

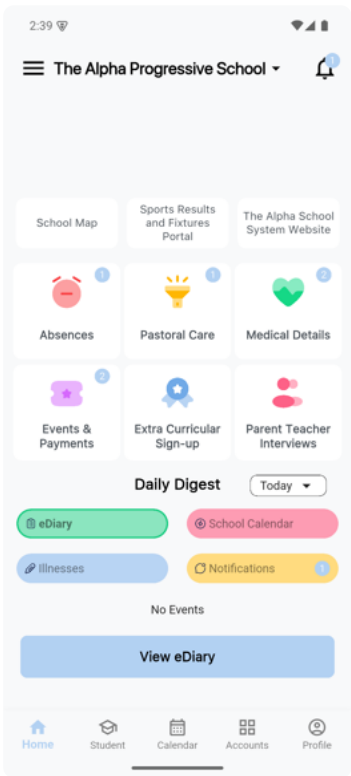
How to Reply to a School Notification in Parent Orbit

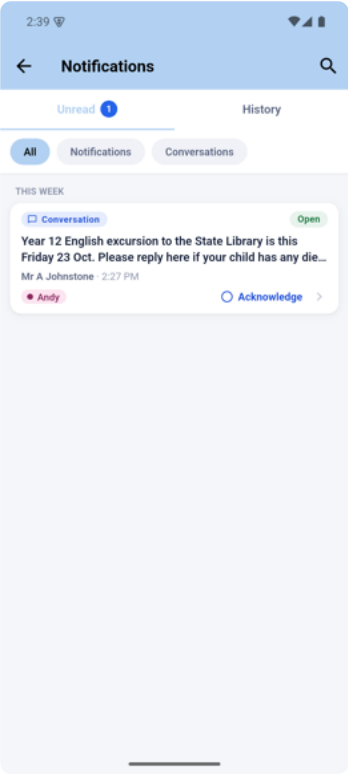
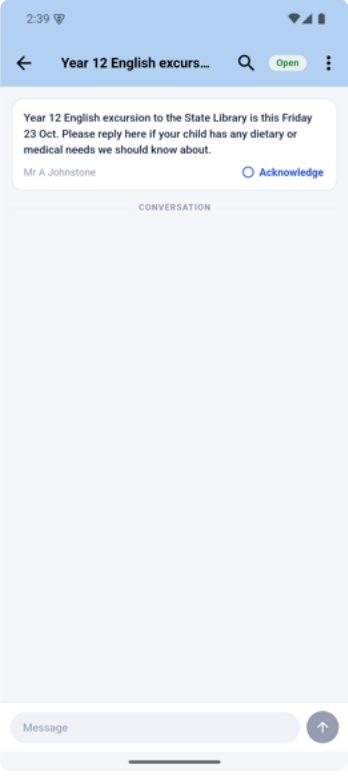
Below is a guide for parents to reply to a notification from the school in the *Parent Orbit* app, and to manage the conversation that follows.

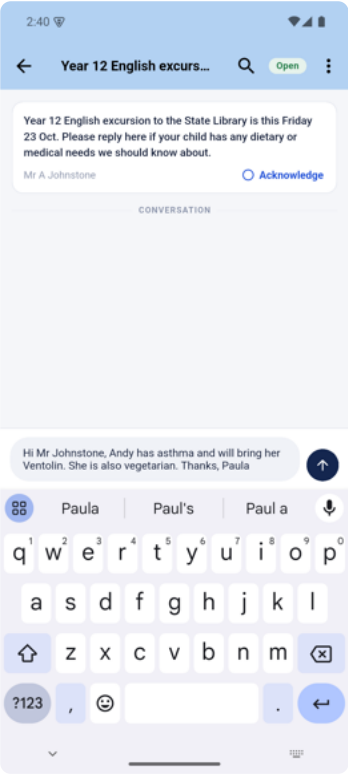
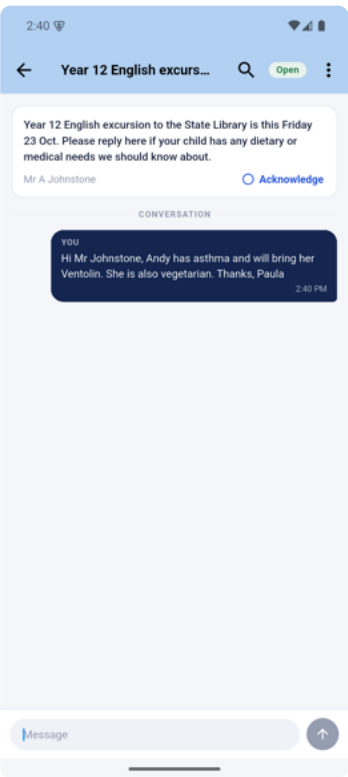
You can reply when the school has allowed replies on that notification. Your conversation is private between you and the school. If the notification also went to your child, they have their own separate conversation and cannot see yours.

