivals for elementary schools can be reported within 15 minutes of your school's morning entry bell. Secondary school parents have until the start of period 5. The system is accessible 24 hours a day, 7 days a week to report future absences and late arrivals within the current school year calendar. When a student is marked absent from school and there is no absence or late arrival reported through this system, the school will launch an automated call out using the Home Notification system resulting in a call and/or email to you informing you of the absence. Elementary morning calls require you to provide a reason for the absence, afternoon calls for secondary students do not.

For students new to the school, parents can report absences through the 1-877-409-6310 number the second day of enrolment. Online Student Attendance Portals are generated at the end of each week. You can expect an email once your portal has been generated providing you with a Login User Name and Password.

This guide will assist you with logging in, finding and changing your password, authenticating your portal, reporting and editing reported absences, reviewing personal contact information for accuracy, finding and adding siblings to your portal, retrieving school and Board emailed announcements, turning on a security PIN and links to the SafeArrival mobile apps. Any changes to personal information must be provided to the school office.

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Logging onto your Student Attendance Portal

Once you have received the emailed invitation with your Login Name and Password,

Go to: hdsb.schoolconnects.com in any web browser

Login Name: enter your login name, email address or phone number

Password: enter the password you have received in the email invitation

You have three attempts to login. If you have entered either the wrong Login Name or password more than three times the system will “lock you out”. The system will reset itself automatically after 12 hours or you can contact the school to have your Portal unlocked.

Forgot your Password?

Go to: hdsb.schoolconnects.com in any web browser

Login Name: enter your email address or primary phone number

Forgot?: click on “Forgot” beside the Password field

If the system recognizes your email address, it will email you a security code to be entered online and then prompt you to change your password.

Please enter your login name or phone number or email address and your password and then click Log In.

Login Name:

[Forgot?](#)

or phone number, email address used as ID

Password:

[Forgot?](#)

Create Login

Log In

Remember

Forgot Login Password

Please supply the following information and the system will send your password to your login email address or login phone number.

I am Parent Staff

Login Email Address:

OR Phone Number:

AND

First Name:

Last Name:

Proceed

Cancel

Forgot Login Password

The system has located your account. A security code is being sent to the email address that you provided to the school and that is used as the login email address for this account. When you receive the email, please enter the security code below then click Go.

If you do not receive the email in the next few minutes, no longer have access to that email, or don't know which email address is being used, please call your child's school to confirm or change the email address on file.

Please input the security code

Go

Cancel

Authenticating your Student Attendance Portal

For security reasons, the first time you login to your online Student Attendance Portal, you must go through an “authentication” process. Authentication involves the system calling you on your primary number (usually home number) existing in the system and will provide you with a PIN number for you to enter while in front of the computer. Just follow the prompts.

The first time you login into Parent Portal, you are required to go through a user authentication process for privacy protection. You will receive a message at your primary phone number and be given a code to enter on screen to verify that you are actually the intended user.

Click OK to begin the process.

OK

Cancel

Please input the verification code.

Go

Process Status

Parent Portal is sending the verification code to your phone number **(905)xxx-4470**. If this is not your phone number or you cannot access this phone now, please click cancel to stop this process.

We're processing your request. Please wait.

To see the current status of the verification code delivery, click this button

Refresh

Cancel

Return

Your identity has been authenticated. Please click "Continue" to proceed.

Continue

Home Page - Summary of Selections

If you have any difficulties, need to report missing information or change any contact information please contact your school.

Halton District School Board

SchoolConnects Parent Portal

Welcome to Parent Portal. Please contact your school if you do not see all of your children's names displayed in your account and provide your name, the missing name and the school attended if different, or if you have a change in your contact information. We will resolve the situation.

If you are not able to report an absence through the portal because your child's name is missing, please use the STUDENT ATTENDANCE LINE at 1-877-409-6310 to report the absence.



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

Student Attendance

Report new absences, delete an absence, review absences reported throughout the year. Convenient links to getting the SafeArrival mobile apps for Android or Apple.

Edit Contact Information

Information on the student and parent populated from the school's Student Information System. Although the wording states, "Edit..." you cannot make changes to your personal contact information here, please report changes to the school. Turn on and create a security PIN number to be applied to the 1-877-409-6310 before reporting absences.

Edit your Login information

Change your login name or password.


Review Messages Sent to You

Retrieve messages that have been emailed to you from the Board or school through School Connects Home Notification System.


The following pages of this guide will provide you with additional instructions on the use of each of the selections.

Student Attendance

Report new absences, delete an absence, review absences reported throughout the year. Convenient links to the SafeArrival mobile apps for Android or Apple.




Halton District School Board

Explain Absence / Report Planned Absence 
Return to Home Page


Click on student name to select student:

Karoline Wright


Parent Portal Test School

Get SafeArrival mobile apps 

Report absences from your phone or tablet.



