

How to Manage Notification Conversations in Staff Kiosk

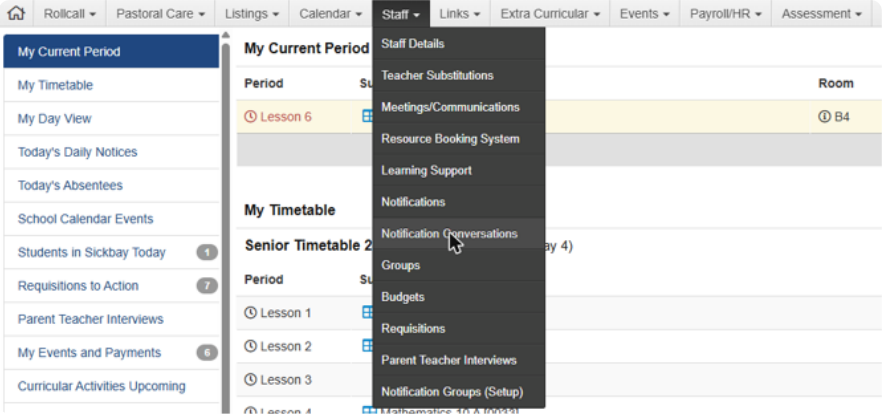
This page explains how to send a notification that parents and students can reply to, and how to read, answer, close and moderate those replies in *Staff Kiosk*. For a description of every field and column, see [Notification Conversations](#).

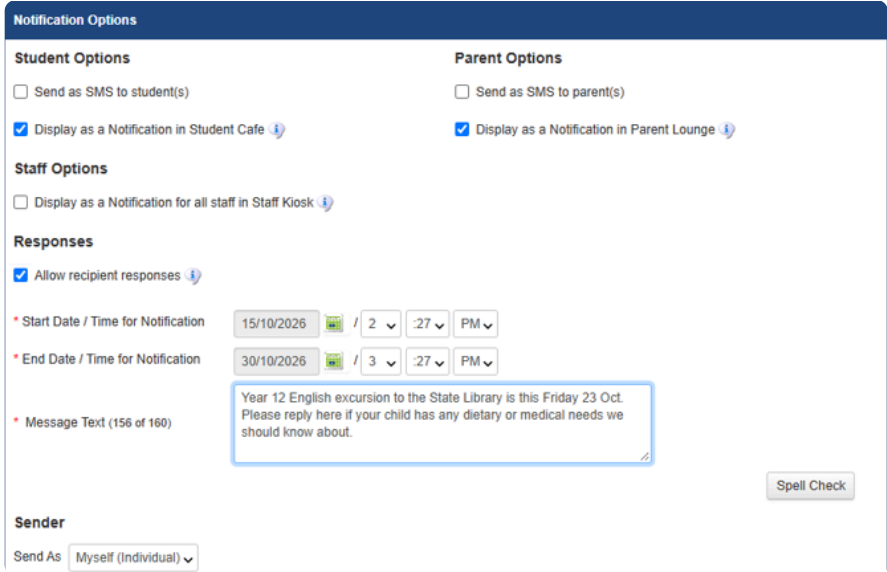
Parents reply from the *Parent Orbit* app and students reply from the *Student Orbit* app. Each parent and each student has their own conversation with the school, and cannot see anyone else's.

User Security Permissions

You need the 'Notification Conversations' security point in TASS.web **System Admin > Users > [Portal Security Permissions](#)** for *Staff Kiosk*. Contact your school's TASS System Administrator for access.

Sending a Notification That Accepts Replies

Step	Instructions
1	Navigate to <i>Staff Kiosk</i> Staff > Notifications and click '<u>Add Notification</u>'.  The screenshot shows the Staff Kiosk interface. At the top, there is a navigation bar with tabs: Rollcall, Pastoral Care, Listings, Calendar, Staff, Links, Extra Curricular, Events, Payroll/HR, and Assessment. The 'Staff' tab is selected, and a dropdown menu is open, showing options: Staff Details, Teacher Substitutions, Meetings/Communications, Resource Booking System, Learning Support, Notifications, Notification Conversations (highlighted with a mouse cursor), Groups, Budgets, Requisitions, Parent Teacher Interviews, and Notification Groups (Setup). The main content area shows a table with columns for Period, Lesson, and Room. The 'My Current Period' section shows Lesson 6 in Room B4. The 'My Timetable' section shows Lesson 1 in Room B4. The 'Senior Timetable 2' section shows Lesson 1 in Room B4.

2	Select the students the notification is about, as described in Adding a New Student Notification or SMS , and click ' <u>Next</u> '.
3	On the 'Notification Options' screen, select 'Display as a Notification in Student Cafe' to send it to the students, 'Display as a Notification in Parent Lounge' to send it to their parents, or both. A 'Responses' section is displayed once either option is selected.
4	Select 'Allow recipient responses'. In the 'Sender' section, use 'Send As' to choose who the replies come from. 'Myself (Individual)' sends it as you; a Generic Notification Group sends it as the group, and every member of the group can see and answer the replies. Enter the start and end dates and the message text as usual.  Notification Options Student Options ☐ Send as SMS to student(s) ☒ Display as a Notification in Student Cafe Parent Options ☐ Send as SMS to parent(s) ☒ Display as a Notification in Parent Lounge Staff Options ☐ Display as a Notification for all staff in Staff Kiosk Responses ☒ Allow recipient responses * Start Date / Time for Notification: 15/10/2026 / 2 :27 PM * End Date / Time for Notification: 30/10/2026 / 3 :27 PM * Message Text (156 of 160): Year 12 English excursion to the State Library is this Friday 23 Oct. Please reply here if your child has any dietary or medical needs we should know about. Sender Send As: Myself (Individual) Information: 'Send As' cannot be changed after the notification is saved.
5	Click ' <u>Next</u> ', check the list of students, and click ' <u>GO</u> '.

