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Manage Your Notifications (for Parents)

Updated 14 days ago

Who can use this?

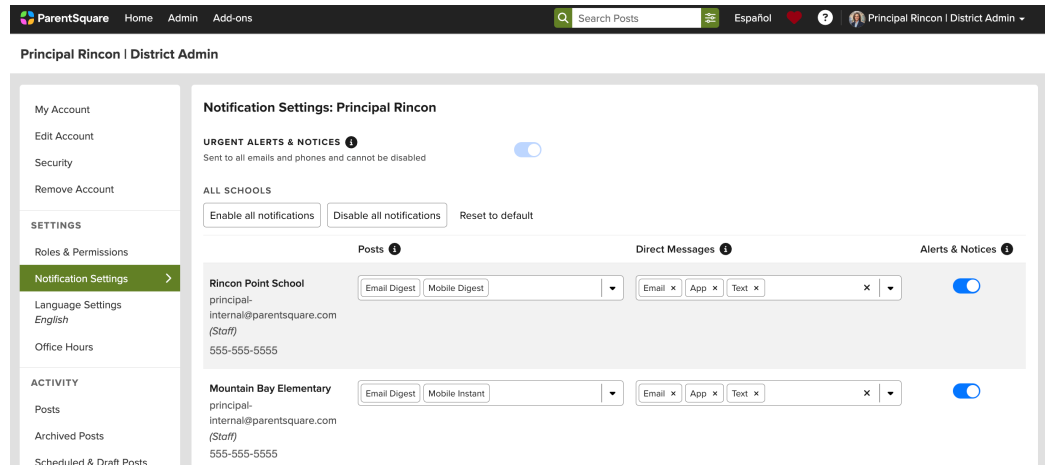
Anybody signed in to ParentSquare

From your account page, fine-tune your notification settings for Posts, Direct Messages, and Alerts & Notices for each school and district. Post notifications can also be customized by frequency (instant or digest). *Note: Alerts & Notices includes urgent alerts, attendance notices, and auto notices marked as critical notices.*

Update your Notification Settings (using web browser)

- 1 From **Home**, click your name and select **Manage Account**.
- 2 Click **Notification Settings**.
- 3 Choose your preferred notification settings:
 - **Urgent Alerts & Notices:**
 - **On:** Notifications for Attendance notices, Urgent Alerts, and Auto Notices marked as critical are enabled automatically and cannot be disabled.
 - **Posts:**
 - **Instant:** Notifications are delivered as soon as possible after a post is sent. *Note: if both app and text notifications are set to instant, the post will be sent via [Smart Notification Delivery](#).*
 - **Digest:** Notifications are delivered in the evening in the time zone of the institute.
 - **Off:** If the user selects Off, no notifications will be delivered to this email/phone/app for the school or district. *Note: The Off setting is overridden for urgent alerts.*
 - **Direct Messages:**
 - **Email:** Notifications are delivered instantly via email.

- **Text:** Notifications are delivered instantly via text.
- **App:** Notifications are delivered instantly via push.
- **Alerts & Notices:**
 - **On:** You will receive all Smart Alerts and Auto Notices from this school or district.
 - **Off:** You will only receive Urgent Alerts and Critical Auto Notices.



- If you have multiple emails or phones listed on your account, set the order of your preferred contacts to receive notifications. Notifications will only be sent to one email and one phone on your account.

