

Troubleshooting Android Push Notifications

This technical document outlines common issues that may be preventing your device from receiving

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

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