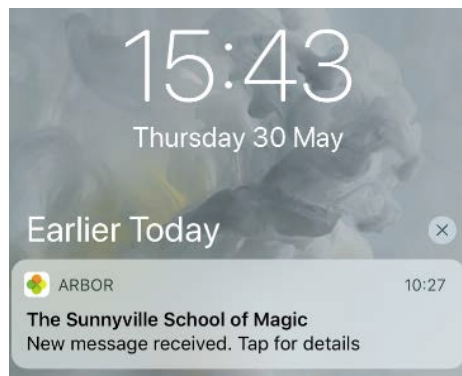




In-app Messages in the Parent Portal and Parent App

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

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.



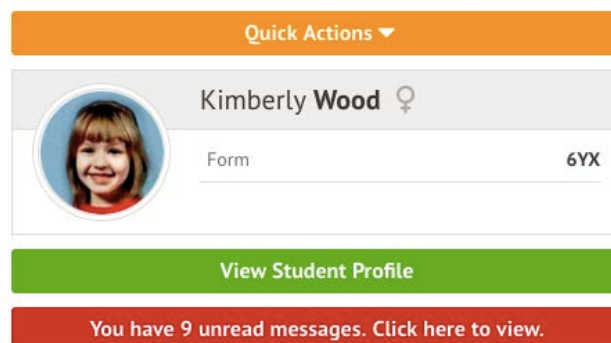
How can I read my in-app messages?

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

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***.

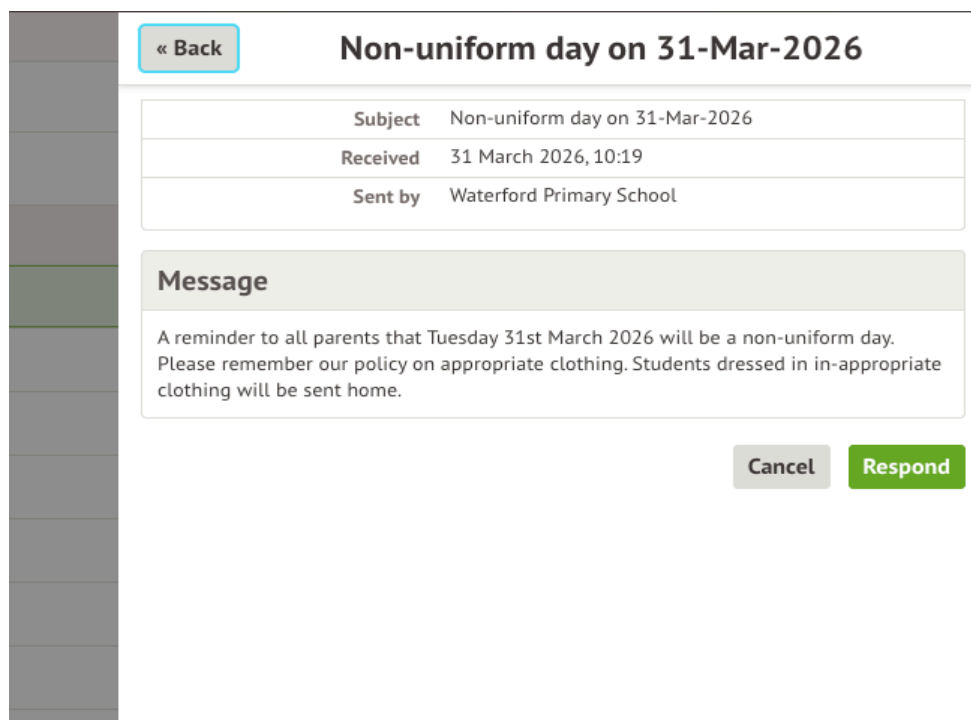


You can see all messages received. All new messages are marked as 'NEW' and are written in bold. Read messages will be written in normal text.

