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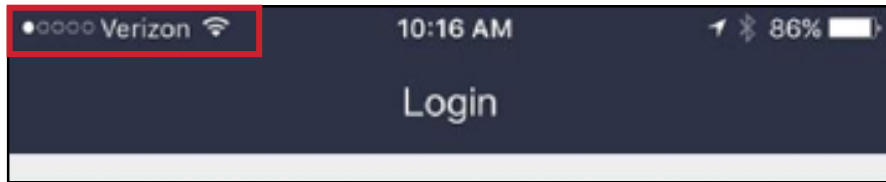


Troubleshooting

**Respond
Notifications**

Check Your Connection

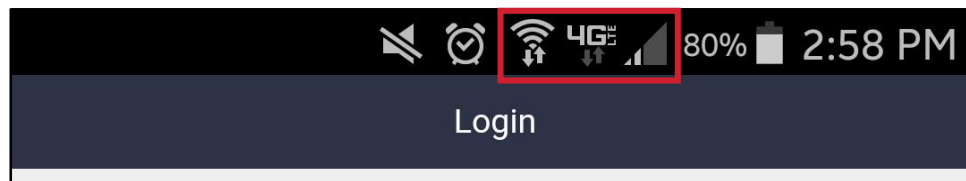
iOS/Apple



Make sure you're connected to either Wi-Fi or have a cellular connection available.

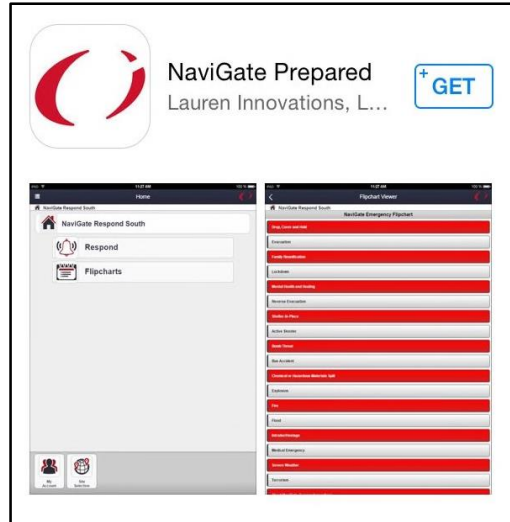
There needs to be connection available.

Android



Check Your App

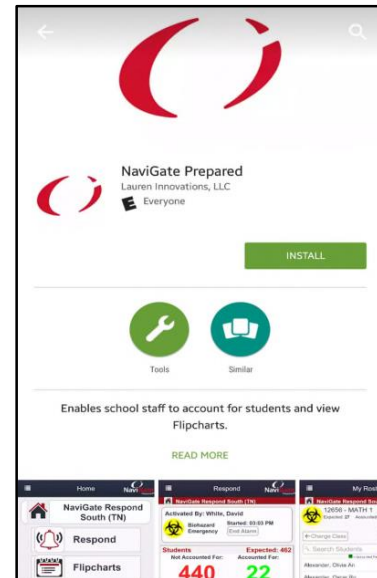
Apple App Store



Do you have the correct NaviGate Prepared App downloaded to your device?

If the app is already downloaded, check for any pending updates needed.

