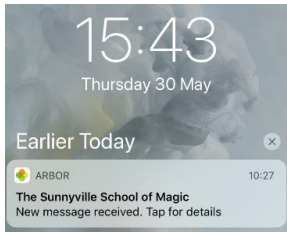


# **In-app messages in the Parent Portal and Parent App**

Ensure you have enabled Push Notifications for the App then you will get a push notification whenever you have a new in-app message, whether you are logged in to Arbor or not.

The push notification won't 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.



## **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**  
**Through the Parent App**

## **What happens if I don't read the in-app message?**

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

The email or SMS reminder won't 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](mailto:examplearbor@arbor-mail.com) via [sendgrid.net](https://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 Portal**  
**Through the Parent App**

## How can I reply to a message?

Through the Parent Portal  
Through the Parent App