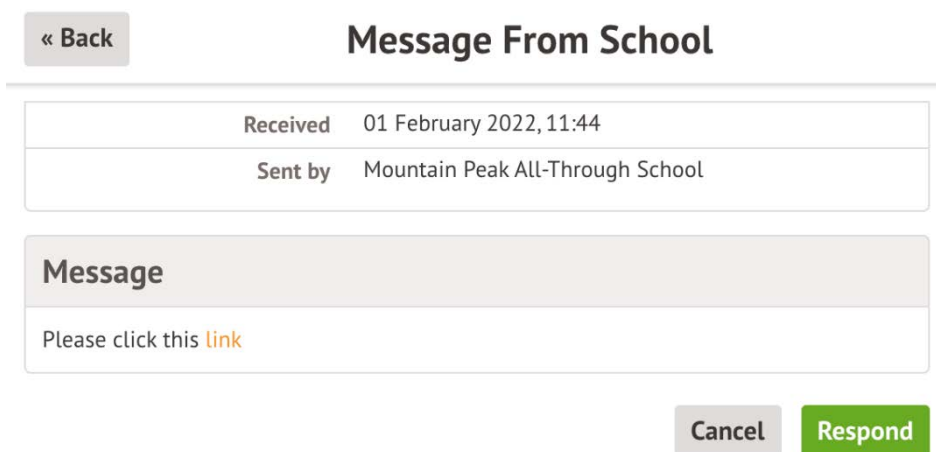
If a message includes a subject line, you see this displayed in the list; otherwise, you see a brief snippet of the start of the message instead.



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

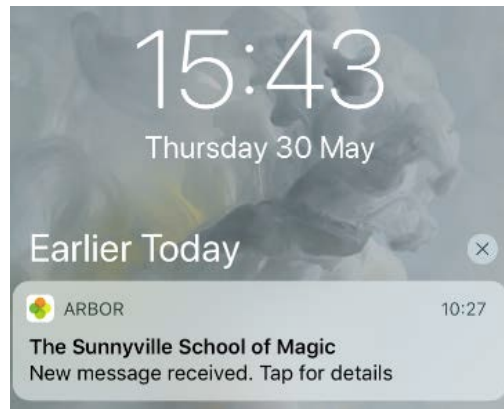


Click a link in an in-app message to open the page in a new tab.



