

Connect App Messages Guide

	If the Parent has:			
*The school sends a: ↓ ↓ *	Done nothing	Registered for Connect	Downloaded the App	Verified mobile number
Text message	Parent will receive a text message	Parent will receive a text message	Parent will receive a text message	Parent will receive an App message with push notification (Appears on parent NB with phone icon)
Noticeboard message	Parent will receive an email reminding them to register , as there is a message waiting for them (Only if they have been sent an access code). (This happens for every NB message sent until the parent registers)	Parent will receive NB message but must sign in to view it (For 1st NB message sent , parent will receive email advising that a new message is there. Also receive an email for 1st NB message sent after they log out)	Parent will receive NB message with push notification (*Once Notifications are enabled)	Parent will receive NB message with push notification (*Once Notifications are enabled)
Email	Emails are separate to Connect. If an email is sent, it will always be received as an email only . The ' text and emails ' tab in Connect only shows a copy of those sent, they are not notified of these through Connect.			