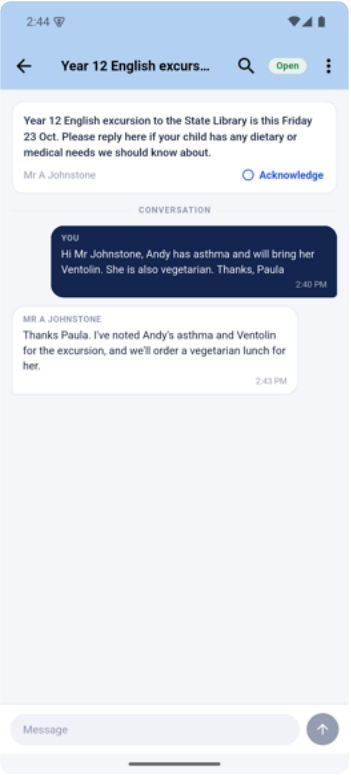
Screenshots last updated: 15/10/2026

Replying to a Notification

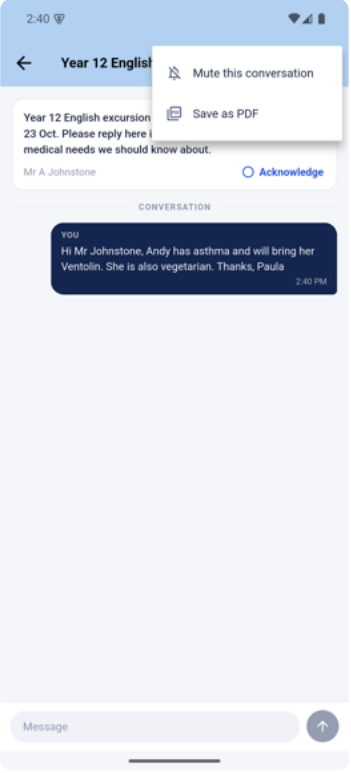
Step	Instructions	Screenshot
1	On the homepage, tap the bell at the top right. The number on the bell is how many notifications you have not read.	 A screenshot of the Parent Orbit app homepage for 'The Alpha Progressive School'. At the top right, there is a bell icon with a blue circle containing the number '1' next to it, indicating one unread notification. The page features a grid of icons for various school-related functions: School Map, Sports Results and Fixtures Portal, The Alpha School System Website, Absences, Pastoral Care, Medical Details, Events & Payments, Extra Curricular Sign-up, and Parent Teacher Interviews. Below this grid is a 'Daily Digest' section with buttons for eDiary, School Calendar, Illnesses, and Notifications (which also has a '1' badge). At the bottom, there is a navigation bar with icons for Home, Student, Calendar, Accounts, and Profile.

2	A notification you can reply to is tagged 'Conversation' and shows 'Open'. Tap 'Conversations' to list only those notifications. Tap the notification to open it.	
3	The school's notification is shown at the top. Tap the 'Message' box at the bottom of the screen.	

4	Type your reply, then tap the arrow to send it. Replies can be up to 2000 characters. Attachments cannot be added to a reply.	
5	Your reply is labelled 'YOU'. If a reply does not send, tap it to try again.	

6	When the school replies, their reply is shown with the staff member's name, or the name of the school group that sent the notification.	
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Muting a Conversation

Step	Instructions	Screenshot
1	In the conversation, tap the three dots at the top right, then tap 'Mute this conversation'. 'Save as PDF' in the same menu saves a copy of the conversation.	

2	A message confirms you will not be notified of replies. Replies still appear in the conversation. To turn notifications back on, tap 'Unmute this conversation' in the same menu.	
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When the School Closes a Conversation

Step	Instructions	Screenshot
1	The conversation shows 'Closed' at the top and the 'Message' box is removed. You can still read everything in it. If you need to contact the school again, use your school's usual contact details.	

- i** To find a message, tap the **magnifying glass** in a conversation to search it, or on the Notifications screen to search all your notifications and replies.