Google Play Store



Log In

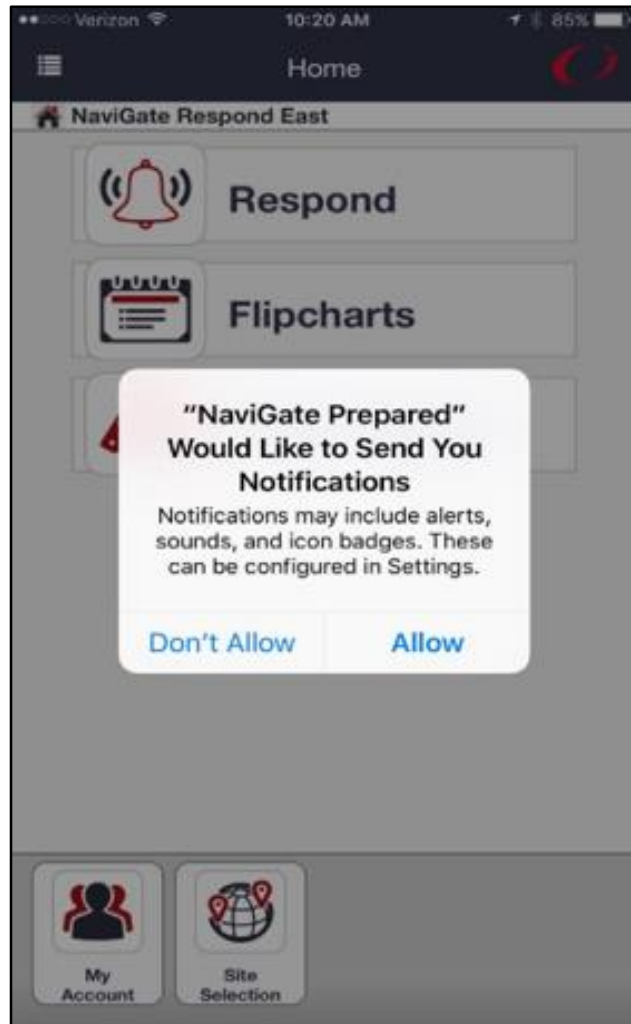


The screenshot shows the login interface of the NaviGate app. At the top, the status bar displays various icons (signal, alarm, Wi-Fi, 4G, battery) and the time 2:58 PM. Below the status bar is a dark blue header with the word 'Login'. The main content area is white and contains the NaviGate logo (a stylized 'N' above the text 'NaviGate Prepared') and the version number 'v. 1.3.7'. Below the logo are three input fields: 'Email', 'Password', and 'Secure ID'. At the bottom of the form is a red button labeled 'Log in'.

Are you logged into the app?

If you are not logged in, you will not receive push notifications (you will still receive email and text notifications even if you are not logged into the app).

App Permissions

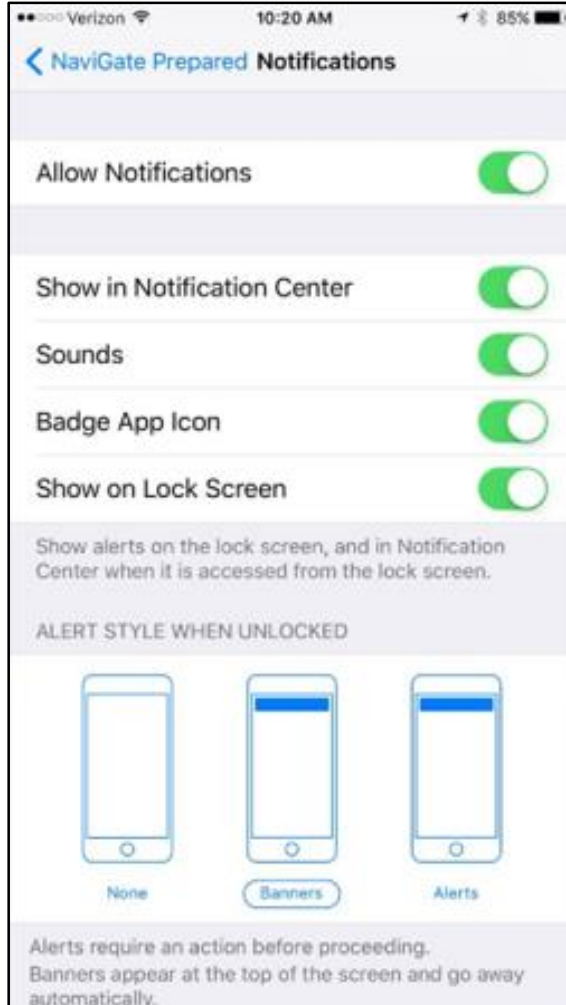


When downloading the app or logging in for the first time, make sure to accept permissions or to allow notifications when asked.