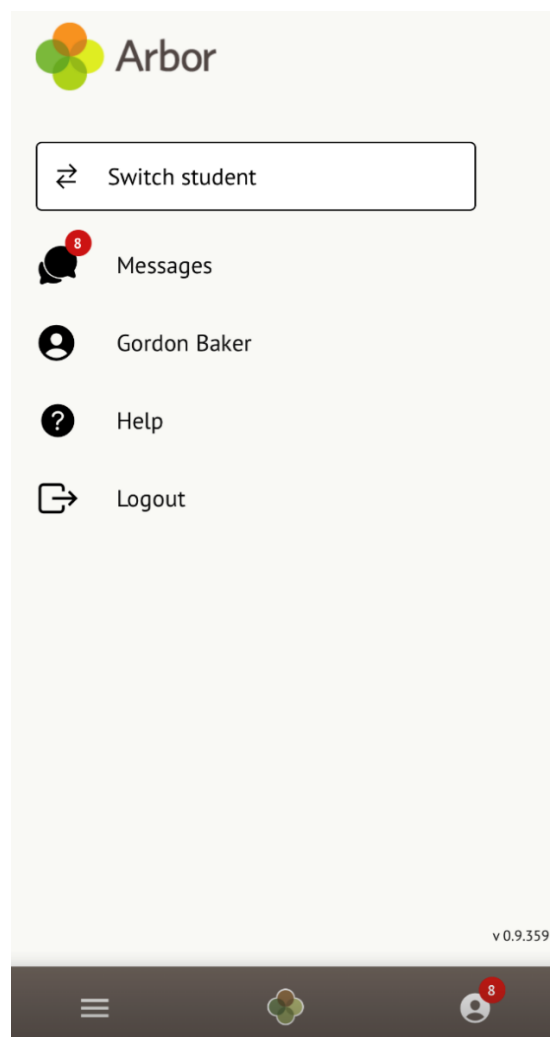
Through the Parent App

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

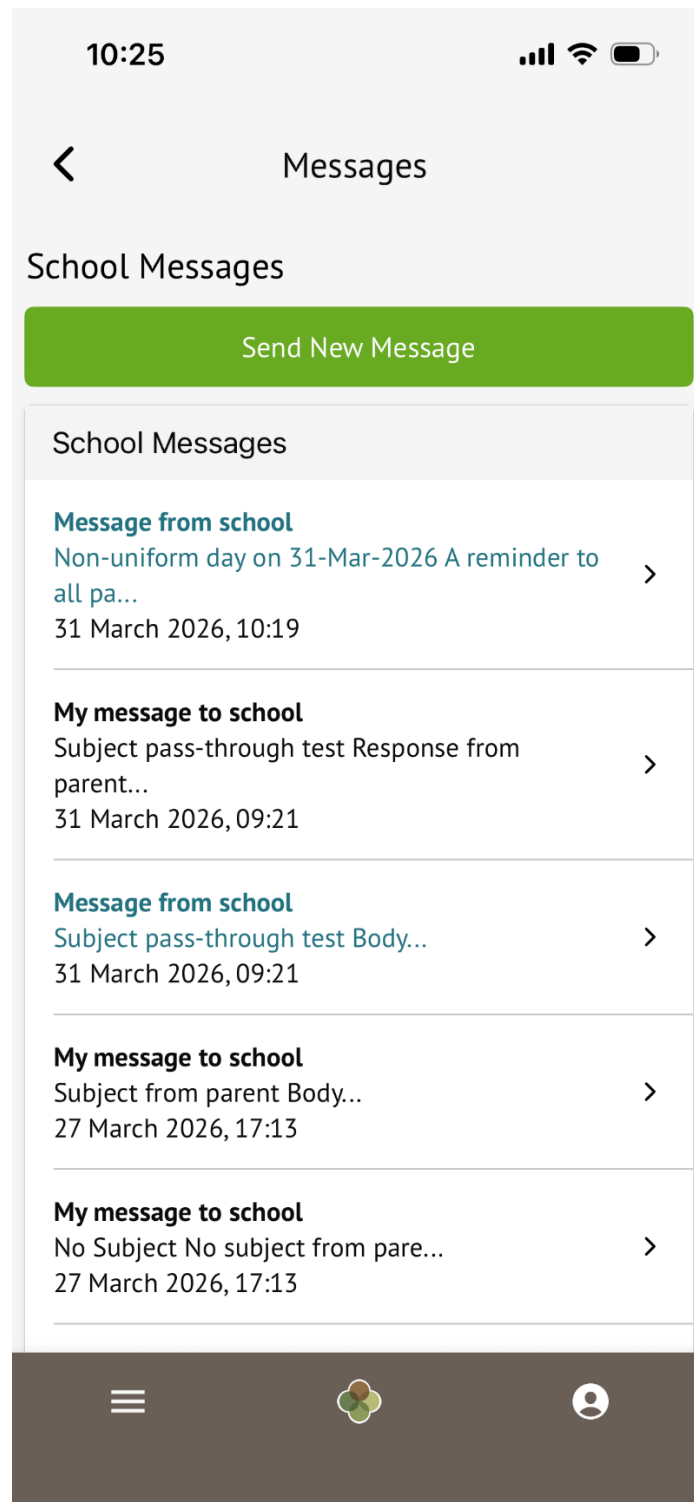


Tap the notification and log in to the app to be able to view the message.

