

Wednesday 18th March, 2020

Dear Parents / Caregivers,

Thank you for your ongoing support during the current changes due to COVID19.

At times like this, it is important for the school to be able to communicate with all parents quickly if needed. The best way to do this is using the SkoolBag app.

For those who have not yet downloaded the app, please find the information below.

Some parents have let us know they have not been receiving the alerts for notifications. On the back of this note we have included instructions on how to ensure you receive notifications.

Kind regards,

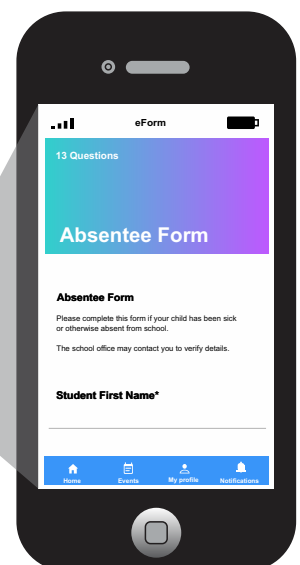
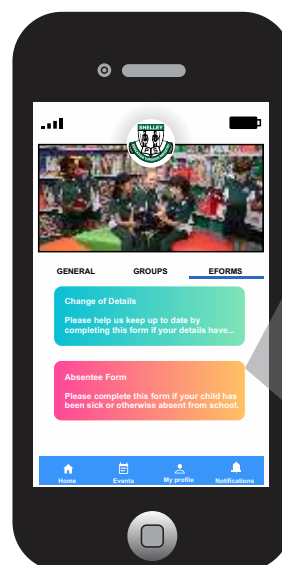
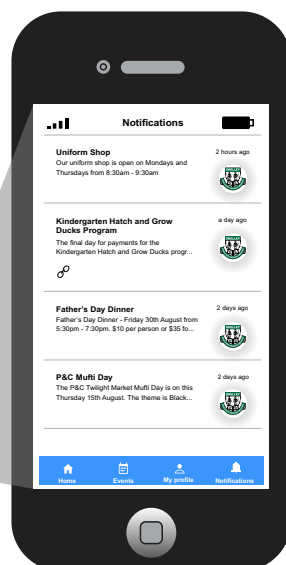
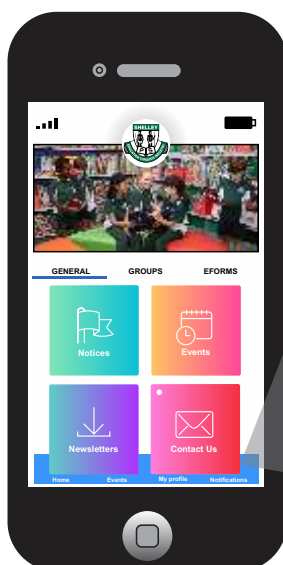
**Ms Jo-Ann Campion**

Principal



## Skoolbag App

If you have not yet downloaded the Skoolbag app, please do so today.  
The app is free – and available from your preferred app store.



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# How to ensure you receive notifications from the SkoolBag App

## iPhone

### Method 1. Restart Your iPhone/iPad

The first way you should try is simply restarting your device - turn your device off and on again.

### Method 2. Ensure 'Do Not Disturb' mode is not active

If you have enabled Do Not Disturb mode on your iPhone or iPad, then it will prevent the device from alerting you each time there is a message, notification, call or other notifications.

In this case, disabling this feature will easily fix the problem.

### Method 3. Ensure Notifications have been switched on

Open 'Settings', select 'Notifications' scroll to the SkoolBag App and ensure the notifications are as below:



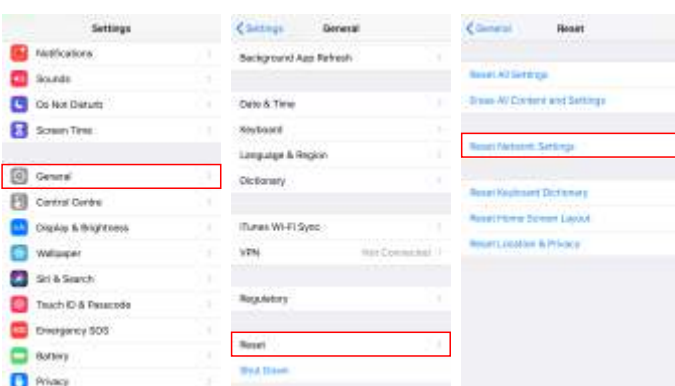
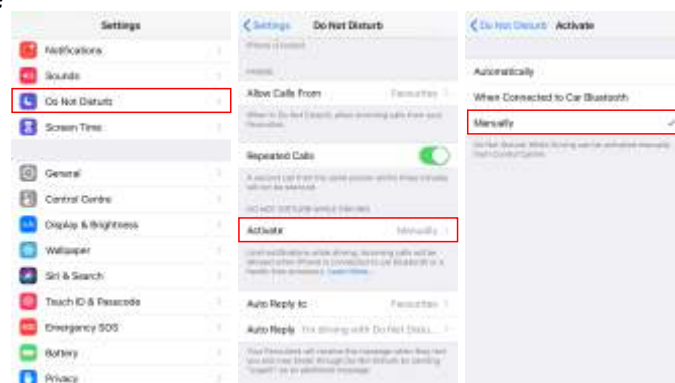
### Method 4. Reset Network Settings

If the problem continues, resetting network settings can help you.

This method will not delete any data on your iPhone/iPad. It just resets all your network settings.

Open Settings on your phone, select General, then scroll down and choose Reset.

Select Reset Network Settings.



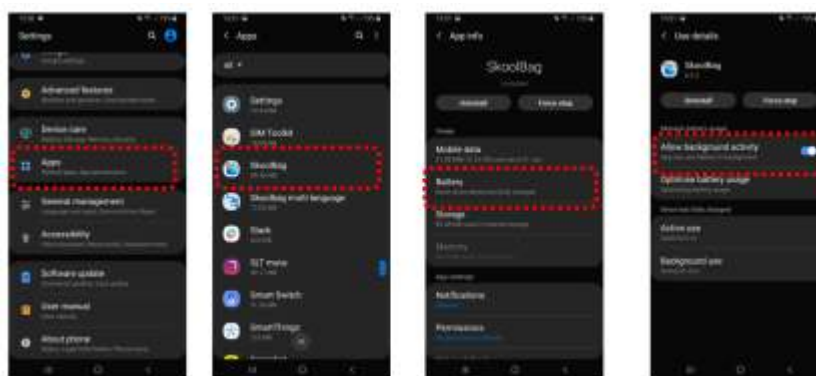
## Samsung Phones

### Enable the app to run in the background

Open Settings on your device, select General.

Scroll down and choose Apps/Application.

Scroll down and select SkoolBag app, and then select Battery. Select Allow background activity.



If you are still having issues or your phone is not listed, please contact [support@skoolbag.com.au](mailto:support@skoolbag.com.au)

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