

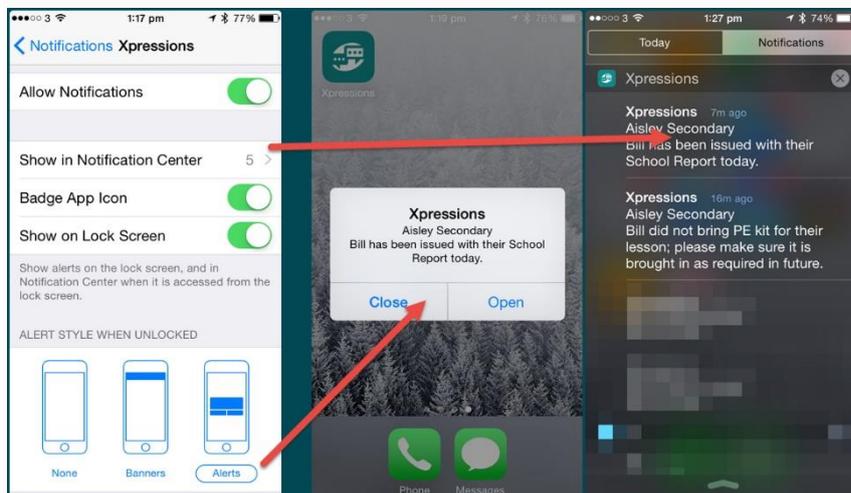
# GROUPCALL MESSAGING SERVICE

Parents Helpline: Please go to <http://parents.groupcall.com/faqs/>  
Or Email: [parentsupport@groupcall.com](mailto:parentsupport@groupcall.com)

## The school are sending me messages but I keep missing them. What is happening?

When a message is sent to you, it will appear in the Xpressions Timeline. Whether or not you receive a notification alerting you that a message has been received will depend on your device.

### Apple iOS Devices



You can configure the behaviour of notifications on Apple devices. The below indicates the best way to ensure you never miss a message, however you may wish to alter this to suit your own circumstances.

Open your device's settings;

1. Open the 'Notifications' section
2. Scroll to find the Xpressions app
3. Ensure 'Allow Notifications' is on
4. Set 'Show in Notification Center' to at least 1 or greater
5. Ensure 'Badge App Icon' is on
6. Ensure 'Show on Lock Screen' is on
7. Set 'Alert Style When Unlocked' to 'Alerts'

[This Apple page](#) has more information if you need it.