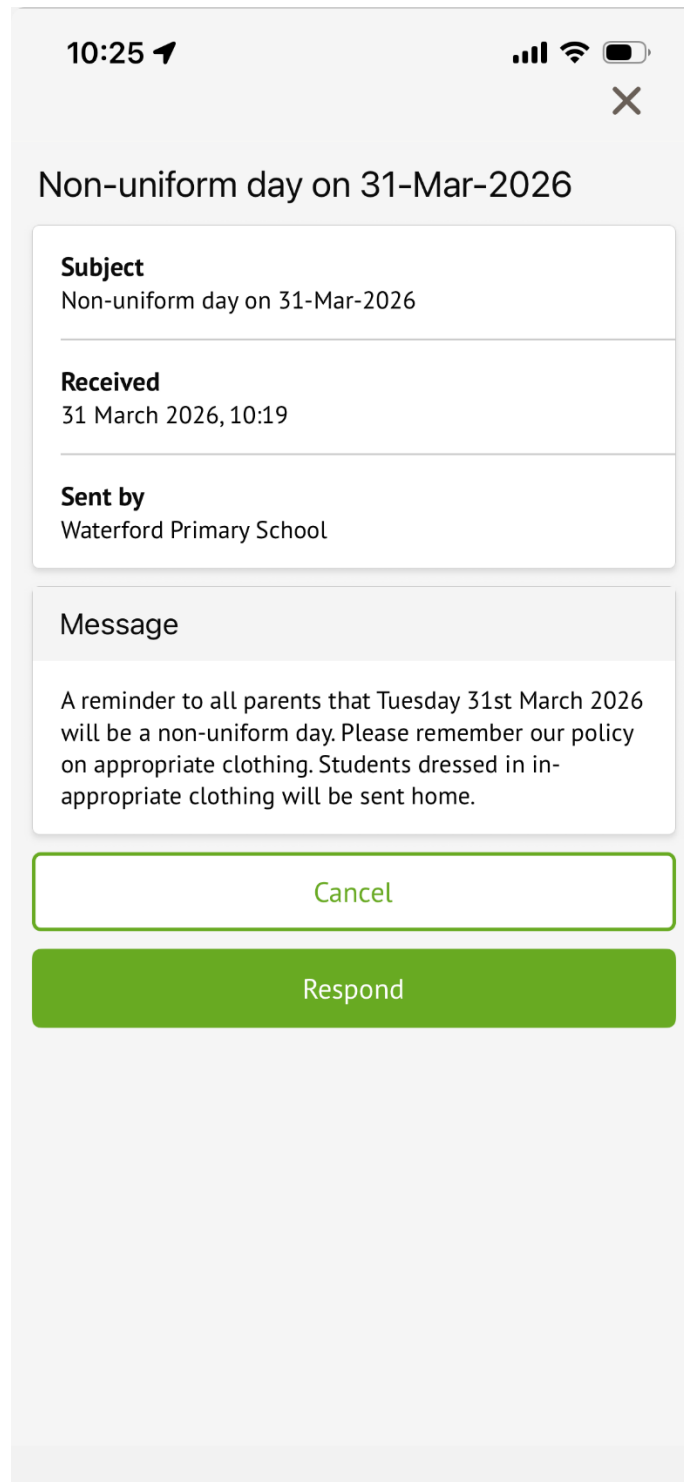
In the App, you'll see a notification at the bottom right of your screen. Click this notification, then click **Messages** to see your messages.



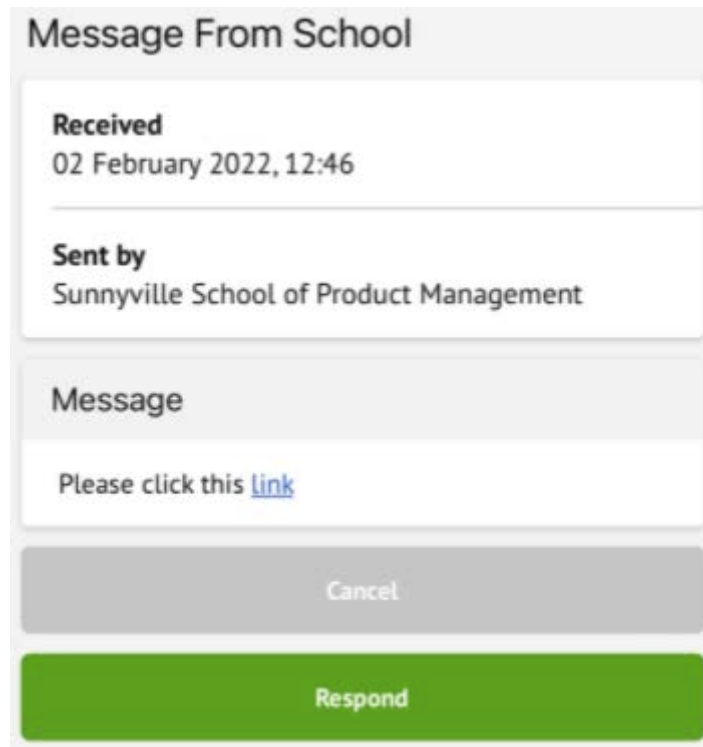
All new messages are marked as 'NEW' and are written in bold. Read messages will be written in normal text.



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).



Please Note - We don't allow messages to be sent back to school.

FAQ

What happens if I don't read an 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), we may choose to send a follow-up email reminder.

The email 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 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