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

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[How can I reply to a message?](#)

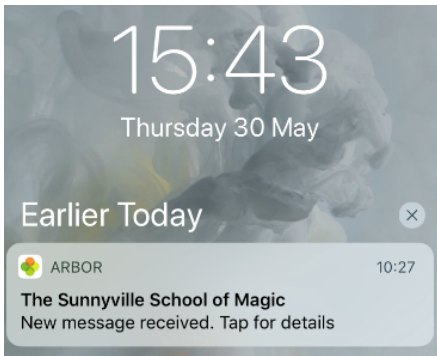


**Gwyn Mabo**

February 15, 2024 at 12:36 PM

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.



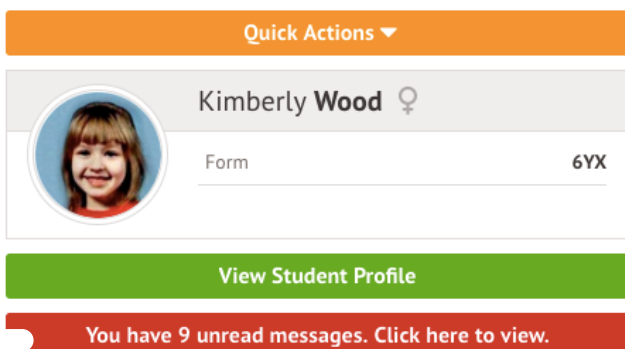
## How can I read my in-app messages?

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

### 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**.



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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.  
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[Click the message to view it. Click a link in an in-app message to open the page in a new tab.](#)  
[What happens if I don't read the in-app message?](#)

### School Messages

[How can I send a new message?](#)

How can I reply to a message? [Send new message](#)

School Messages	
My message to school	22 April 2020, 10:03 Hey... ▶
My message to school	22 April 2020, 09:59 Xhdhdbe ... ▶
My message to school	22 April 2020, 09:59 Fghhh Ghdhdbd... ▶
My message to school	22 April 2020, 09:58 Hshshdvd ... ▶

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

[« Back](#) **Message From School**

Received	01 February 2022, 11:44
Sent by	Mountain Peak All-Through School

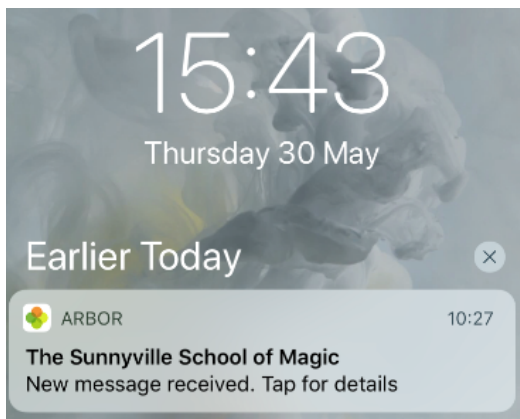
**Message**

Please click this [link](#)