EMAIL/PHONE TO NOTIFY

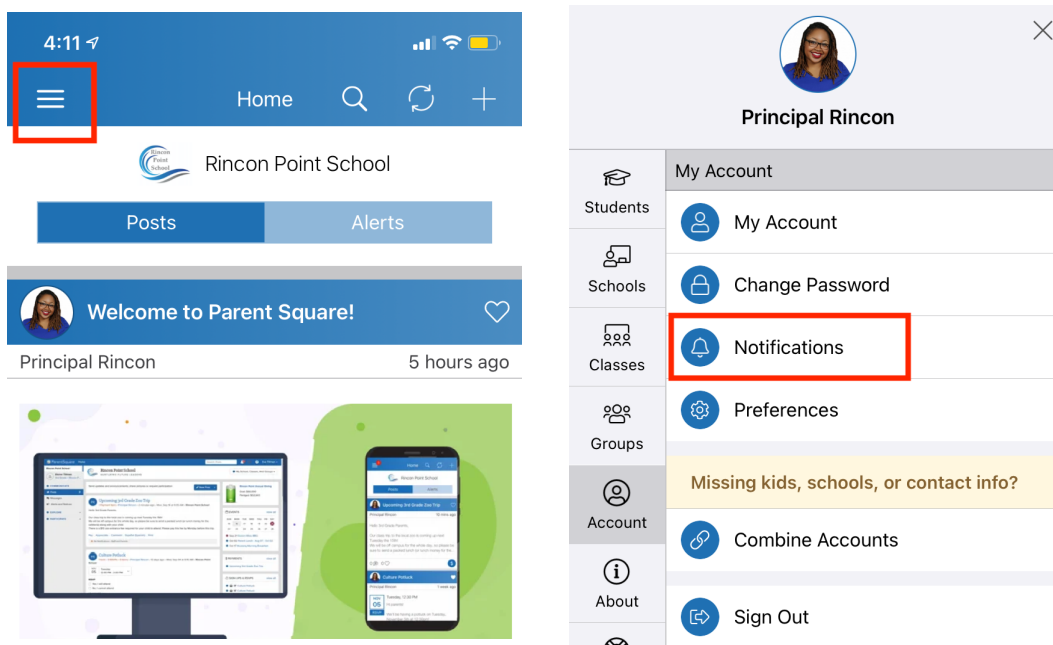
☐ **Choose Best Match**
Based on message type and sender-specified settings

☒ **Preferred**
Set Preference Order

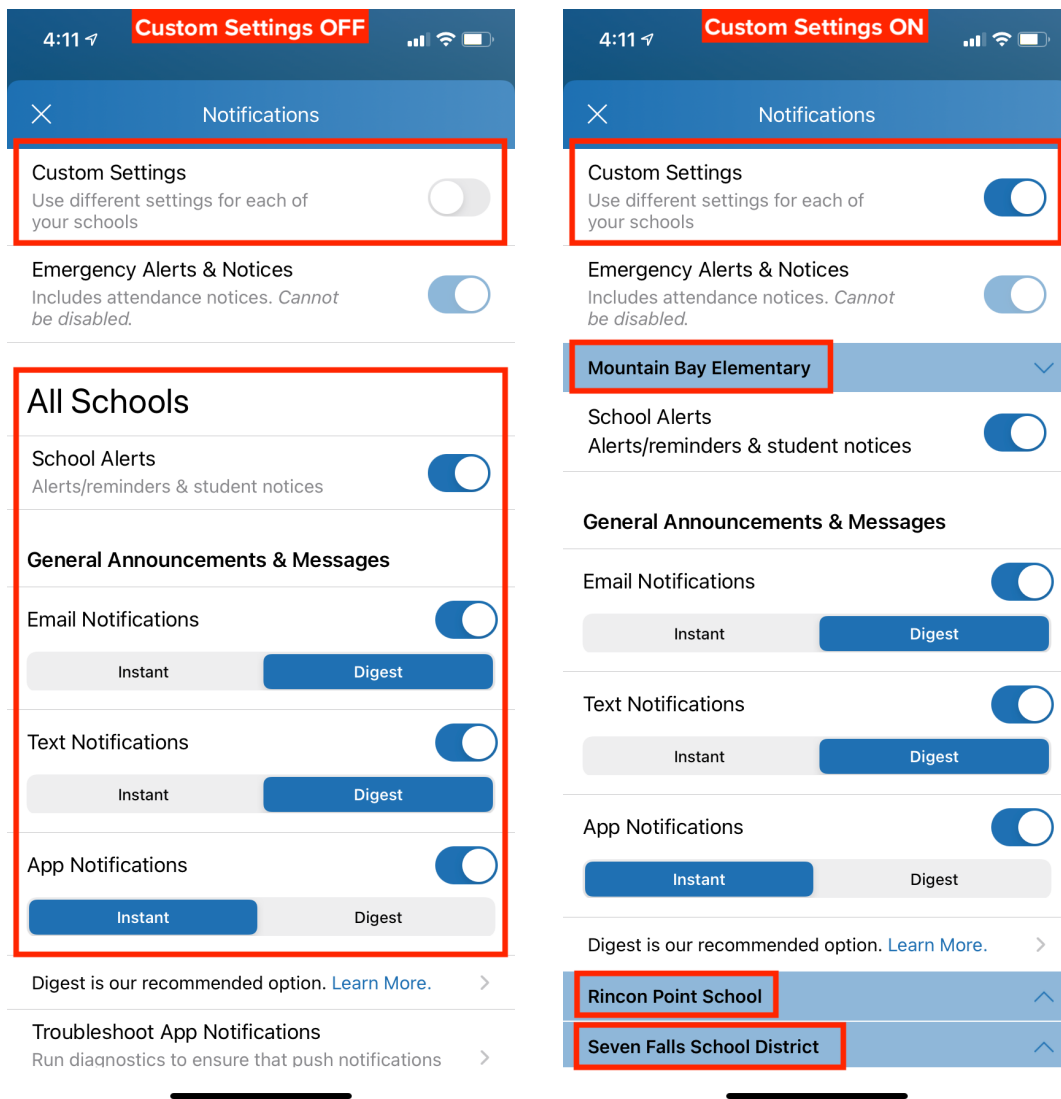
Note: the "Choose Best Match" setting will select the most relevant email and phone to send the notification to. Notifications related to the student/parent will go to the personal email/phone, while notifications intended for staff only will always go to the staff email/phone. Posts sent to both staff and parents will default to the parent email/phone. If "Digest" is selected and there is at least one notification in the Digest that includes parents, the digest will be sent to the parent email.

