

CTHS App Push Notifications - Troubleshooting Delivery Failure

If a push notification was sent to all **iOS devices**, but you didn't receive it:

Ensure the device is using the current current version of iOS software.

Ensure the device has your recent app version. Removing and reinstalling the app will guarantee this is the case.

Verify that push notifications are enabled for this app under your device's settings.

Go to Settings > Notifications and scroll through the list to locate the app. Once located, you'll see the types of notifications that are currently enabled listed below the name. Click on the app to view its notification settings.

Make sure Allow Notifications and Show on Lock Screen are enabled, as well as any other notification types you'd like. (Badge App Icon is the red notifier that appears on the app icon when a push notification is received. Banners appear briefly at the top of your screen when your device is in use. Alerts pop up on the home screen and require you to click View or Dismiss.)

If a push notification was sent to all **Android devices**, but you didn't receive it:

Ensure the device is using the current current version of Android software.

Ensure the device has your recent app version. Removing and reinstalling the app will guarantee this is the case.

Navigate to Settings > Tap Applications or Application Manager. Scroll down in the list and tap your app. Ensure the 'Show Notifications' checkbox is checked. Hard close your app.