

Why isn't a parent receiving School Gateway app notifications?

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To receive push notifications for the School Gateway app the notifications must be manually turned on within the phone settings.

Please note: that every device will have other settings that can affect push notifications e.g. battery optimisation which prevents some devices from receiving push notifications when the battery is below a certain percentage. The battery setting may need to be changed from optimised to unrestricted.

The member will need to have the latest version of the School Gateway app:

- Download from the respective app store
- Alternatively they can logout of the app, uninstall and then re-install.

After following the guidance below if they are still unable to receive notifications they would need to refer to the help guide for their specific device/or contact their provider.

For Apple devices:

- On your phone go to Settings
- In here scroll down to the "Notifications Centre"
- Select School Gateway
- In here ensure that under the heading "Notification Centre" it is switched on
- Close the screen; you will now receive notifications when new app messages come through

For Samsung devices:

- Tap the Apps icon on your home screen.
- Tap **Settings**.
- Tap Apps or App Manager
- Scroll down and tap School Gateway.
- Tap **Notifications**.
- Confirm Block all is toggled OFF (**Samsung** / other devices, Toggle **Allow Notifications ON**)
- Restart your device.

For other Android devices:

- On your phone go to Settings | Applications Manager
- Scroll down your list of apps until you find School Gateway and select it
- In here there will be a tick box that says "Show notifications" ensure this is selected

- Close the screen; you will now receive notifications when new app messages come through

For Huawei devices:

- On your phone go to Settings | Notification and Status Bar | Notifications Centre
- Scroll down your list of apps until you find School Gateway and select it
- Activate 'allow notifications' and also ' priority display'
- Restart your device
- You will now receive notifications when new app messages come through

Please note for Samsung/Huawei and other Android Devices

If still experiencing issues receiving notifications we would recommend they clear the data/cache saved on their device for the School Gateway app.

The exact steps to follow will vary between devices but generally the process for Android devices is:

- Navigate to Settings > Apps
- Find School Gateway
- Tap "Storage and cache"
- Tap the "clear storage" and "clear cache" options

We would suggest they then ensure that notifications are still enabled.