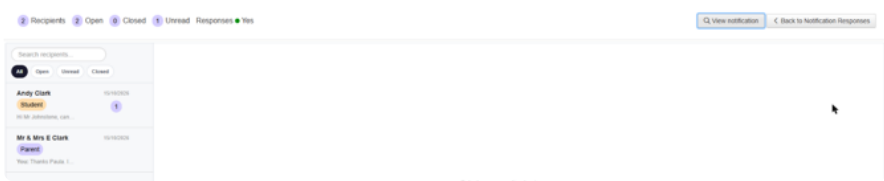
- The 'Responses' section is not displayed for a notification that is only sent as SMS or only displayed to staff, because recipients can only reply from the *Parent Orbit* and *Student Orbit* apps. If it is not displayed at all, check that you have the 'Notification Conversations' permission and that Orbit push notifications are set up for your school.

Seeing New Replies

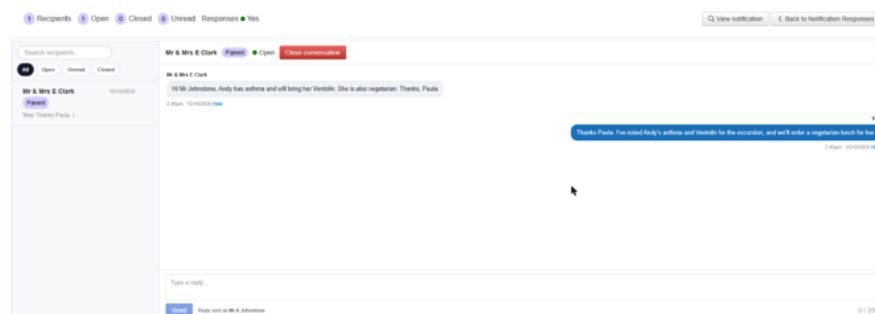
Step	Instructions
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1	When a parent or student replies, the ‘Conversations’ icon in the <i>Staff Kiosk</i> toolbar turns red and displays the number of notifications with unread replies. 
2	Click the icon, or navigate to <i>Staff Kiosk</i> Staff > Notification Conversations. Notifications with unread replies are listed first. 

Replying to a Conversation

Step	Instructions
1	Click the kebab menu in the ‘Actions’ column and select ‘View conversations’. 
2	The list on the left displays one row per conversation, tagged ‘Parent’ or ‘Student’. Click a row to open it. 
3	Type your reply in the ‘Type a reply...’ field. Replies can be up to 2000 characters. The text beneath the field shows who the reply will be sent as. 

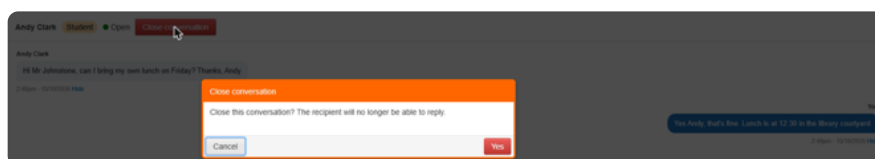
4	Click ' <u>Send</u> '. Your reply is labelled 'You' and the recipient sees it in their app.
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Closing and Reopening a Conversation

Close a conversation when nothing more needs to be said. The recipient can still read it but can no longer reply.

Step	Instructions
1	With the conversation open, click ' <u>Close conversation</u> ', then click ' <u>Yes</u> '.
2	The conversation is marked 'Closed', a padlock is displayed in the list, and the reply field is replaced by 'This conversation is closed. The recipient can no longer reply.'
3	To let the recipient reply again, click ' <u>Reopen</u> '.

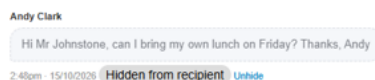


Hiding a Message

Hide a message that should not be visible to the recipient. Staff can still see it.

Step	Instructions
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1	Click ' <u>Hide</u> ' beneath the message. The message is tagged 'Hidden from recipient'.
2	To show it to the recipient again, click ' <u>Unhide</u> '.



i Hiding a message also hides it in *Parent Lounge* and *Student Café*, not only in the Orbit apps.

Stopping Replies on a Whole Notification

From the Notification Conversations grid, click the kebab menu in the 'Actions' column and select:

- 'Disable new conversations' to stop anyone starting a new conversation. Conversations that are already open stay open.
- 'Close all conversations' to close every open conversation on the notification. The number in brackets is how many will be closed.

Both actions ask you to confirm. To do this for several notifications at once, select their checkboxes and use 'Bulk Actions'.

Related Resources

- [Notification Conversations](#)
- [Notifications](#)
- [Adding a New Student Notification or SMS](#)
- [Notification Groups \(Setup\)](#)
- How to Set Up Conversations for the Orbit Apps
- How to Manage Conversations in Staff Orbit