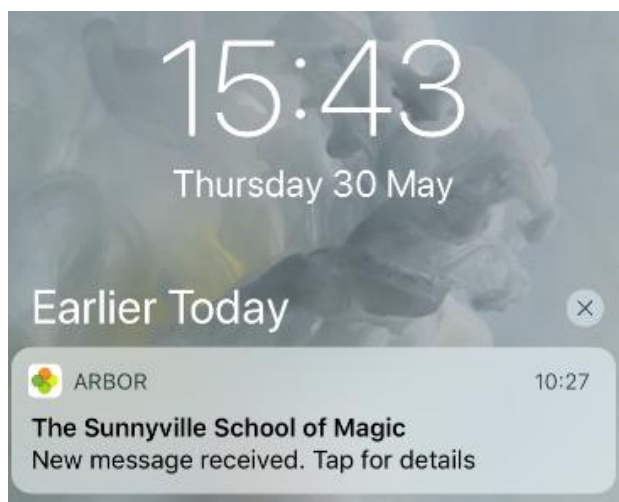


In-app Messages in the Parent Portal and Parent App

If you've 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 [these 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 your school in the messages section of the Parent Portal or 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 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 or reply to a message?

Through the Parent Portal

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

School Messages

School Messages		Send new message
My message to school	22 April 2020, 10:03 Hey...	▶
My message to school	22 April 2020, 09:59 Xhdhdb ...	▶
My message to school	22 April 2020, 09:59 Fghhh Ghhdhd...	▶
My message to school	22 April 2020, 09:58 Hshshdvd ...	▶

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

« Back **Write Message**

My Message

Messaging to Sunnyville School of Magic

My message*

Cancel [Send message](#)

Through the Parent App

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

Messages

School Messages

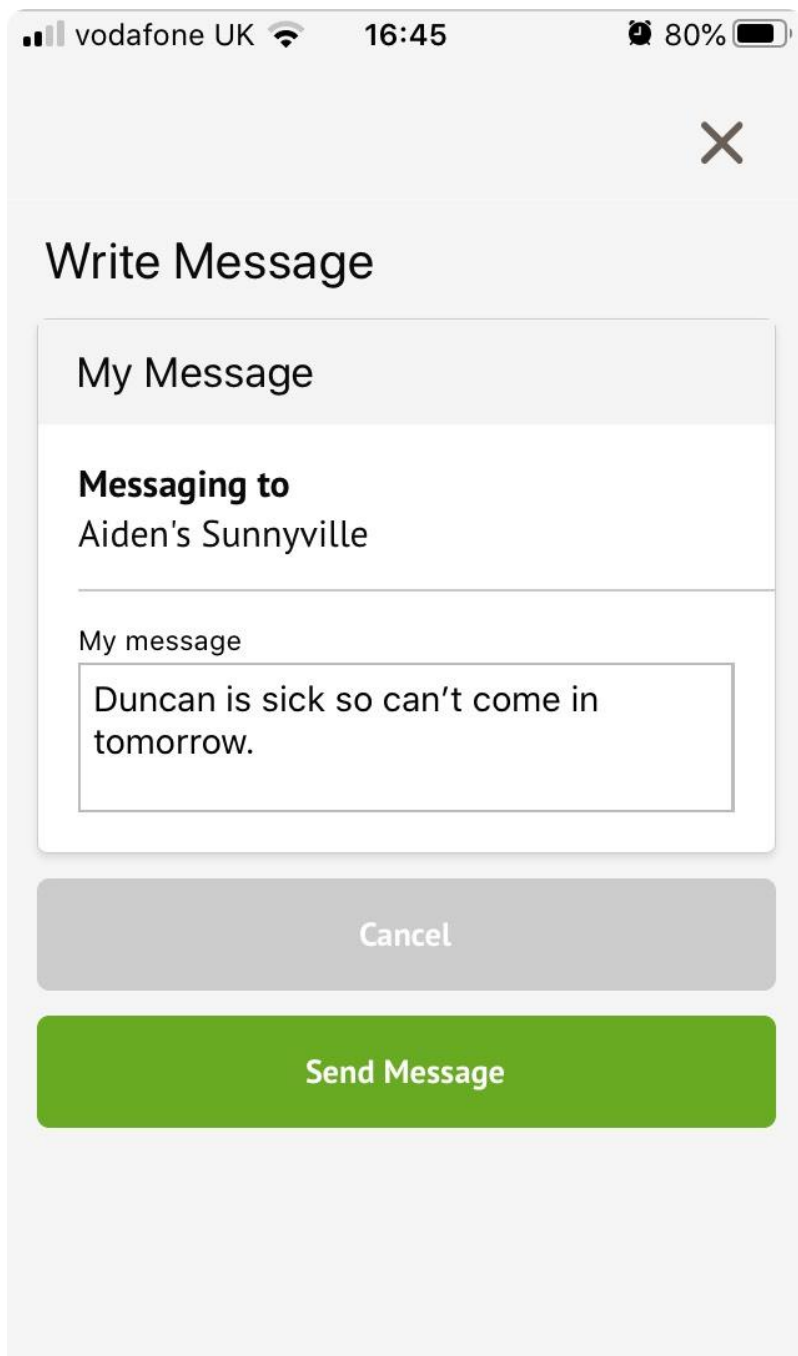
Send New Message

School Messages

Message from school
NEW 01 May 2020, 16:44 Hello, please remind... >



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



How can I reply to a message?

Through the Parent Portal

If your school allows you to reply to messages, you can click a message and click the '**Respond**' button to reply.

[« Back](#)

Message From School

Received	15 May 2019, 16:55
Sent by	The Sunnyville School of Magic

Message

Hi Lindsey, Don't forget to pay for the upcoming museum trip! Sunnyville School


[Cancel](#) [Respond](#)

Draft the message, then click send.

[« Back](#)

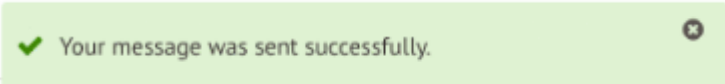

Write Message

My Message

Responding to	The Sunnyville School of Magic
My message*	<input type="text" value="Thank you"/> 

[Cancel](#) [Send message](#)

The **School Messages** page will then show your message, and a notification will be shown if the message was sent successfully.

 Your message was sent successfully. 

Through the Parent App

If your school allows you to reply to messages, you can click a message and click the '**Respond**' button to reply.



Message From School

Received
15 May 2019, 16:55

Sent by
The Sunnyville School of Magic

Message

Hi Lindsey, Don't forget to pay for the upcoming museum trip! Sunnyville School

[Respond](#)

Draft the message, then click send.



Write Message

My Message

Responding to
The Sunnyville School of Magic

My message

Thank you

Send Message

The **Messages** page will then show your message.

Messages

School Messages

School Messages

My message to school
15 May 2019, 16:57 Thank you... >

Message from school
15 May 2019, 16:55 Hi
Lindsey,Don't fo... >