Update your Notification Setting (using mobile app)

- From home screen tap the **triple bar** menu at top left.

2 Select **Account** and then **Notifications**.

- 3 Select how you want to be notified at each school.
 - Turn OFF **Custom Settings** to use the same notification settings for all schools.
 - Turn ON **Custom Settings** to set different notifications at each school.
- 4 Toggle on or off to receive **Email**, **Text** and/or **App Notifications**.
- 5 Select **Instant** or **Digest** for each mode. *Note: Digest is recommended – you will receive one notification per day, for all posts, in the evening.*



Note: In order to receive app notifications on your phone, be sure they are enabled in your phone settings.

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[Language Settings](#)

Comments



Anthony Greene

5 years ago

What can I do to prevent getting emails every time a parent carelessly smashes reply-all to say, "Ok thanks" on each update from the school?

If the "Digest" setting worked properly, it wouldn't be all that bad. Instead, I have to sift through the clutter of "Alright" and "Thank you" reply emails, hoping I don't miss the actual announcement.

**Cindy Stoutenborough**

5 years ago

@Anthony, with Comments set to public, I can see how this could add up. We continually review the best way to use notifications, and appreciate you taking the time to let us know what you are looking for. I will make sure this is added to our development board.

**Patricia De La Torre Dragovic**

5 years ago

How can I control what time the reminders are they all default to 9 o'clock?

**Cindy Stoutenborough**

5 years ago

@Patricia, notifications are sent at different times depending on the type of notification and the user's settings. This page lists the types of post notifications and when they are sent, [Notifications](#).

**Christy Snyder**

4 years ago

What phone number do notifications come from? I think I may have inadvertently blocked it on my phone settings.

**Cindy Stoutenborough**

4 years ago

@Christy - notifications on your phone will come from one of these numbers: 66458, 60710, 87366, 36794. Text START to 66458 to unblock your phone.

**Karen Duff**

4 years ago

I keep trying to turn on notifications and the app keeps turning them off! It will only let me get email and text notification but not app notifications? What is the point of the app?

**Nagalakshmi Sadasivuni**

4 years ago

I have same experience as we are new to Journey, I'm trying to setup Parent Square app..

**Cindy Stoutenborough**

4 years ago

@Karen and Naglakshmi - please be sure your app is up-to-date, turn on "App Notifications" in Account > Notifications, and be sure your device settings "allow notifications" for ParentSquare app. If you still aren't seeing notifications, see this help article, [Troubleshoot App Notifications](#).

**Daniela Duda**

4 years ago

the directions to set up notifications via web instructs us to click on "my account" then "notifications". I don't see "my account" under my name, but see "my activities" - however, i do not see a link to "notifications". I am sure it is there somewhere and i am just not seeing it.

