

## 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.

## **Contact AppArmor Support**

If your device meets these requirements and you've already reinstalled the safety app, but are still receiving the push notifications, please contact AppArmor support.