

## ST JAMES CATHOLIC PRIMARY SCHOOL, HEBBURN

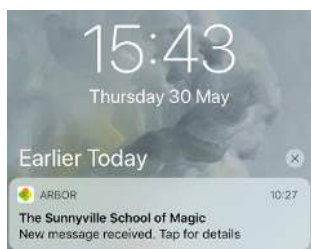
23<sup>rd</sup> June 2025

Dear Parents and Carers,

### **Arbor Push Notifications**

As you know we use our Arbor MIS system to contact you through in-app message. To ensure that you are not missing any communication from school please follow the instructions provided by Arbor to allow push notifications. If you are not signed up to Arbor yet please let the school office know.

Parents can enable push notifications when installing the Parent App on their phone, which means they'll be notified when they've been sent a new in-app message (whether they're logged in or not).



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 Parent App (make sure that it's not running at the background)
2. Go to your settings and switch OFF push notifications for the Parent App.
3. Restart your phone.
4. Go to the settings and switch ON push notification for the Parent App.
5. Restart your phone again.
6. You should then be able to receive push notifications again.

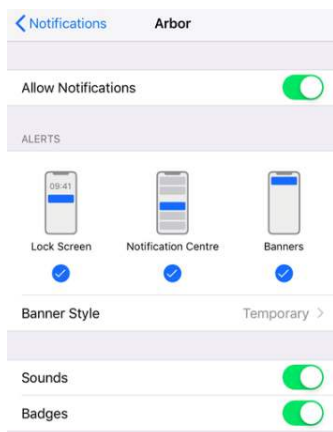
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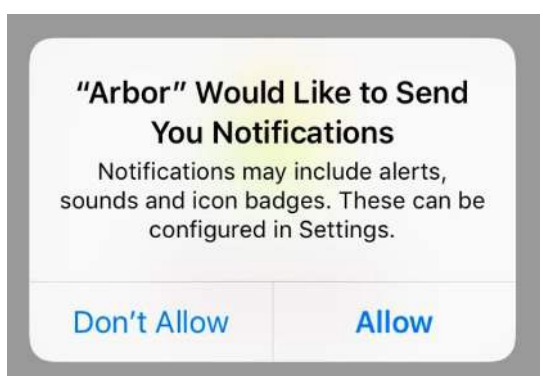
Solway Road,  
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Bishop Chadwick  
Catholic Education Trust



If after all the steps above have been completed and push notifications are still not appearing, uninstall the Parent 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.



As we progress with the system we will introduce further applications e.g. meal and trip payment, parents evening appointments and lots more. We will do this slowly and support you with anything you need.

Yours sincerely,

Mrs Heslop  
Headteacher

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