

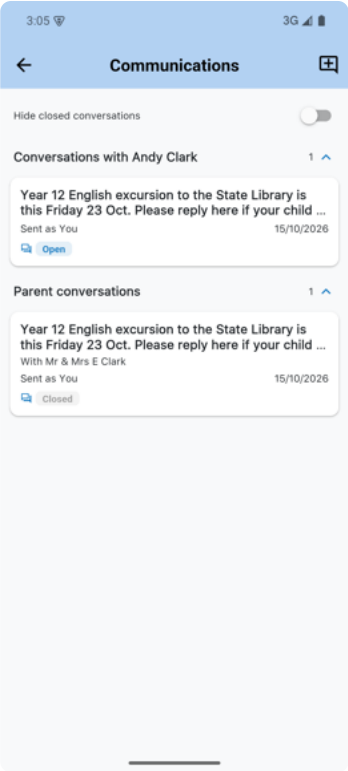
How to Manage Conversations in Staff Orbit

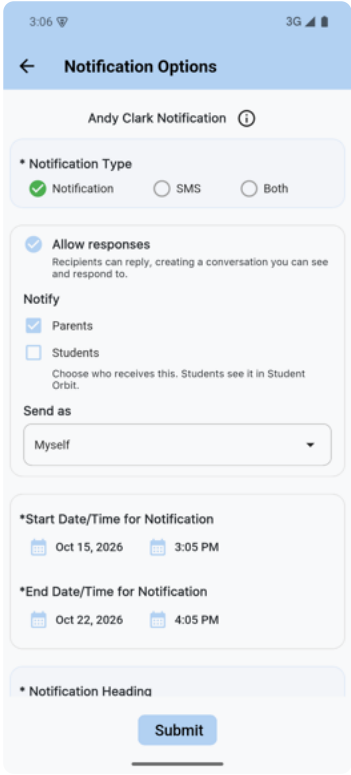
Below is a guide to sending a notification that parents and students can reply to, and to reading, answering and closing those conversations in the *Staff Orbit* app.

Conversations are available from *Staff Orbit* 3.9.100, once your school has set them up. See [How to Set Up Conversations for the Orbit Apps](#).

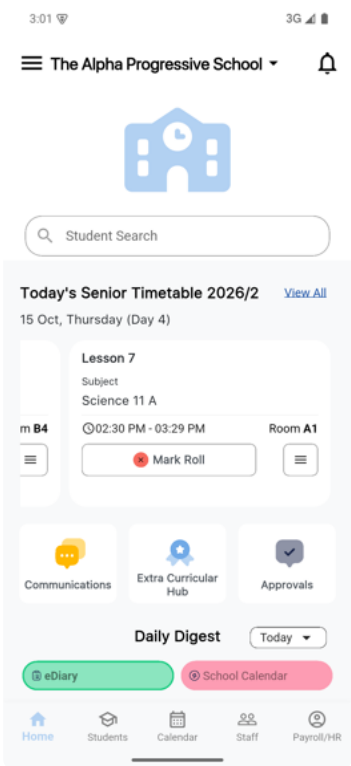
Screenshots last updated: 15/10/2026

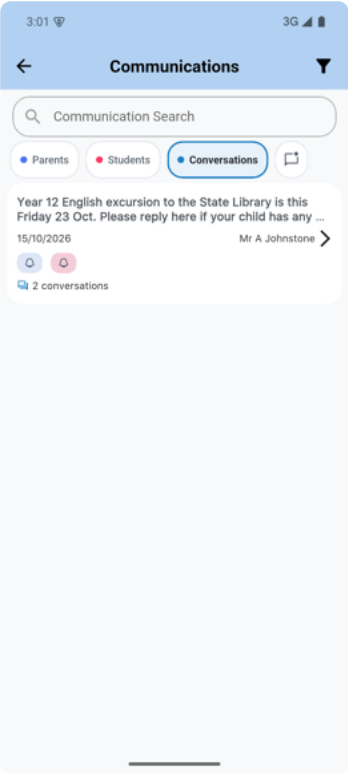
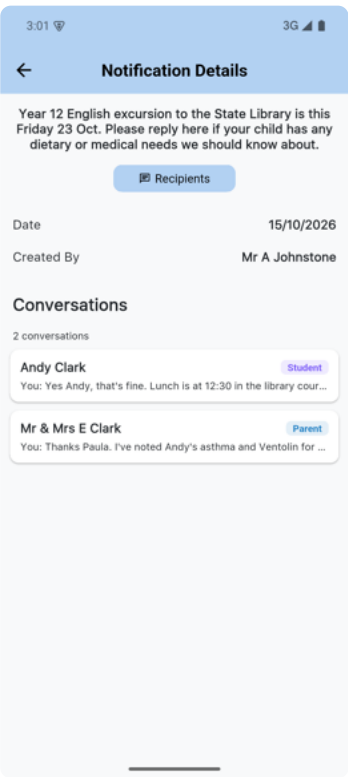
Sending a Notification That Accepts Replies