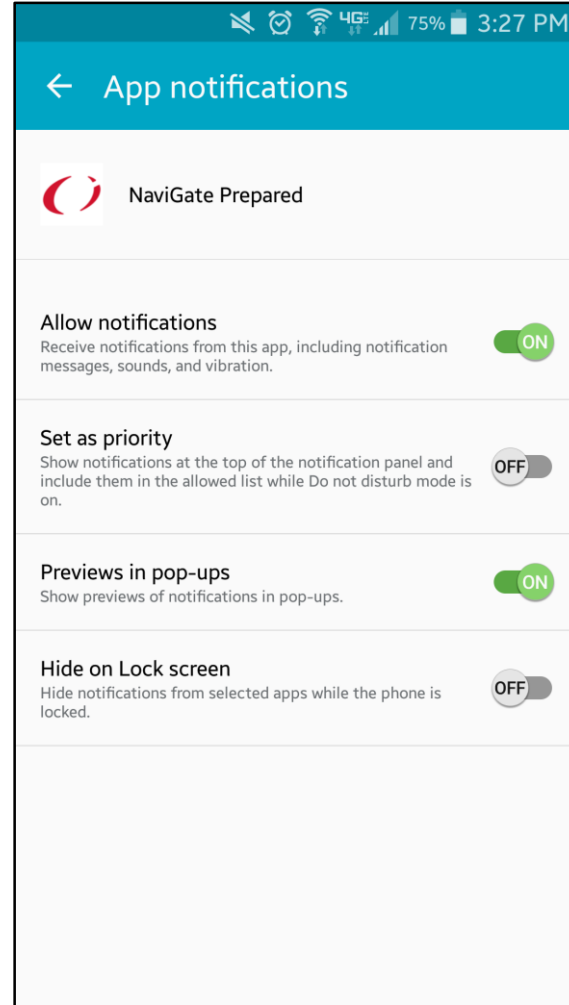
Choosing to Not Allow will result in not receiving notifications from the app.

App Permissions

iOS/Apple



Android

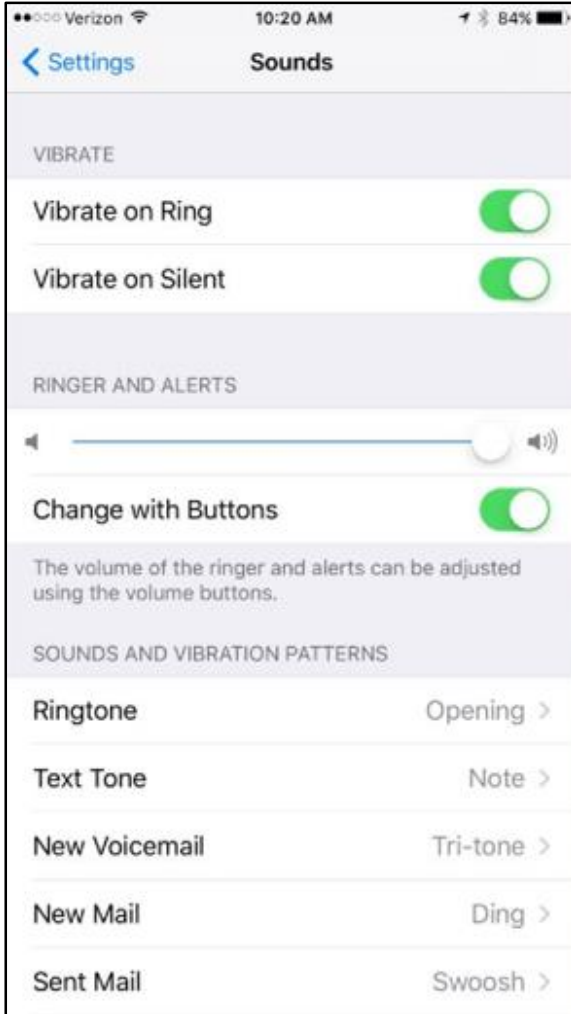


Even after you have downloaded and logged into the app, you can get into the app settings on your device to change permission and notification settings as needed.

