

Setting Up Push Notifications

Version 3

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How To: Verify That Your Android Device Can Receive Push Notifications

After your Seneca SAFE app comes out of App Hibernation, it still may not be able to send Push Notifications until you explicitly give it information. To verify that your Android device can still receive push notifications, follow these instructions.

Instructions

1. Open your Seneca SAFE app on your device. All safety apps come with an **About/Preferences** button. Press it to navigate to the **About/Preferences** menu, and then press the **Notification Settings** button.
2. The **Notification Settings** menu will display the status of your device's ability to receive Push Notifications.

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3. If Push Notifications are **Not Allowed**, then the app has not been given permission to receive Push Notifications or the permission has been revoked. Press the **Check Settings** button. You will be pushed out to your Seneca SAFE app's notification settings, where you can enable Push Notifications.

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4. If Push Notifications are **Disabled**, then your app has been given permission to receive Push Notifications, but you *are not subscribed to a Push Notification channel*. Tap the **Enable Notifications** button to subscribe to a Push Notification channel.

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5. If Push Notifications are **Enabled**, then you should be good to go! Use the **Push Notification Troubleshooter** to send a notification directly to your device and test them out!

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How To: Disable App Hibernation Manually

To disable Android App Hibernation Manually, follow these instructions.

Instructions

1. Open the **Setting** app on your **Android** device and tap **Apps**

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2. If you can't find your Seneca SAFE app in the **Recently Opened Apps** section, tap on **See All Apps** and scroll until you see your Seneca SAFE app (apps will be ordered alphabetically)

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3. Once in your app's settings page, scroll until you see the **Pause app activity if unused** setting. Make sure the switch is in the "off" position (with the circle on the left) to disable App Hibernation.

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Android App Hibernation

Starting with Android 11, if a user does not interact with your app for a few months, the app will automatically be placed in a *hibernation state* by the operating system. This is the default behavior of the operating system, and it currently cannot be disabled programmatically by the app.

Hibernation Effects

App Hibernation will affect the operation of your mobile app depending on the operating system version the phone is running. These effects are summarized below.

Characteristics of device	Hibernation effects
Runs Android 12 or higher	<ul style="list-style-type: none">· Your app's runtime permissions are reset. Note. This action has the same effect as if the user viewed a permission in system settings and changed your app's access level to Deny.· Your app can't run jobs or alerts from the background.· Your app can't receive push notifications, including high-priority messages.· Any files in your app's cache are removed.
Runs Android 11	Your app's runtime permissions are reset.
Runs Android 6.0 to Android 10	Your app's runtime permissions are reset.

Most notably, users running Android 12 or higher will *not be able to receive push*

notifications once their app is put into hibernation. Furthermore, if they interact with the app to remove it from hibernation, the app will continue to be unable to receive push notifications until they explicitly re-enable the notification permission in the app's settings.

App Usage

Whenever your app is resumed, the system considers this event to be a user interaction. Therefore, the system extends the amount of time before your app enters hibernation.

On Android 11 and higher, the following behaviors are also considered to be user interactions:

- The user interacts with a notification, except for dismissing the notification.

Note: If the user dismisses the notification and doesn't otherwise interact with the notification, this doesn't count as app usage.

App Hibernation Permission Modal

To prevent app hibernation from occurring, the Seneca SAFE app will prompt the user to disable this feature within their app's settings. The permission modal will direct the user to the correct setting on the app's settings page, however, it is *up to the user whether they want to disable this feature or not*.

The "Not Now" option will dismiss the modal for a day.

Additional Info

For more info regarding App Hibernation, please refer to the Android documentation [here](#).

iOS App Offloading

iOS 11 introduced a feature that will "offload" unused apps if device storage becomes low. While user data is maintained, the app will not be visible unless the user restores it to their device via the App Store. If an app is offloaded, it may still receive push notifications, but opening the push will direct the user to the App Store as opposed to opening the full content of message within the app.

This is a global setting and cannot be turned off on a per-app basis. To disable this behavior, perform the following steps:

1. Open the 'Settings' application on your iOS device.
2. Scroll down and click the 'App Store' settings option.
3. Set the 'Offload Unused Apps' switch to off.

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How To: Verify That Your iOS Device Can Receive Push Notifications

To verify that your iOS device can still receive push notifications, follow these instructions.

Instructions

1. Open your Seneca SAFE app on your device. All safety apps come with an **About/Preferences** button. Press it to navigate to the **About/Preferences** menu, and then press the **Notification Settings** button.

2. The **Notification Settings** menu will display the status of your device's ability to receive Push Notifications.

□

3. If Push Notifications are **Not Allowed**, then the app has not been given permission to receive Push Notifications or the permission has been revoked. Press the **Check Settings** button. You will be pushed out to your Seneca SAFE app's notification settings, where you can enable Push Notifications.

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4. If Push Notifications are **Disabled**, then your app has been given permission to receive Push Notifications, but you *are not subscribed to a Push Notification channel*. Tap the **Enable Notifications** button to subscribe to a Push Notification channel.

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5. If Push Notifications are **Enabled**, then you should be good to go! Use the **Push Notification Troubleshooter** to send a notification directly to your device and test them out!

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