Step	Instructions	Screenshot
1	Open the screen you send notifications from. For example, search for a student, open their Student Profile, tap ‘Communications’, then tap the new message icon at the top right. The same ‘Notification Options’ screen also opens from Custom Rolls, your timetable classes and the other places you can notify students from.	 A screenshot of the 'Communications' screen in the Staff Orbit app. The screen has a blue header with a back arrow, the title 'Communications', and a new message icon. Below the header, there is a toggle for 'Hide closed conversations'. The main content area is divided into two sections: 'Conversations with Andy Clark' and 'Parent conversations'. Both sections show a notification for a 'Year 12 English excursion to the State Library is this Friday 23 Oct. Please reply here if your child ...'. The notification in the 'Conversations with Andy Clark' section has an 'Open' button, while the one in the 'Parent conversations' section has a 'Closed' button. The date '15/10/2026' is shown at the bottom right of each notification.

2	Under 'Notification Type', tap 'Notification' or 'Both'. A card with 'Allow responses' is displayed. Tap 'Allow responses'. Under 'Notify', choose 'Parents', 'Students', or both. Under 'Send as', choose 'Myself' or one of your notification groups. Complete the rest of the notification and tap 'Submit'. i The 'Allow responses' card is not displayed for an SMS-only notification or a notification to staff. 'Students' is only offered if you have permission to notify students directly.	
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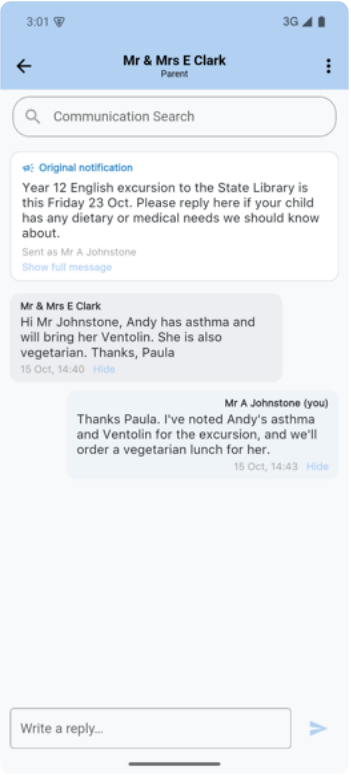
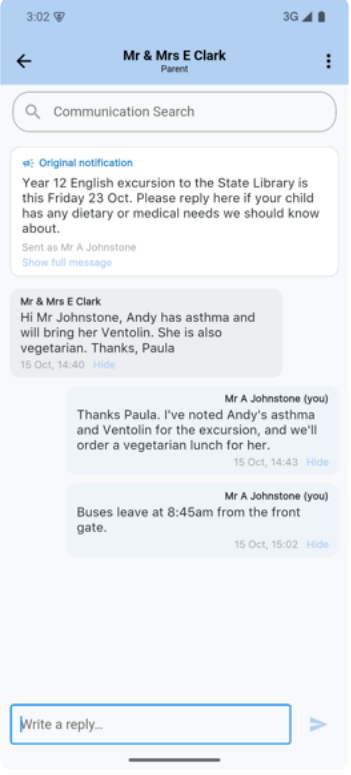
Finding Your Conversations

Step	Instructions	Screenshot
1	On the homepage, tap 'Communications'. The tile displays a red count when you have unread replies.	

2	Tap 'Conversations' to list only the notifications that have conversations. Tap the icon next to it to see only those with unread replies. Each notification shows how many conversations it has.	
3	Tap the notification. Its conversations are listed under 'Conversations', one per parent or student, tagged 'Parent' or 'Student'.	

