School App Messages Not Showing?

Try these fix tips to help you sort out the issues with messages on your phone;

iOS Devices:

Verify that both push notifications and location services are enabled for this app under your device's settings.

* Go to Settings > Notifications and scroll through the list to locate the app.

> Once located, you'll see the types of notifications that are currently enabled listed below the name.

> Click on the app to view its notification settings.

> Make sure Allow Notifications and Show on Lock Screen are enabled, as well as any other notification types you'd like. (Badge App Icon is the red notifier that appears on the app icon when a push notification is received. Banners appear briefly at the top of your screen when your device is in use. Alerts pop up on the home screen and require you to click View or Dismiss.)

* Go to Settings > Privacy > Location Services and scroll through the list to locate the app.

> Make sure it says Always next to the app. If it says Never, click on the app and change it to Always.

> Return to your home screen.

* Refresh the app with a force-close, so the server can re-register your device's location.

> Launch the app on your device.

> Leave it open until the location arrow at the top right of the screen disappears.

> Double-click your home button and swipe upward over the app so it disappears from the screen.

> Return to your home screen.

* If it still fails to come through, we suggest repeating this process once more.

OR

If the above processes are complete and you're still not receiving the push notification, try testing on another iOS device. Sometimes specific devices will present temporary issues. We're happy to test out push notifications on our end as well, so if you've hit a wall, always feel free to email us at support@activeschoolapps.com.au so we can do some troubleshooting.

Android devices:

Then: Remember, Android push notifications don't pop up on the home screen like iOS push notifications do. Make sure you've checked your device's Notification Centre, which is where Android push notifications are stored. Swipe downward from the top of your screen to reveal the

Notification Centre: If you scroll through the list and see your push notification, then it came through successfully.

OR

Then: Keep in mind, Androids often won't receive push notifications if the app is force-closed. Meaning, if you had the app open and hit the back button until you returned to the home screen, this is probably why it failed to come through. Open the app once more, and simply click your device's home button. Then, lock your screen and try sending the push notification once more.