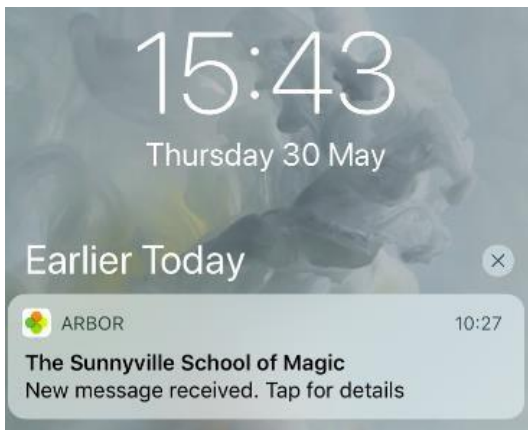




In-app messages in the Parent Portal and Parent App

If you have enabled Push Notifications for the App, you will get a push notification whenever you have a new in-app message, whether you are logged in to Arbor or not. **If you are not receiving push notifications, or they vanish quickly, please follow these instructions.**

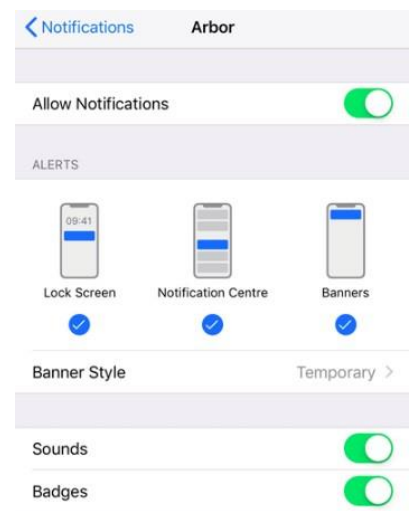
The push notification will not contain the content of the message, it will just let you know there is a new message that you will need to log in to Arbor to read.



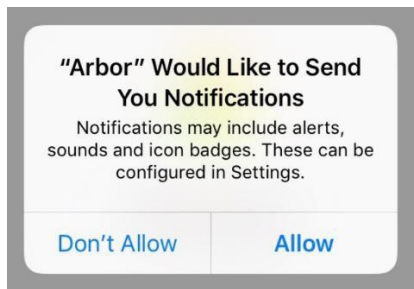
Sometimes, you may stop receiving push notifications to your phones. Even though you may have enabled push notifications on your phones, iOS devices occasionally block push notifications if the phone is receiving a lot of them.

If you do stop receiving messages, you can complete the below steps to enable them again:

1. Close the Parent App (make sure that it's not running at the background)
2. Go to your settings and switch OFF push notifications for the Parent App.
3. Restart your phone.
4. Go to the settings and switch ON push notification for the Parent App.
5. Restart your phone again.
6. You should then be able to receive push notifications again.



If after all the steps above have been completed and push notifications are still not appearing, uninstall the Parent App from the device and install it again. When installing the second time, make sure that you agree to receive push notifications from the app.



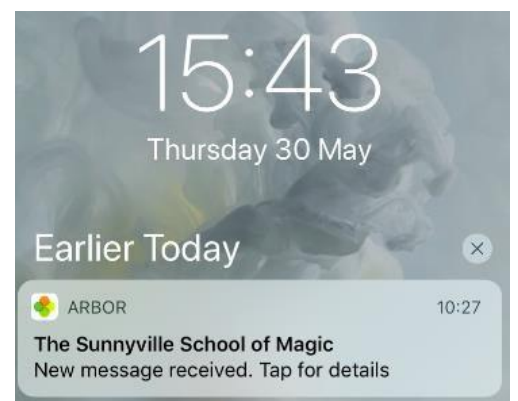
How can I read my in-app messages?

You can see any in-app messages sent to you from your school in the messages section of the Parent Portal or Parent App.

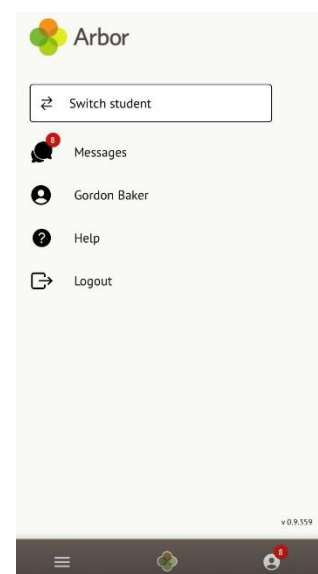
Through the Parent Portal App

When using the App, you will receive a Push Notification (if you have enabled this feature).

Tap the notification and log into the app to be able to view the message.