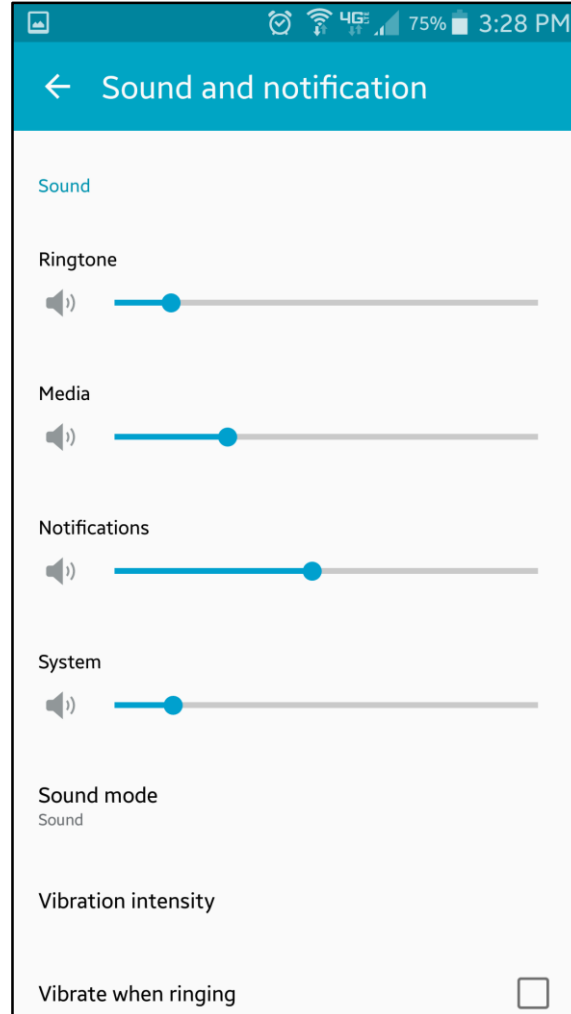
Make sure to toggle all options on as necessary.

