

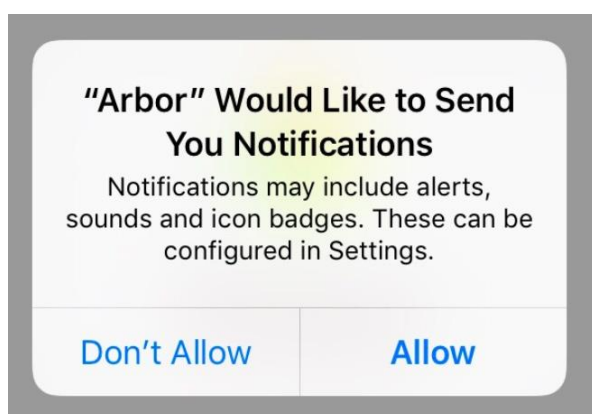
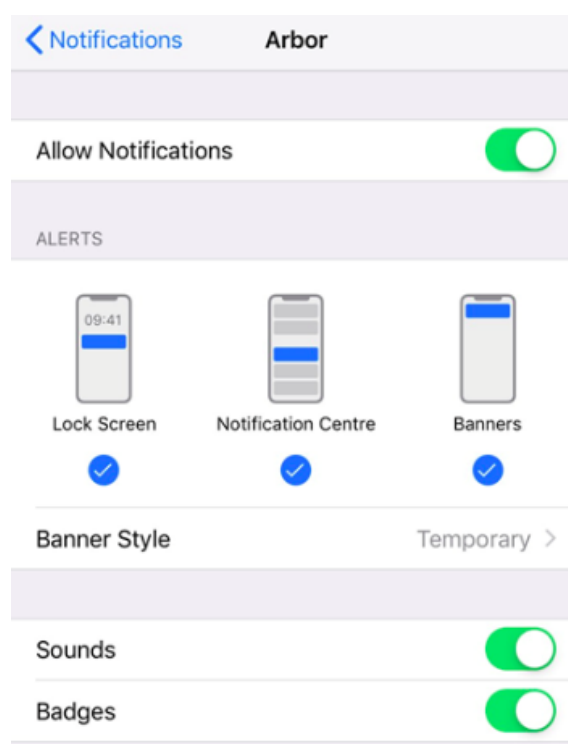
You can enable push notifications when installing the Arbor Parent App on your phone, which means you'll be notified when you've been sent a new in-app message (whether you're logged in or not).

Sometimes, you may stop receiving push notifications to your phone. Even though you may have enabled push notifications on your phone, iOS devices occasionally block push notifications if the phone is receiving a lot of them.



If you do stop receiving messages, you can complete the steps below to enable them again:

1. Close the Parent App (make sure that it's not running at the background - see [this video](#) on how to do this)
2. Go to your settings and switch OFF push notifications for the Parent App.
3. Restart your phone.
4. Go to the settings and switch ON push notification for the Parent App.
5. Restart your phone again.
6. You should then be able to receive push notifications again.



If after all the steps above have been completed and push notifications are still not appearing, uninstall the Parent App from the device and install it again. When installing the second time, make sure that you agree to receive push notifications from the app.