**Chaffee Paul**

4 years ago

Like the person above, I also have no "my account" under my name. Just "My Activities" and "Sign out"

**Chaffee Paul**

4 years ago (Edited 4 years ago)

@Diana and @ Daniela, I figured out that this page (this one here, giving instructions on how to adjust notification settings) is not the main log-in page of ParentSquare. So try this: click your name at the top of this page, click "Sign out" and then re-sign in. When I did that, it logged me in to the main PS website, and from there you'll see what the instructions are talking about. It's very confusing, because this page does not seem to be linked with the main PS website. Confusing and poor navigation.

**Daniela Duda**

4 years ago

Thank you Chafee Paul - it worked!

**Cindy Stoutenborough**

4 years ago

@Paul - thank you for providing an answer to the others! We will look at a better way to get from the help articles back to the ParentSquare platform.

**Chaffee Paul**

4 years ago

@cindy, no problem. I just discovered it after I had encountered the same issue, so thought I'd just go ahead and share. Thanks

**Carlee Issa**

4 years ago

Is there a way to limit notifications to office hours? I only want to be notified during my office hours.

**Heidi Drum**

4 years ago

I have the digest setting set, but I'm still getting individual emails all day long from Jameson's teachers. What am I doing wrong Greg?

**Cindy Stoutenborough**

4 years ago

@Carlee - the ability to limit notifications to office hours has been requested by others as well. It's good to know what users want as that is how we add new features.

**Cindy Stoutenborough**

4 years ago

@Heidi - your email notifications are set to "instant", and you'll want to change these to "digest". The post author can still "send instantly" and override the digest notification. I did look at your school and many of the recent posts were sent as "instant notifications". You may want to reach out to your school and let them know you're getting too many notifications and could they please send posts at user's preference rather than instant. (Your comment here on ParentSquare will likely not be seen by your school admin/teachers.)

**Angela Mattress**

3 years ago

I need to add my children's father on my account. We co-parent and needs to get the notifications and alerts. How do I add an addition email and phone number.

**Cindy Stoutenborough**

3 years ago

@Angela - please provide his contact information to your school so that it is included in the student information system. Then his information will show up in ParentSquare after the nightly sync.

**Susan Hinderliter**

3 years ago

I have my notification preferences set to 'digest' but I would also like to set my preferred time to receive them. Is this an option? Thank you.

**Cindy Stoutenborough**

3 years ago

@Susan - While we currently do not offer this option, we appreciate you taking the time to let us know what you are looking for - most improvements we make come from ideas and suggestions like yours, so thank you for reaching out. This enhancement is already added to our development board and I will add you as another upvote for this feature.

**Keerthika Velumani**

3 years ago

Hi , I am receiving notification in different language.. I wish to have notification and all communication email in English

**Pamela**

3 years ago

@Keerthika - You can change your language settings when logging in to ParentSquare. If you click on your name in the top right, click My Account, and on the left-hand side, click Language Preferences. This will allow you to see a list of languages and once you've selected English, click save so that it updates the change on your account!



Sara Pavey
3 years ago

Any advice on how to prioritize messages from the school over messages from the district? I haven't found a way to filter school-specific notifications. Years ago, we moved and left a ParentSquare school system, but now the new school district is using it, and it doesn't look any more accessible than before. (The old problem was the 5-10 district announcements in between each school announcement, and the app only allows for a little bit of scrolling before bouncing to the top post again. I didn't miss this app when we moved.)



Pamela
3 years ago

@Sara - In this case, we suggest changing your notification settings for the district alone. To change your notification settings please follow these steps:

On a web browser:

- 1 Log into ParentSquare and click your name in the top right corner
- 2 On your account page, locate the "Notification Settings" box
- 3 Click "Change this," select your preferred notification settings and click "Save"

On the app:

- 1 Click the three bars on the top left of your screen
- 2 Click "Account"
- 3 Click "Preferences"
- 4 Click "Notification Settings"
- 5 Select your preferred notification settings

**Holly Mclean**

3 years ago

Is there a way to customize the time of day an end user receives the digest?

**Rae**

3 years ago

@Holly - Currently, the ability to customize the digest time is not available. We value your input and have relayed your interest in this feature to our development team. Your feedback is important to us as we continue to improve this feature!

**Sofia Vazquez**

2 years ago

How can I stop lunch low balance notifications? my son has taken lunch the past 2 years from home.

Next