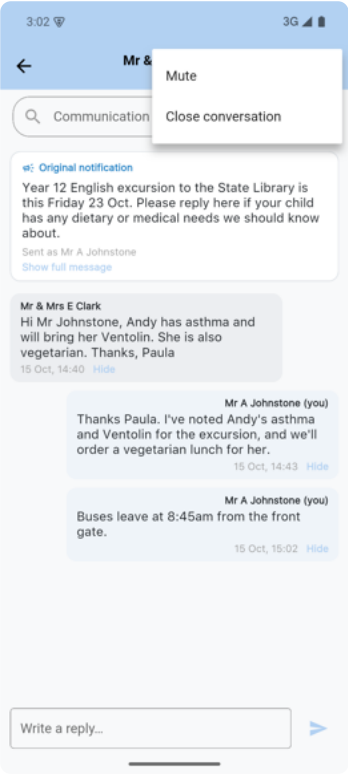
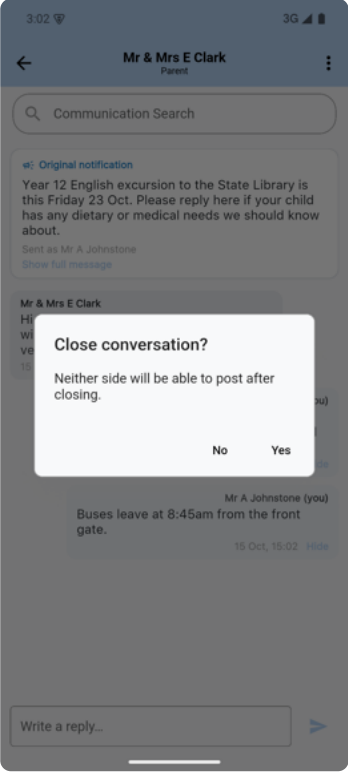
Replying to a Conversation

Step	Instructions	Screenshot
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1	Tap a conversation to open it. The original notification is shown at the top.	
2	Type your reply in 'Write a reply...' and tap the send icon. Replies can be up to 2000 characters. To hide a message from the recipient, tap 'Hide' beneath it. Tap 'Unhide' to show it again.	

Muting and Closing a Conversation

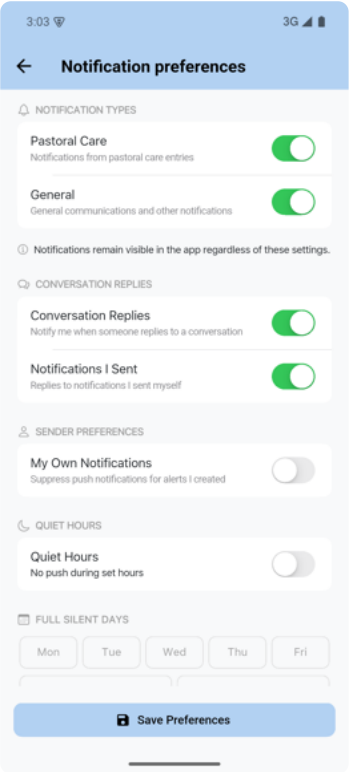
Step	Instructions	Screenshot
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1	In the conversation, tap the three dots at the top right. Tap 'Mute' to stop push notifications for this conversation. Replies still arrive in the app. Tap 'Close conversation' when nothing more needs to be said.	
2	Tap 'Yes' to confirm.	

3	The reply field is replaced by 'This conversation has been closed'. The recipient can still read the conversation but cannot reply. i A closed conversation cannot be reopened in <i>Staff Orbit</i>. To reopen it, use <i>Staff Kiosk Staff > Notification Conversations</i>.	
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Choosing Which Replies Notify You

Step	Instructions	Screenshot
1	Open the Side Menu and tap ' Settings ', then ' Notification Preferences '.	

2	Under 'Conversation Replies': • 'Conversation Replies' turns all conversation push notifications on or off. • 'Notifications I Sent' covers replies to notifications you sent as yourself. • Each of your notification groups has its own switch, for replies to notifications sent as that group. 'Quiet Hours' and 'Full Silent Days' pause all push notifications during the times you set. Tap 'Save Preferences'. i Turning these off only stops the push notification. Replies still arrive and are still counted as unread.	
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Related Resources

- [Notification Conversations](#)
- [How to Create a Custom Roll Report in Staff Orbit](#)
- How to Set Up Conversations for the Orbit Apps
- How to Manage Notification Conversations in Staff Kiosk