



Checking the settings on your phone to access app messages

For Apple devices

- On your phone go to 'Settings'
- In 'Settings' scroll down to 'Notifications'
- In 'Notifications' select 'School Gateway' (look out for the symbol – it may not be called 'School Gateway')
- In here ensure that the 'Allow notifications' is on

You should now be able to receive notifications when new app messages come through.

For 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

You should now be able to receive notifications when new app messages come through.