**Troubleshooting iOS Push Notifications**

This technical document outlines common issues that may be preventing your device from receiving push notifications through the safety app.  Please check your device for the common causes listed below.  If you continue to have trouble, please contact AppArmor support for assistance in troubleshooting the issue.

**Data Connection Required**

Push notifications require an active data connection. Your device must have a connection to a broadband (3G, 4G, or LTE) network, or a WiFi network. Some corporate or school WiFi networks impose restrictions or proxy servers that can interfere with your device's connection to the Internet. Verify you are indeed connected to the Internet by launching the browser on your device.  If you are required to log in or authenticate then you may not be receiving the notifications until after you’ve completed the authentication steps.

**Minimum Operating System Requirements**

We recommend that your device is running the most recent iOS version from Apple.  To check the version and install updates, complete these steps:

1. Go to the Settings > General > Software Update.
2. Tap Download and Install
3. To update now, tap Install.
4. If asked, enter your passcode.

**Allow Push Notifications**

When you first launch the safety app, you’ll be prompted with a message saying “[Safety App] would like to send you push notifications” and you’ll have the option of choosing either “Allow” or “Don’t Allow”.  Be sure to choose “Allow”.

**Push Notifications Enabled**

Verify that your device is subscribed to Push Notifications within the safety app.  You can check by doing the following:

1. Launch the safety app on your device.
2. Tap About / Preferences.
3. Select Push Notifications.
4. Verify that notifications are enabled.

You should also make sure that the notifications are enabled in Settings on your device.  Go to Settings > Notifications, select the safety app, and make sure that Notifications are turned on.

**Signed Into Device with Apple ID**

Make sure that you’re signed in to your Apple ID on your iOS device. Go to Settings > iTunes & App Stores and enter your Apple ID and password.

**Make Sure “Do Not Disturb” is Turned Off**

Make sure that Do Not Disturb is turned off. Go to Settings > Do Not Disturb and tap Manual if it's turned on.

**App Launched**

The app will subscribe to push notifications the first time it is launched.  So, if you just recently installed the app or restored it from a backup, be sure to launch it at least once to ensure it is subscribed to notifications.

**Purchased a New Phone**

When you purchase a new phone, your apps may automatically be installed by the operating system or transferred over from your old phone.  Be sure that you launch the app at least once on your new phone so that the app can subscribe to the push notifications.

**Resetting the Push Notifications Permissions Alert on iOS**

The first time a push-enabled app registers for push notifications, iOS asks the user if they wish to receive notifications for that app (Allow / Don’t Allow). Once the user has responded to this alert it is not presented again unless the device is restored or the app has been uninstalled for at least a day.

If you want to simulate a first-time run of your app, you can leave the app uninstalled for a day. You can achieve the latter without actually waiting a day by following these steps:

1. Delete your app from the device.
2. Turn the device off completely and turn it back on.
3. Go to Settings > General > Date & Time and set the date ahead a day or more.
4. Turn the device off completely again and turn it back on.
5. Reinstall the safety app and launch.
6. Be sure to choose “Allow” when prompted for to receive push notifications.
7. Reset the correct date on your device.

**Manually Resetting the Push Notifications Permissions**

AppArmor apps also have a way to manually reset the push notifications permissions in the app. Follow these steps to manually reset your push notifications permissions:

1. Launch the your app
2. Choose "About / Preferences" -> "Notification Settings
3. Above the button that says “Enable” or “Disable” Notifications, there’s a label that reads "Notifications: Disabled" or "Notifications: Enabled".
4. Tap this label 7 times (might take more taps than 7, as it’s easy to miss!) until a dialog pops up saying "Reset: Reset push notifications registration?".
5. When the dialog appears, choose "OK"
6. Double tap the home button (round physical button on the bottom of your iPhone below the screen)
7. Swipe up on the app to force close it.
8. Re-launch the app again, and try subscribing to notifications.

**Troubleshooting Android Push Notifications**

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**Data Connection Required**

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**Minimum Device Requirements**

If you would like to receive push notifications, your device must be running Android version 4.0 or later.  To check the version and install updates, complete these steps:

1. Go to the Settings of your phone.
2. Go to About phone.
3. Go to System updates.
4. Check for available updates.

**Google Account Sync**

Verify that your Google Account is correctly synchronizing with your phone.  To check, do the following:

1. Go to the Settings section of your phone.
2. Go to Accounts and sync.
3. Make sure there are no errors when syncing your account with your phone.

**Notification Volume**

Ensure the notification volume on your device is set to “On”.  To check complete these steps:

1. Go to the Settings of your phone.
2. Go to Sound setting.
3. Go to Volume setting.
4. Set Notification volume to ON.

**Push Notifications Enabled**

Verify that your device is subscribed to Push Notifications within the safety app.  You can check by doing the following:

1. Launch the safety app on your device.
2. Tap About / Preferences.
3. Select Push Notifications.
4. Verify that notifications are enabled.

**App Launched**

The app will subscribe to push notifications the first time it is launched.  So, if you just recently installed the app or restored it from a backup, be sure to launch it at least once to ensure it is subscribed to notifications.

**Purchased a New Phone**

When you purchase a new phone, your apps may automatically be installed by the operating system or transferred over from your old phone.  Be sure that you launch the app at least once on your new phone so that the app can subscribe to the push notifications.

**Android App Notifications Enabled**

Ensure notifications for the safety app are ON.  You can check by doing the following:

1. Go to the Settings of your phone
2. Go to Application manager (or Apps)
3. Find and select safety app
4. Ensure there is a checkmark next to Show Notifications. On newer devices, ensure that Block All is not selected.

**Updated Google Play Store App**

If you device needs an update for this app, it will prompt you when you open it.  Launch the Google Play Store app and update if necessary.

**Updated Google Play Services App**

Usually only applies to older devices.  This app is usually included in newer versions of Android or was included in an update to the Google Play Store.  To see if you have it, go to the Google Play app store and search for "Google Play services". Look for a button that says "Install" or "Update". If you see it, select it to install or update the app.

**Manually Resetting the Push Notifications Permissions**

AppArmor apps also have a way to manually reset the push notifications permissions in the app. Follow these steps to manually reset your push notifications permissions:

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2. Choose "About / Preferences" -> "Notification Settings
3. Above the button that says “Enable” or “Disable” Notifications, there’s a label that reads "Notifications: Disabled" or "Notifications: Enabled".
4. Tap this label 7 times (might take more taps than 7, as it’s easy to miss!) until a dialog pops up saying "Reset: Reset push notifications registration?".
5. When the dialog appears, choose "OK"
6. Force close the app, or restart your device.
7. Re-launch the app again, and try subscribing to notifications.

**Safety App Reinstall**

If your device meets these requirements and you are still not receiving push notifications, you may need to reinstall the safety app. To do this, first, uninstall the safety app from your Android device and then reboot your device. Wait at least 30 minutes, then install the app again. After the app is installed, open the app and check to see if the Push Notifications are enabled.

**Push Notification Tester App**

At this point, if you're not receiving push notifications, there may be an issue with your device. You can test push notifications using the "Push Notification Tester" app from Google Play.