

How to Set Up Conversations for the Orbit Apps

This page explains how to set up Conversations, which lets parents and students reply to a notification from the *Parent Orbit* and *Student Orbit* apps, and lets staff read and answer those replies in *Staff Kiosk* and the *Staff Orbit* app.

There are two parts to this process:

- Part 1: Give staff access in Portal Security Permissions
- Part 2: Allow the Orbit apps to use Conversations in API Gateway Maintenance

i Before you start

- Your school must be on TASS.web v01.2026.09.200 or later.
- Orbit push notifications must be set up for *Parent Orbit* and, for student replies, *Student Orbit*. Staff can only allow replies on a notification once this is in place. If you are not sure whether it is set up, contact [Customer Care](#).
- Parents need *Parent Orbit* 4.9.100 or later, students need *Student Orbit* 2.9.200 or later, and staff need *Staff Orbit* 3.9.100 or later.

Part 1: Give Staff Access in Portal Security Permissions

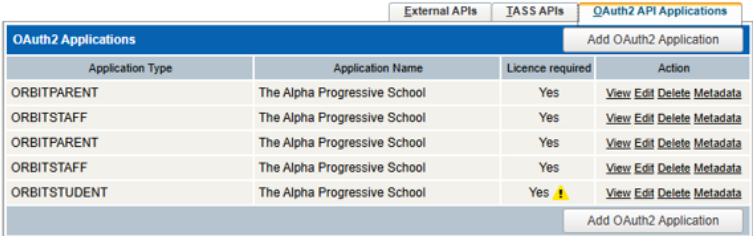
Staff need the ‘Notification Conversations’ security point to allow replies on a notification and to read and answer replies in *Staff Kiosk*.

Step	Instructions
1	Navigate to TASS.web System Admin > Users > Portal Security Permissions .
2	Click ‘ <u>Edit</u> ’ on the <i>Staff Kiosk</i> row.

	Menu Bookmarks Portal Security System Admin Users Portal Security Permissions Portal Security - Select a Product to Maintain <table><thead><tr><th>Product Code</th><th>Product Name</th><th>No. Licenses</th><th>Licences Used</th><th>Action</th></tr></thead><tbody><tr><td>SC</td><td>Student Cafe</td><td>5,000</td><td>13</td><td>Edit</td></tr><tr><td>PIA</td><td>Parent Lounge</td><td>5,000</td><td>142</td><td>Edit</td></tr><tr><td>TIA</td><td>Staff Kiosk</td><td>5,000</td><td>64</td><td>Edit</td></tr></tbody></table>	Product Code	Product Name	No. Licenses	Licences Used	Action	SC	Student Cafe	5,000	13	Edit	PIA	Parent Lounge	5,000	142	Edit	TIA	Staff Kiosk	5,000	64	Edit
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3	Select the ‘User Role’ to update, or an individual teacher or non-teacher.																				
4	In the Staff section, select the ‘Accessed via Top Menu’ checkbox for: • ‘Notification Conversations’, for staff who send notifications and answer replies. • ‘Notification Conversation Auditing’, only for staff who need to search and review every conversation at the school. • ‘Notification Groups (Setup)’, only for staff who manage Generic Notification Group membership. Notifications <table><tbody><tr><td>Search All Notifications</td><td></td><td></td><td>☐</td></tr><tr><td>Notification Conversations</td><td></td><td></td><td>☐</td></tr><tr><td>Notification Conversation Auditing</td><td></td><td></td><td>☐</td></tr></tbody></table>	Search All Notifications			☐	Notification Conversations			☐	Notification Conversation Auditing			☐								
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5	Click ‘ <u>Save</u> ’.																				

Part 2: Allow the Orbit Apps to Use Conversations

Each Orbit app needs its Conversations scopes selected before the app shows any Conversations features. The scopes are not selected automatically when your school updates TASS.web.

Step	Instructions
1	Navigate to TASS.web System Admin > Utilities > API Gateway Maintenance and select the 'OAuth2 API Applications' tab. API Gateway Maintenance 
2	Click ' Edit ' on the ORBITPARENT application. In the 'Parent Notifications' section, select:

- 'Get Parent Thread Detail'
- 'Set Parent Thread Response'
- 'Set Parent Thread Mute'
- 'Search Parent Notifications'

Click 'Update'.

Parent Notifications ■ All	
☒ Acknowledge Parent Notification	☒ Get Parent Thread Detail
☒ Parent Notification Details	☒ Parent Notifications
☒ Search Parent Notifications	☒ Set Parent Thread Mute
☒ Set Parent Thread Response	

- 3 Click 'Edit' on the ORBITSTAFF application. In the 'Notifications' section, select:

- 'Get Conversation Notifications'
- 'Get Notification Thread Detail'
- 'Get Notification Threads'
- 'Set Notification Thread'
- 'Staff Notification Search'
- 'Staff Thread Unread Count'

Click 'Update'.

Notifications ■ All	
☒ Acknowledge Staff Notification	☒ Create Notifications
☒ Get Conversation Notifications	☒ Get Notification Thread Detail
☒ Get Notification Threads	☒ Notification Details
☒ Notification Recipient List	☒ Notification Setup
☒ Notifications List	☒ Set Notification Thread
☒ Set Staff Notification Preferences	☒ Staff Notification Preferences
☒ Staff Notification Search	☒ Staff Notifications
☒ Staff Thread Unread Count	

- 4 Click 'Edit' on the ORBITSTUDENT application. In the 'Notifications' section, select:

- 'Get Student Thread Detail'
- 'Set Student Thread Mute'
- 'Set Student Thread Response'

Click 'Update'.

Notifications ■ All	
☒ Acknowledge Student Notification	☒ Add Device Data
☒ Get Student Thread Detail	☒ Notification Attachment
☒ Set Student Thread Mute	☒ Set Student Thread Response
☒ Student Notifications List	

- If a scope is not selected, the app hides that feature without showing an error. For example, without 'Get Parent Thread Detail' *Parent Orbit* shows notifications exactly as it did before Conversations, and without 'Set Parent Thread Response' parents can read a conversation but cannot reply. *Staff Orbit* hides every Conversations feature unless 'Get Notification Threads' is selected.

Checking the Setup

Once both parts are complete, a staff member with the 'Notification Conversations' permission sees a 'Conversations' icon in the *Staff Kiosk* toolbar. When they add a notification in *Staff Kiosk* **Staff > [Notifications](#)** and select 'Display as a Notification in Student Cafe' or 'Display as a Notification in Parent Lounge', a 'Responses' section with the 'Allow recipient responses' checkbox is displayed.

Related Resources

- [Notification Conversations](#)
 - [Notifications](#)
 - [Notification Groups \(Setup\)](#)
 - [Portal Security Permissions](#)
 - [API Gateway Maintenance](#)
 - How to Manage Notification Conversations in Staff Kiosk
 - How to Manage Conversations in Staff Orbit
 - How to Reply to a School Notification in Parent Orbit
 - How to Reply to a School Notification in Student Orbit
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