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

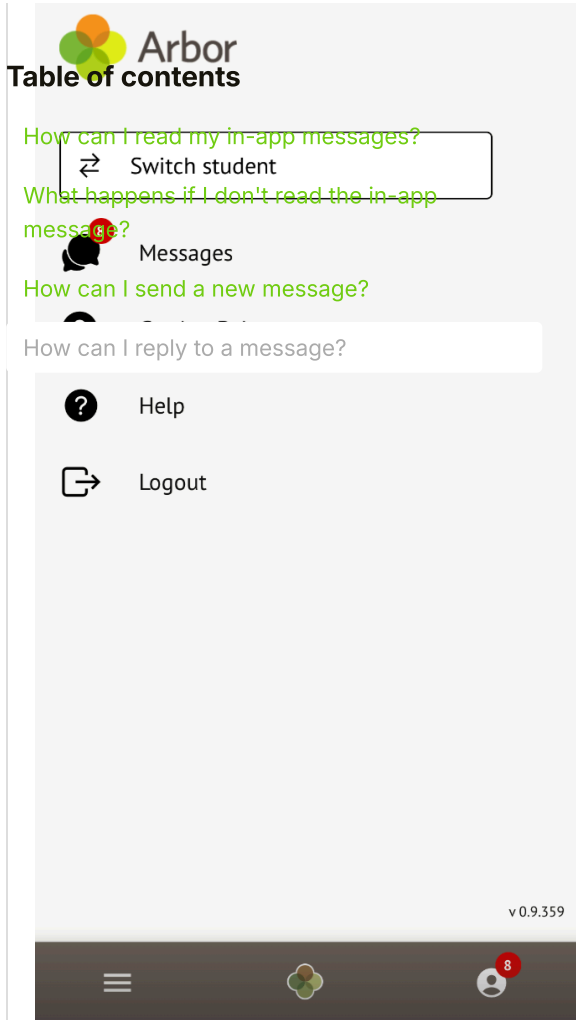
### Through the Parent App

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



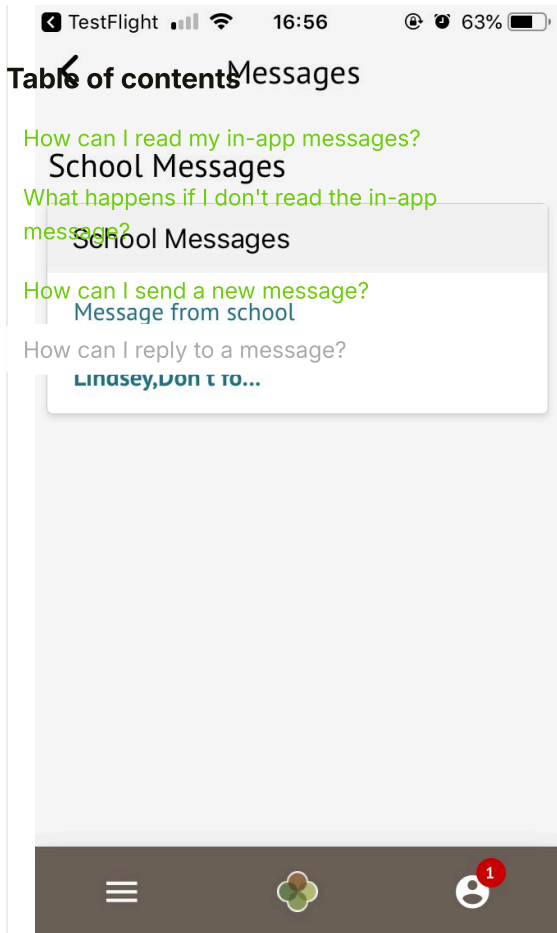
Tap the notification and log into the app to be able to view the message.

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.

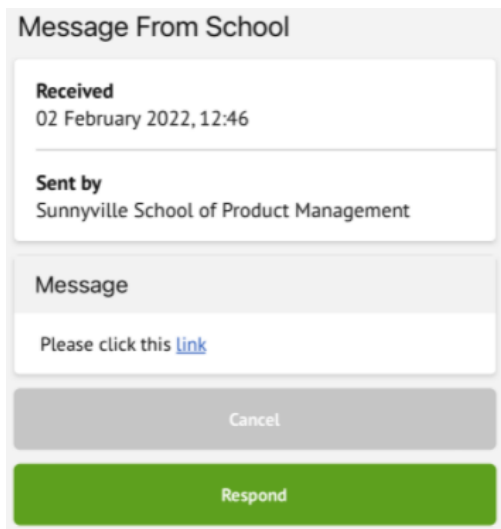


All new messages are marked as 'NEW' and are written in bold. Read messages will be written in normal text.

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).



## 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



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Arbor Example School [examplearbor@arbor-mail.com](mailto: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://portal.arbor.edu>

**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

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

### School Messages

[Send new message](#)

School Messages		
My message to school	22 April 2020, 10:03 Hey...	▶
My message to school	22 April 2020, 09:59 Xhdhdbe ...	▶
My message to school	22 April 2020, 09:59 Fghhh Ghdhdbd...	▶
My message to school	22 April 2020, 09:58 Hshshdvd ...	▶

