

Are SIMS Parent notifications not showing on your phone? Here are some troubleshooting tips you can try...

Parents sometimes do not receive SIMS Parent notifications from the school. We are constantly working to improve the functionality and user experience for our app, but some external factors affect how notifications behave on your devices.

The latest mobile operating systems are now more customisable than ever. iOS and Android (Google) systems have added more features to provide their users with more control over their notifications.

More customisability may seem beneficial to users but there is a downside. With the plethora of different settings now available, it's possible that SIMS Parent notifications will not appear when the app pushes for it, because notifications may be affected by a whole host of different custom options within each respective operating system.

If you are experiencing issues with notifications not appearing, please check the official Apple and Google support guides below on how notifications work for each type of device.

- For apple users: <https://support.apple.com/en-gb/HT201925>
- For Android users: <https://support.google.com/android/answer/9079661?hl=en-GB>
 - (Navigate to the section marked '**Turn notifications on or off for certain apps**')

Please note, while the support link for Android users is an official Google one, each manufacturer may have their own build of the operating system, so please check your manufacturer's guidance for the specific settings routes if they differ from the official Google advice.

Below are some manufacturers' guides on how to manage notifications for each of their devices.

- Samsung users: <https://www.samsung.com/uk/support/mobile-devices/how-do-i-manage-notifications/>
- One Plus users: https://support.oneplus.com/app/answers/detail/a_id/5027/related/1
- Huawei users: <https://consumer.huawei.com/en/support/content/en-us00445086/>

From Apple:

If you can't see notifications for a specific app

To get notifications, connect to a Wi-Fi or mobile network. If you still don't get notifications for a specific app, try these steps:

Make sure the app supports notifications. Go to Settings > Notifications, select the app, and make sure Allow Notifications is on.

If you have notifications turned on for an app but you're still not receiving alerts, you may not have Banners selected. Go to Settings > Notifications, select the app, then select Banners.

Make sure you're [signed in to your Apple ID](#).

Make sure [Do Not Disturb is off](#).

If you've recently installed an app or restored from a backup, open the app to start getting notifications.

From Samsung:

I can't see my notifications

If you aren't receiving notifications, try these suggestions to troubleshoot the issue.

1. Check to see if your device is on mute. If your device is on mute, there won't be any sound when you receive a notification. Go to **Settings > Sounds and vibration > Sound mode**
2. Make sure that your device isn't on Do not disturb mode. Go to **Settings > Notifications > Do not disturb**
3. Check that your notifications are turned on. Go to **Settings > Notifications > App icon badges**
4. Are your apps sleeping? To save battery power, some apps can be put to sleep in the background. They may not be able to receive updates or send you notifications. Go to **Settings > Device care > Battery > Options** (this will appear as three dots in the top right corner) > **Settings > Sleeping apps**
5. Check for software updates. You can do this by going to **Settings > Software update**. [Find out more about updating your device](#)
6. Turn your device off and on again. Restarting your device clears out temporary files and can often solve the problem
7. If you're still experiencing difficulties it may help to send an error report through the [Samsung members app](#). This allows us to take a look at what is happening and find a solution to your problem