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| **SCHOOL GATEWAY PROBLEM FIXES**In order for Schoolcomms to send an App message to a parent they must still be logged into the app, as soon as they log out the system reverts to sending them SMS messages. The only exception to this is when a parent deletes the gateway app without logging out first as this tricks the system into believing they are still logged in. Please find below a few scenarios you may encounter when you ask parents about the gateway and the instructions on how to resolve them.**1. Parent has the app installed and is logged in, but their phone is not alerting them to new messages on the App:**In this scenario you will need to get the parent to enable "Push Notifications", this is done by following the instructions below:For Apple (iPhone) 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 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

**2. Parent has the app on their phone and is logged in, but would prefer to receive SMS messages instead of app messages.** Normally we would recommend a parent continues to use the app for messaging as this is much cheaper for both the school and the parent compared to traditional SMS messages, however if a parent is insistent on receiving SMS messages rather than app messages then all the parent will need to do is log out of the app every time they have finished using it. To do this the parent needs to simply press the 'gear' icon in the top right corner of the Schoolgateway app screen and then press the "log out" button. This will log them out of the app and they will start to receive SMS messages instead.Remember, the system will set back to App messages while the parent is logged into the app, but will switch back to SMS as soon as they log back out!**3. Parent does not have the app installed on their phone anymore, but Schoolcomms shows an app message was sent to them instead of an SMS**.  This scenario is a little more complicated due to how the app works. For security reasons the app will only let one device log into the parents account at any one time. If the parent was sent an app message rather than an SMS message and they don't have the app on their phone, the system is still thinking they are logged in. The three most common causes for this are: - the parent uninstalling/ deleting the app from their phone without logging out of it first, - the parent getting a new phone and not logging out of the app on their old one, - or the parent factory resetting their phone without logging out first. To fix this problem you will need to contact us with the names and email addresses of the parents with this problem, what we can then do is remotely log the parents out of the app.If a parent does not want to use the app after this then no further action needs to be taken and they do not need to log in again once we have remotely logged them out. However if the parent does wish to use the app they can log back in using the same PIN number they had before. If a parent cannot remember their PIN number, there is a "forgotten your PIN" facility on both the app and on the Schoolgateway website (<https://login.schoolgateway.com/0/auth/login>) where they can reset their PIN number which will be sent to them via text message. |