Volume Settings

iOS/Apple



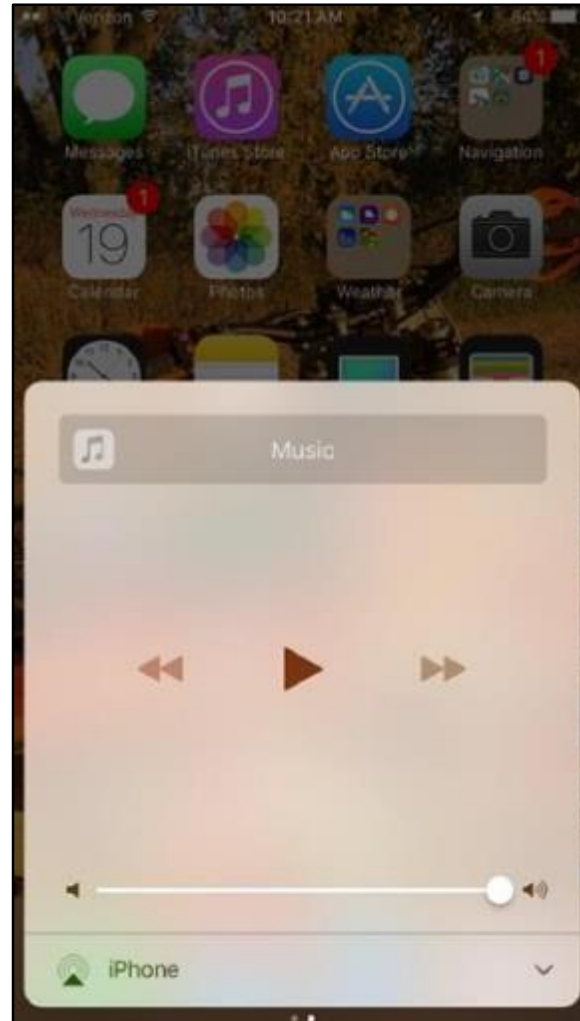
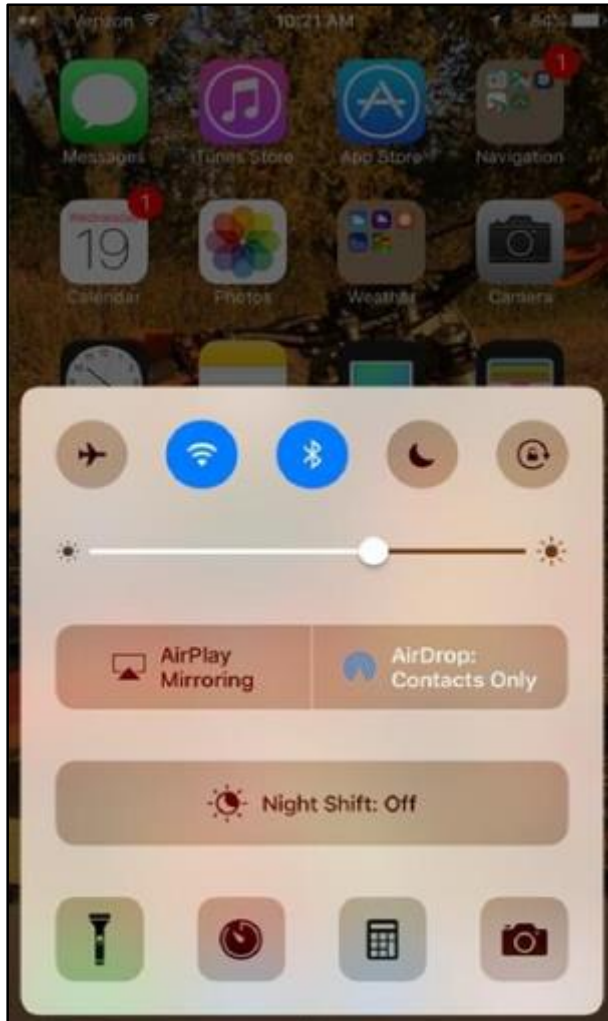
Android



The alarm siren and other sound notifications are dependent on your device's sound settings.

For most devices, the notification (and/or media) volume will need to be up for sound notifications to come through.

Volume Settings



For iOS/Apple devices, your media volume may be in another location separate from your sound screen.

