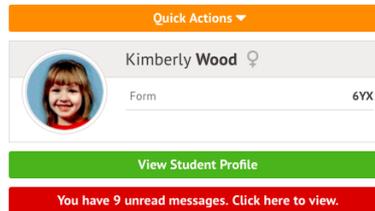


How can I read my in-app messages?

Through the Parent Portal

You can see if you have any unread messages in the top-right of your Arbor Homepage. Click this button to view all In-app messages received.

You can also get to the list of messages by going to the drop-down menu at the top of your screen and selecting *My Items > School Messages*.

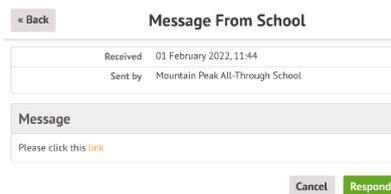


You can see all messages received and all messages you have sent to school (if your school allows you to send replies). All new messages are marked as 'NEW' and are written in bold. Read messages will be written in normal text.

Click the message to view it. Click a link in an in-app message to open the page in a new tab.

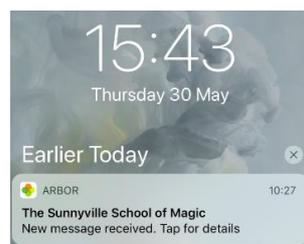


Click a link in an in-app message to open the page in a new tab.



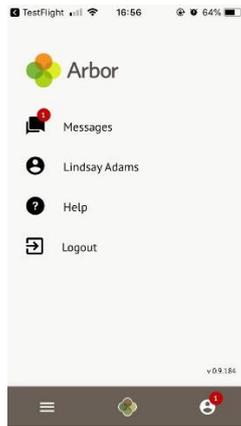
Through the Arbor App

When using the App, you'll 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'll 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).

Parents not receiving push notifications

Parents can enable push notifications when installing the Arbor App on their phone, which means they'll be notified when they've been sent a new in-app message.



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

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

1. Close the Arbor App (make sure that it's not running at the background - see [this video](#) on how to do this)
2. Go to your settings and switch OFF push notifications for the Arbor App.
3. Restart your phone.
4. Go to the settings and switch ON push notification for the Arbor 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 Arbor 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.