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

« Back **Write Message**

**My Message**

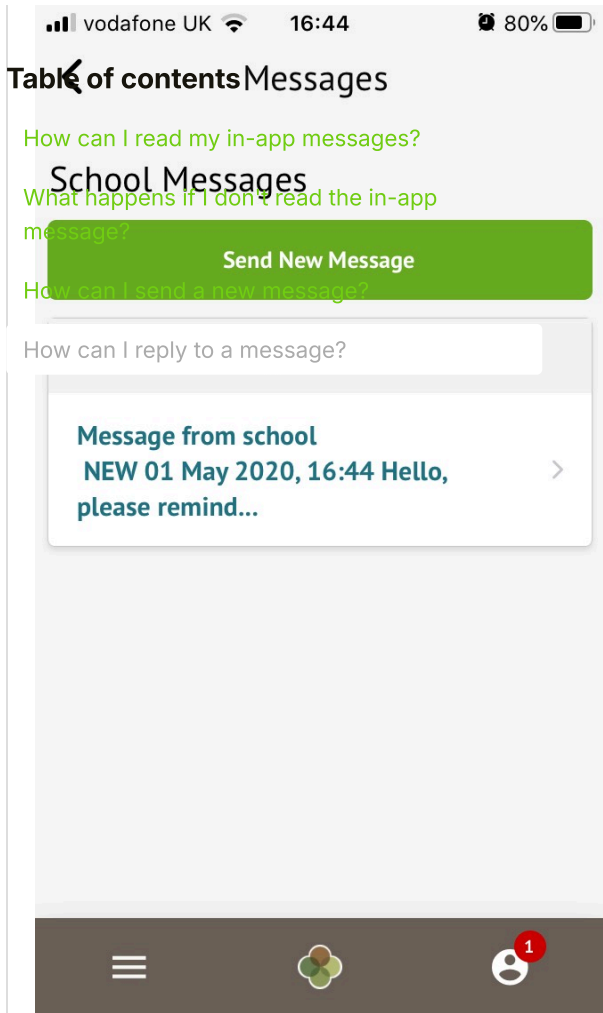
Messaging to Sunnyville School of Magic

My message\*

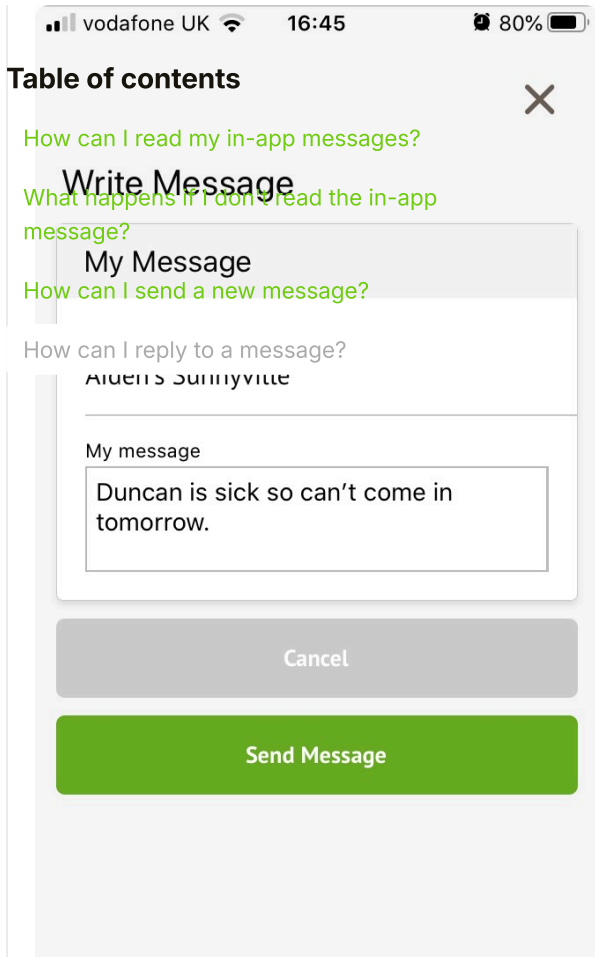
Cancel Send message

### Through the Parent App

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



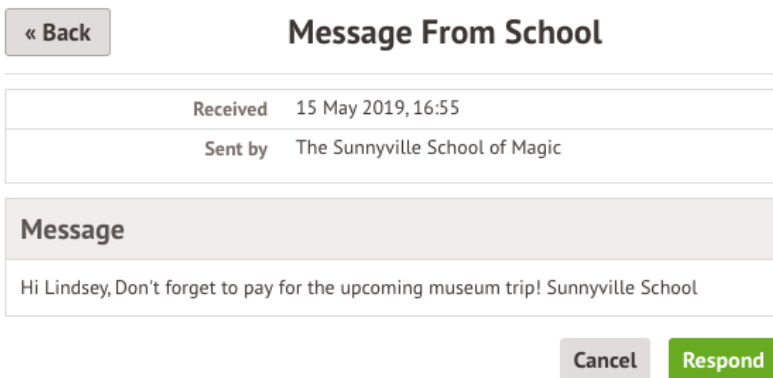
Just type in your message then click **Send message**.



## 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.



Draft the message, then click send.

« Back **Write Message**

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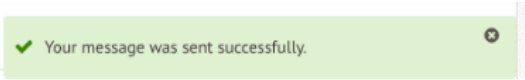
- My Message
- How can I read my in-app messages?
- What happens if I don't read the in-app message?
- How can I send a new message?
- How can I reply to a message?