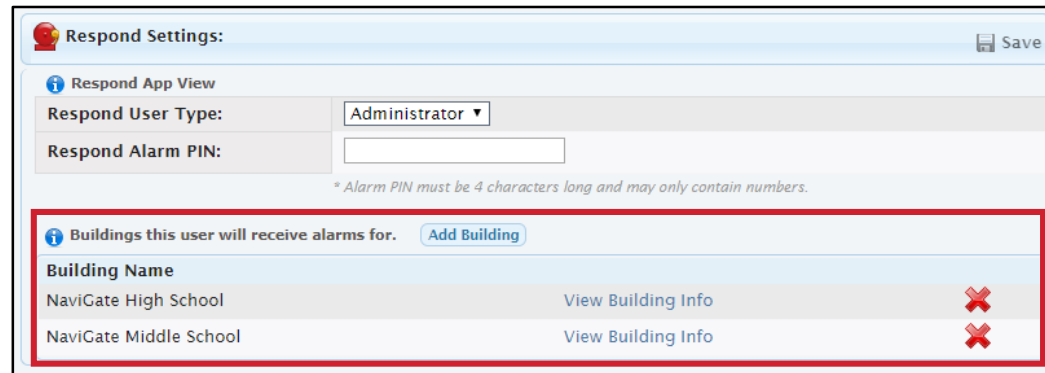
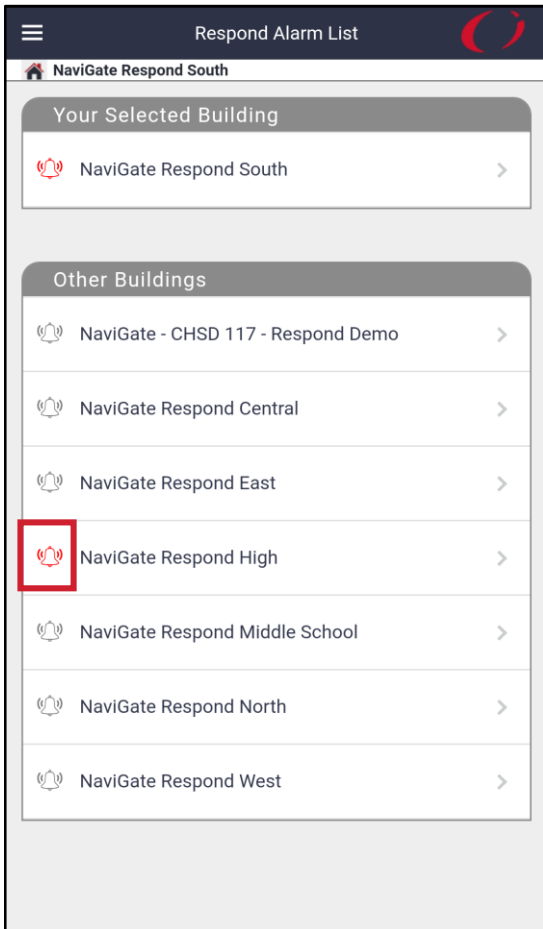
Swipe up on the bottom of the screen, then swipe right to get to your media settings.

Building Notifications

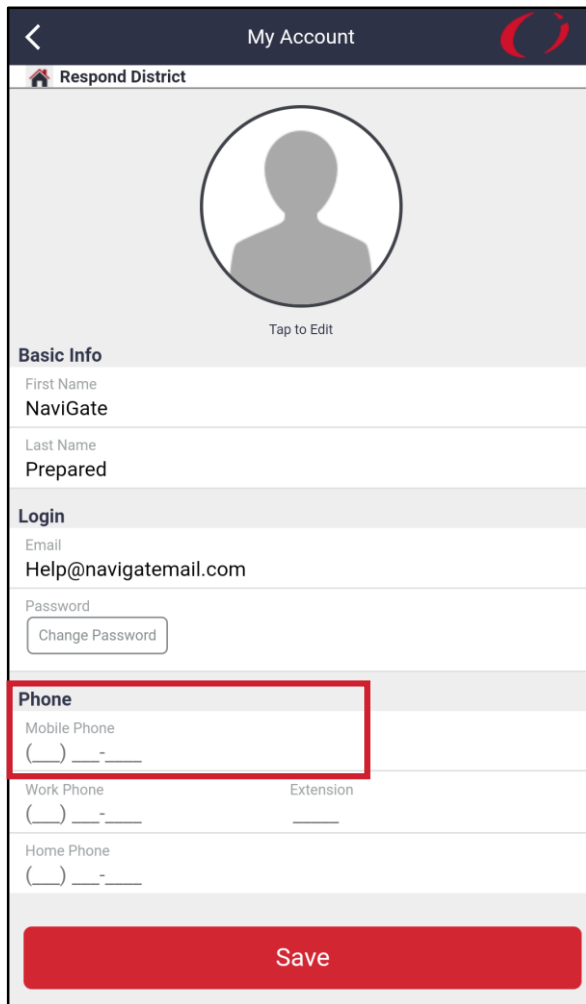
Check that you set your building(s) for notification.