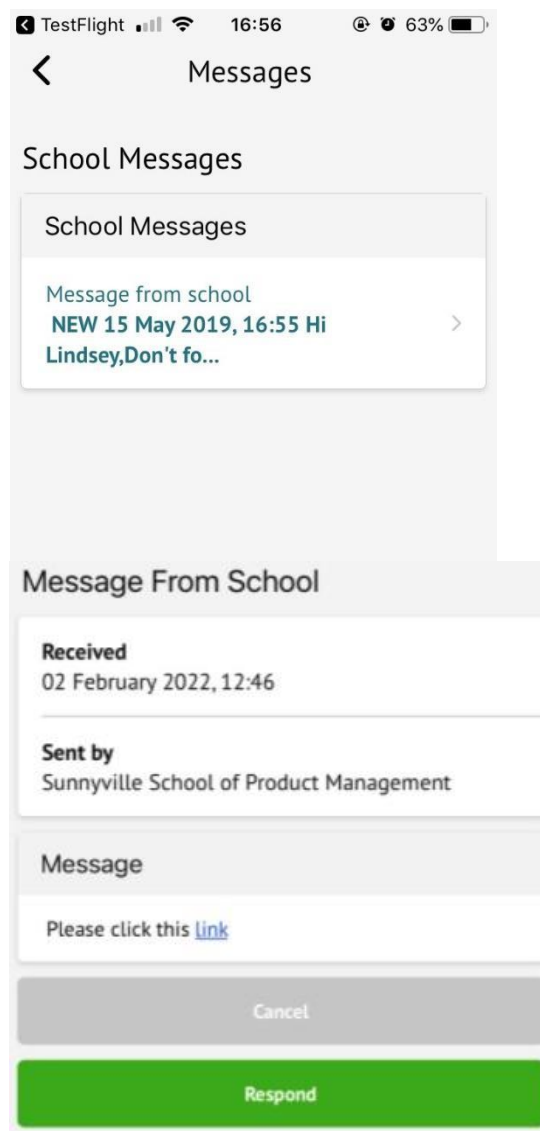
In the App, you will see a notification at the bottom right of your screen. Click this notification, then click **Messages** to see your messages.



All new messages are marked as 'NEW' and are written in bold. Read messages will be written in normal text.

Click the message to view it.

Click a link in an in-app message to open the page in your default web browser app (e.g. Safari, Chrome etc).



What happens if I do not read the in-app message?

If you do not read the in-app message within a certain time frame (such as if you do not have push notifications enabled, or do not use the Parent App), your school may choose to send a follow-up SMS or email reminder.

The email or SMS reminder will not contain the content of the message, it will just let you know there is a new message that you will need to log in to Arbor to read.

New message from Arbor Example School has been received External >



Arbor Example School examplearbor@arbor-mail.com via [sendgrid.net](#)

to me ▾

Dear Teagan,

You received a new message from Arbor Example School. Please log in to Parent Portal to be able to read this message:

<https://login.arbor.sc/>.

You can also download the Arbor App to get messages instantly.

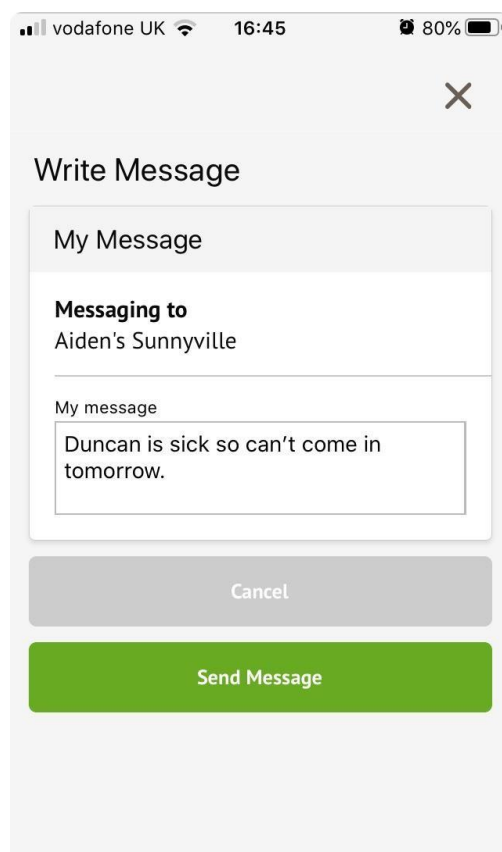
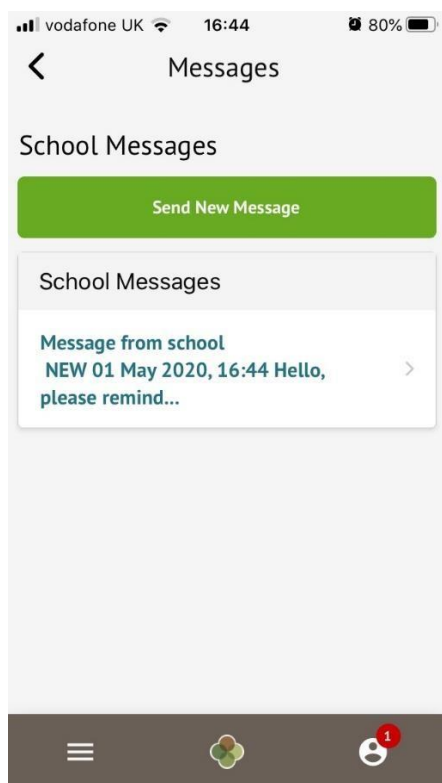
Best regards,
Arbor Example School

How can I send a new message?

Through the Parent App

If your school allows you to reply to or send messages, click the **Send new message** button.

Just type in your message then click **Send message**.

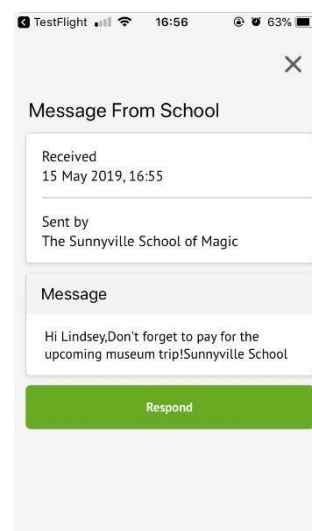


How can I reply to a message?

Through the Parent App

You can reply to messages, you can click a message and click the '**Respond**' button to reply.

Draft the message, then click send.



The *Messages* page will then show your message.