Responding to The Sunnyville School of Magic

My message\* Thank you

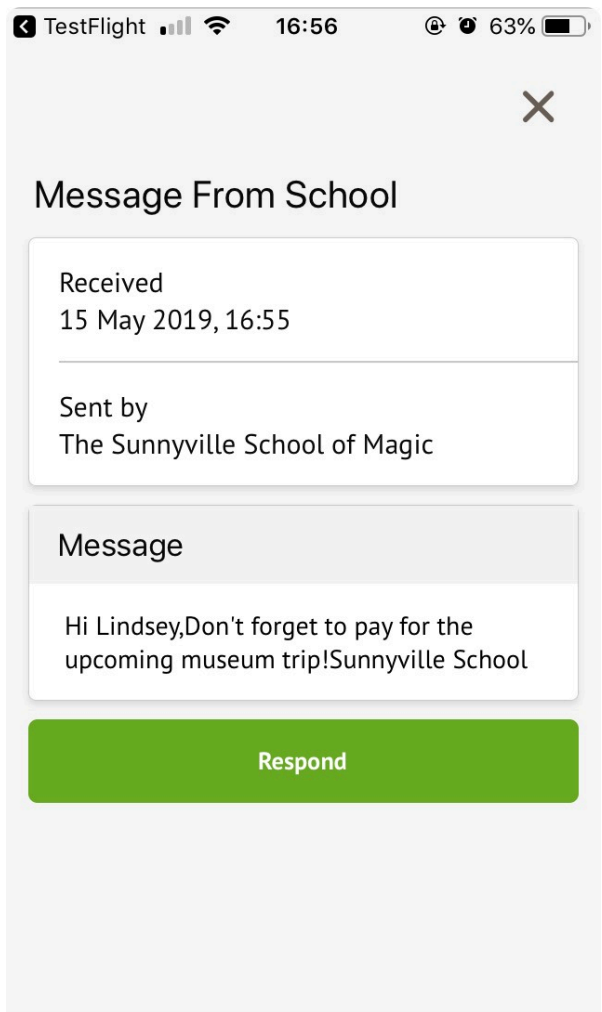
Cancel Send message

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

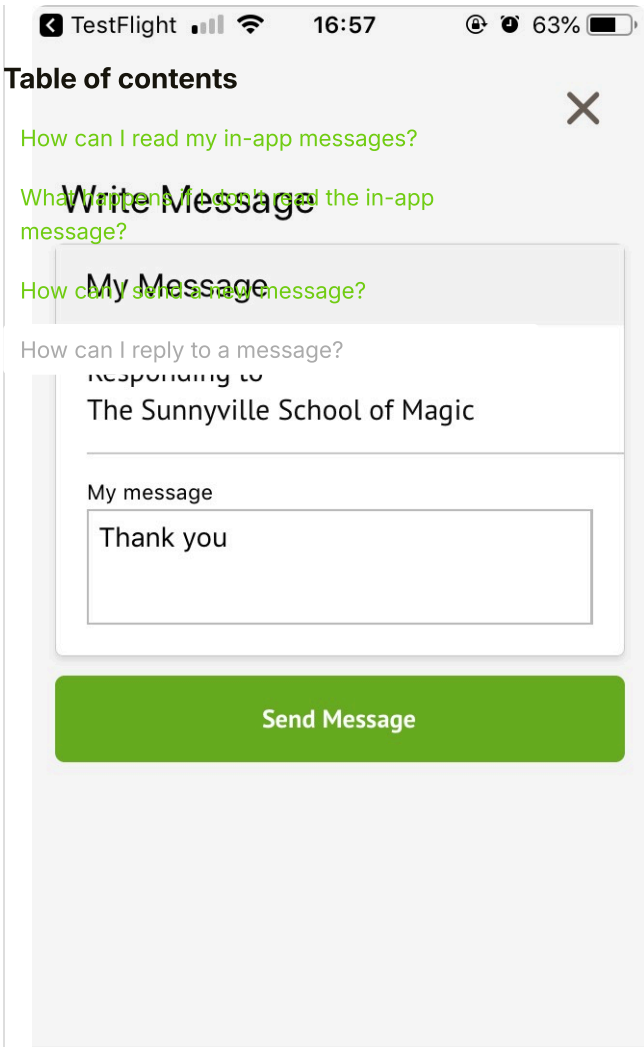


### Through the Parent App

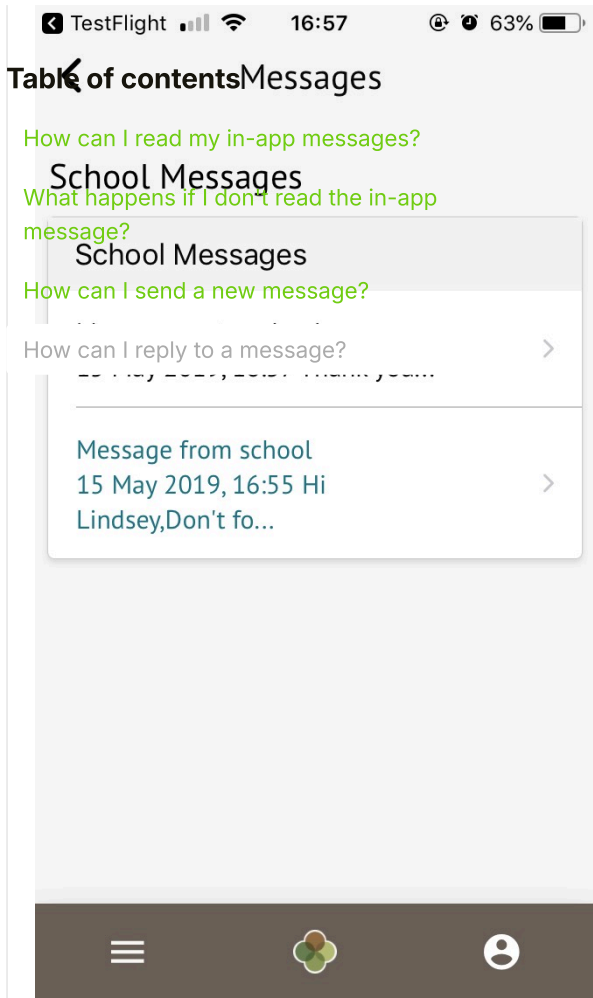
If your school allows you to reply to messages, you can click a message and click the '**Respond**' button to reply.



Draft the message, then click send.



The *Messages* page will then show your message.



Was this article helpful?



25 out of 145 found this helpful

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- ▶ [Behaviour on Parent App](#)
- ▶ [Logging absences on the Parent Portal and Arbor App](#)
- ▶ [Seeing and updating my child's information on the Parent Portal or Parent App](#)
- ▶ [Add new guardians and contacts for your child on the Parent Portal and Parent App](#)
- ▶ [Updating your own guardian details on the Parent Portal and Parent App](#)
- ▶ [How do I add my National Insurance \(NI\) number on the Parent Portal?](#)
- ▶ [In-app messages in the Parent Portal and Parent App](#)
- ▶ [Booking Guardian Consultations \(Parent's Evenings\) on the Parent Portal or Parent App](#)
- ▶ [Attendance on the Parent Portal and Parent App](#)

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