GET IT ON
Google play



















Available on the
App Store

Planned Absences: 8 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
	Jun 30	Absent full day	Vacation	Valerie Wright	Jun 20	10:54		
	Jun 29	Absent full day	Vacation	Valerie Wright	Jun 20	10:54		
	Jun 28	Absent full day	Vacation	Valerie Wright	Jun 20	10:54		
	Jun 27	Absent full day	Vacation	Valerie Wright	Jun 20	10:54		
	Jun 24	Absent full day	Vacation	Valerie Wright	Jun 20	10:54		
	Jun 23	Absent full day	Vacation	Valerie Wright	Jun 20	10:54		
	Jun 22	Absent full day	Vacation	Valerie Wright	Jun 20	10:54		
	Jun 21	Absent full day	Vacation	Valerie Wright	Jun 20	10:54		

Note: If the student that you want to report a planned absence for is NOT LISTED ABOVE, or if you experience any difficulty reporting a planned absence, please call our STUDENT ATTENDANCE LINE at 1-877-409-6310 to report the absence.

Click on student name to select student: – if you have more than one student, even at different schools they should all be listed here. If they are not all listed here please refer to the “Edit Contact Settings for Students” section under “Missing students? Click here to add” or call the school for assistance.

Get SafeArrival mobile apps – will open the Google play or the Apple App stores for downloading.

Planned Absences – a list of absences reported for the individual student selected. Absences reported for future dates or reported before same day cut-off time can be edited or deleted using the icons.

New button – clicking on the New button will enable you to report a new absence for the individual student. Make selections from the drop down menus and click Save. The absence will be added to the list of planned absences.

Report A Planned Absence

Student: Karoline Wright

Type of absence: Full-day absence ▼

1-day Multi-day

Date: Jun 20, 2016 22


Reason: Illness ▼

Save

Cancel

Edit Contact Information

Although the wording states, “Edit” parents cannot make changes to their personal contact information online. Please contact your school office to provide any changes to personal contact information.

Edit Contact Settings for Students  Parent login name: **valeriewright2** [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 when reporting absences by telephone: 

Parent Communication Program Sign-Up

Safe Arrival:

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

SCHOOL INFORMATION


This is the school information message.



MOTHER

Contact Name: Valerie Wright

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 			SMS (Text Messaging)	
	Attendance	Announcement	Emergency	Opted in	Check to receive SMS 
Home Phone: <input type="text"/>	✓	✓	✓	✗	✗
Email: <input type="text" value="noreply@hdsb.ca"/>	✓	✓	✓	✗	✗
Mobile: <input type="text"/>	✓	✓	✓	✗	✓
Alternate Phone: <input type="text" value="(905)335-3665"/> Ext: <input type="text"/>	✗	✗	✓	✗	✗
Alternate Email: <input type="text"/>	✓	✓	✓		

Click on a student name to select student - if you have more than one student, even at different schools they should all be listed here. If they are not all listed please refer to the “Missing students? Click here to add” below or call the school for assistance.

Missing students? Click here to add – for multiple reasons, including when a student transfers schools the system recognizes that student as new to the school and creates a new Student Attendance Portal removing that student from your original Portal and separating siblings. But you can reattach the missing student to your Portal by clicking on text “Missing students? Click here to add” and follow the prompts.

Student Information – Request PIN when reporting absences by telephone – a security feature as well as preventing a student calling in their own absences, selecting this checkbox will turn on a security PIN number needed by the 1-877-409-6310 before reporting or responding to an absence. You can select your own PIN further down the screen under “PIN used to confirm reported absences:” field.

Edit Your Login Information

You can change your login name or password by clicking on “Change” beside each field. You can also click on the Get SafeArrival mobile apps here also, which will open the Google play or the Apple App stores for downloading.

Edit Your Login Information ?

[Return to Home Page](#)

Login credentials

Login name: [Change](#)

Full name:

Password: [Change](#)

Language:

Other login info

Login phone number:

You can log in using the chosen login phone number instead of your login name. This is the same phone number that Parent Portal calls to authenticate your identity when needed.

Login email address:

You can log in using the chosen login email address instead of your login name. This is the same email address that Parent Portal sends confirmation notices to when important changes have been made to your login credentials or contact information.

**Welcome to
Halton District School Board
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

Report absences from your phone or tablet.

[Save](#)

[Return to Home Page](#)

Review Messages Sent to You


Retrieve messages that have been emailed to you from the Board or school through the School Connects Home Notification System. By **clicking on the envelope** in the Delivery status column the body of the message will open providing you with the content of the email.

Messages Sent to You

[Return to Home Page](#)

Student: Last **30** **60** **90** days

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

▼ Karoline Wright	
Message title	Delivery status Click icon to retrieve message
Update on English and FSL programming (District)	 Invalid email address May 12, 2016 16:19
Friday, April 8 is a PD day for all students (District)	 Invalid email address Mar 30, 2016 13:19
1. All Schools Closed, all Transportation Cancelled (District)	 Invalid email address Mar 24, 2016 06:30