From Respond on the app, any buildings with a red bell indicates that you will receive an alarm notification. Any that are still greyed out, you will not receive anything for.

From the website, check the Respond Settings on your user account and add buildings to your list as necessary.



Text Notifications



My Account

Respond District

Profile picture placeholder with 'Tap to Edit' text below it.

Basic Info

First Name
NaviGate

Last Name
Prepared

Login

Email
Help@navigatemail.com

Password
Change Password

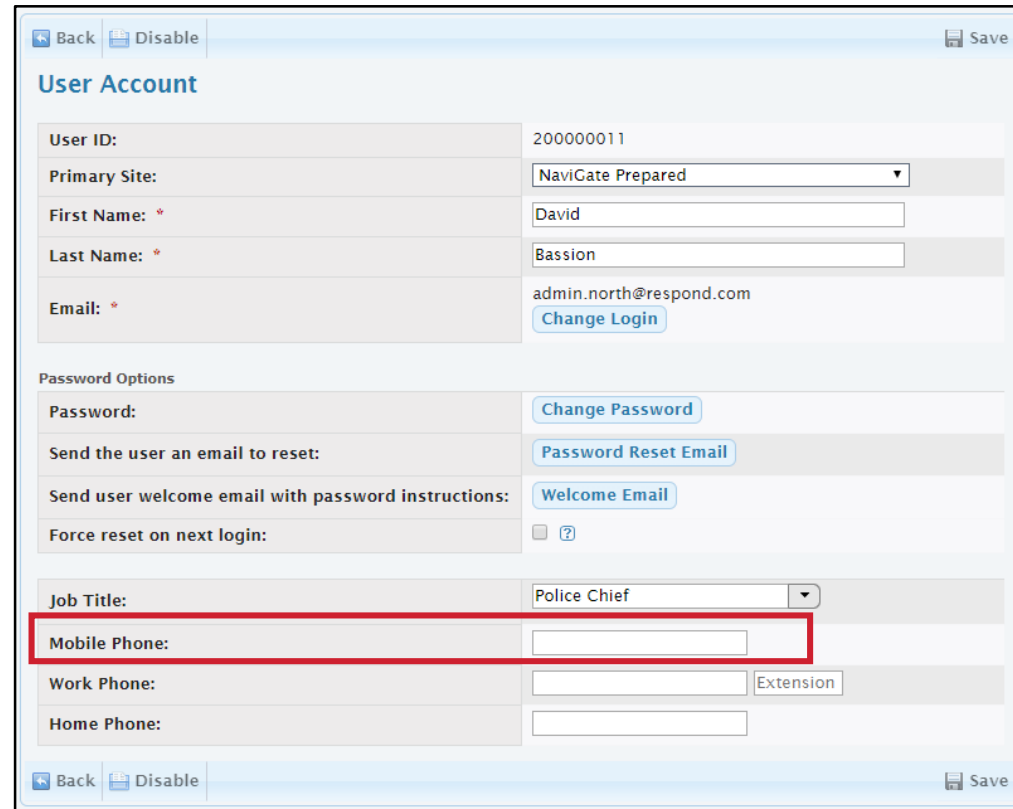
Phone

Mobile Phone
() - -

Work Phone
() - - Extension

Home Phone
() - -

Save



User Account

Back Disable Save

User ID: 20000011

Primary Site: NaviGate Prepared

First Name: * David

Last Name: * Bassion

Email: * admin.north@respond.com
Change Login

Password Options

Password: Change Password

Send the user an email to reset: Password Reset Email

Send user welcome email with password instructions: Welcome Email

Force reset on next login: ?

Job Title: Police Chief

Mobile Phone:

Work Phone: Extension

Home Phone:

Back Disable Save

If you set to receive text notifications but you are not receiving any, make sure your mobile phone number is entered on your account.

From the app, you can do this from the My Account screen.

From the website, you can do this on your user account.

Need Help?



We're here for you!

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