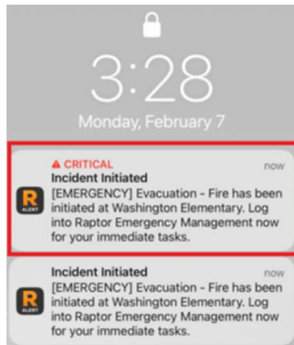


Not Receiving a Notification from Raptor Alert Mobile App

Push notifications for Standard Alerts and Critical Alerts are displayed as a pop-up in the Raptor Alert mobile app. Critical Alerts and/or audible notifications are highlighted in red.

Note:

If you have the Raptor Alert mobile app open or you were the one that initiated the drill or emergency, you will NOT receive a notification.

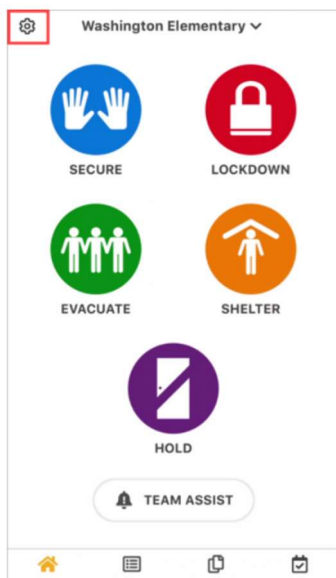


If you are not receiving notifications from the Raptor Alert mobile app and you do not have the app open, verify that notifications are set up properly using the following procedures.

Verify Push Notifications Enabled

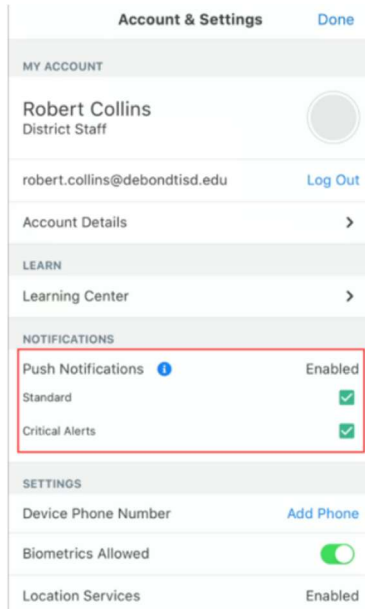
If you are not receiving push notifications for Standard Alerts or Critical Alerts in the Raptor Alert mobile app, perform the following steps to verify that they are enabled:

1. On the **Home** screen, click the **Account and Settings** icon in the upper left corner.



2. Verify that the **Push Notification** settings for **Standard Notifications** and/or **Critical Alerts** are enabled.

Not Receiving a Notification from Raptor Alert Mobile App



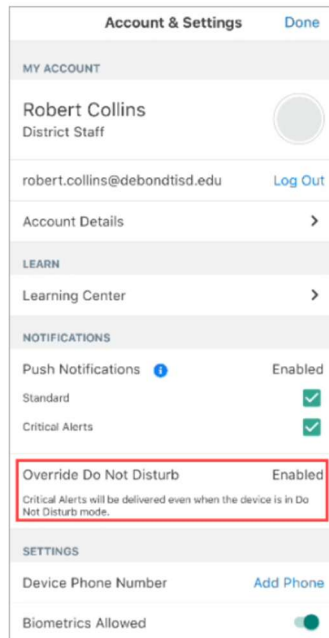
If you need to update or change the **Push Notification** settings for either **Standard Notifications** or **Critical Alerts**, click the  icon or simply click the appropriate check box to display a pop-up to access your mobile device's settings.

3. Follow the onscreen instructions to enable or disable push notifications for your mobile device.

Note:

- When Critical Alerts are enabled on an iPhone, it overrides your phone's Do Not Disturb (DND) setting.
- When Critical Alerts are enabled on an Android phone, there is an **Override Do Not Disturb** setting that you can enable. However, critical alerts will not be delivered when the device is in Do Not Disturb mode.
 - For Android devices, it is recommended to silence your Android device during the school day to ensure the app notifications alert properly.

Not Receiving a Notification from Raptor Alert Mobile App



- If the **Override Do Not Disturb** setting for an Android is **Disabled**, then the following is true:
 - Regardless of your Android settings, audible sound from notification is dependent on volume settings. Volume will come in quietly if the volume is set to low.
 - If the Android is on DND, audible notification will be heard if the volume is audible.
 - If the Android is on vibrate or silent, no audible notification will be heard.
- If the **Override Do Not Disturb** setting for an Android is **Enabled**, it will override your phone's DND settings and create an audible sound (if your volume is on low, your volume will be raised).

4. After making your changes, restart the Raptor Alert mobile app.

Note:

For an Apple Smart Watch, all notifications will go to the Apple Watch, whereas other smart watches will have the audible notification go to the phone.

5. Check the Wi-Fi and/or cell signal.
6. If you are still having issues, reinstall the Raptor Alert mobile app.