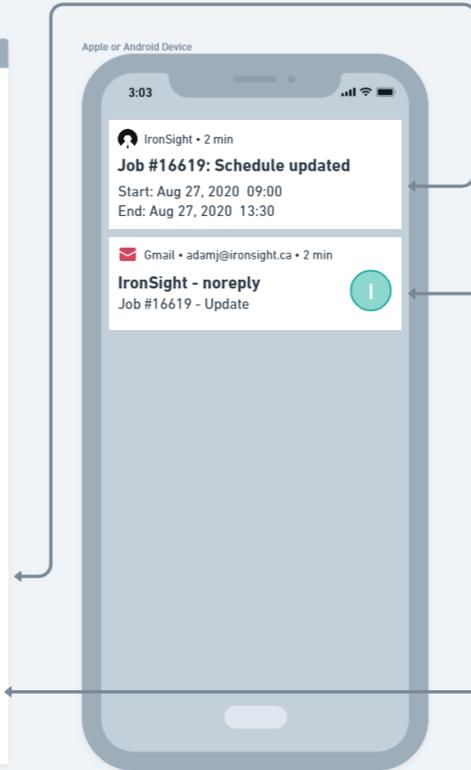
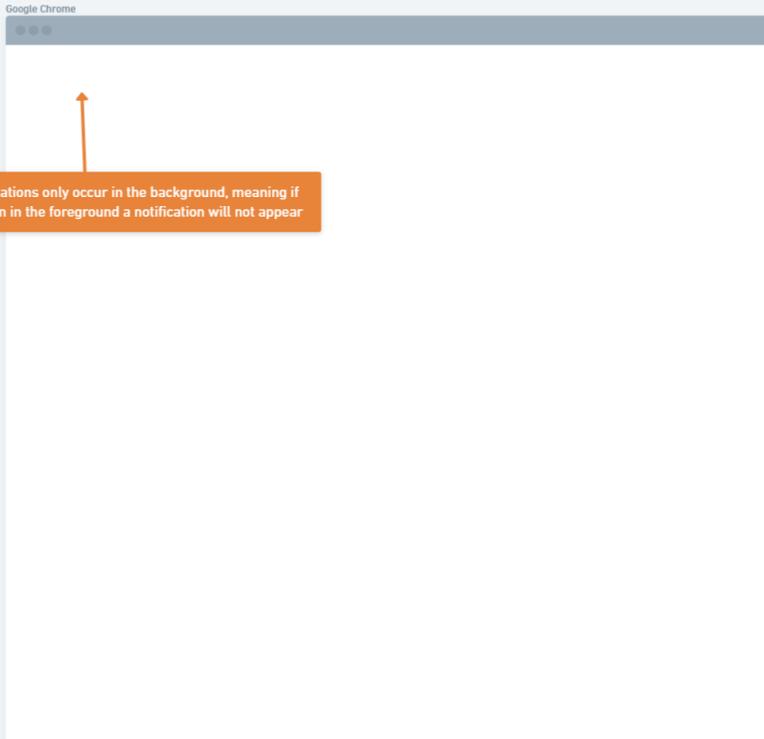


# IRONSIGHT

 Notification User Guide

## **i** JOB NOTIFICATIONS AND HOW THEY WORK

There are various job notifications including push, in-app and email notifications.



### REFERENCE GUIDE TO IRONSIGHT NOTIFICATIONS

#### **Push Notifications are sent automatically**

A user must be logged into IronSight to receive a push notification

#### **Most Job Related Email Notifications need to be manually sent**

Except an email notification that a new job is assigned to your company (if dispatcher email is provided)

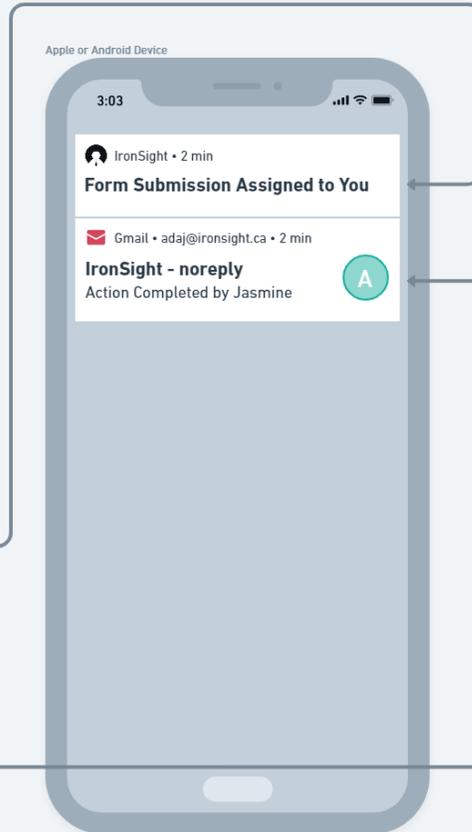
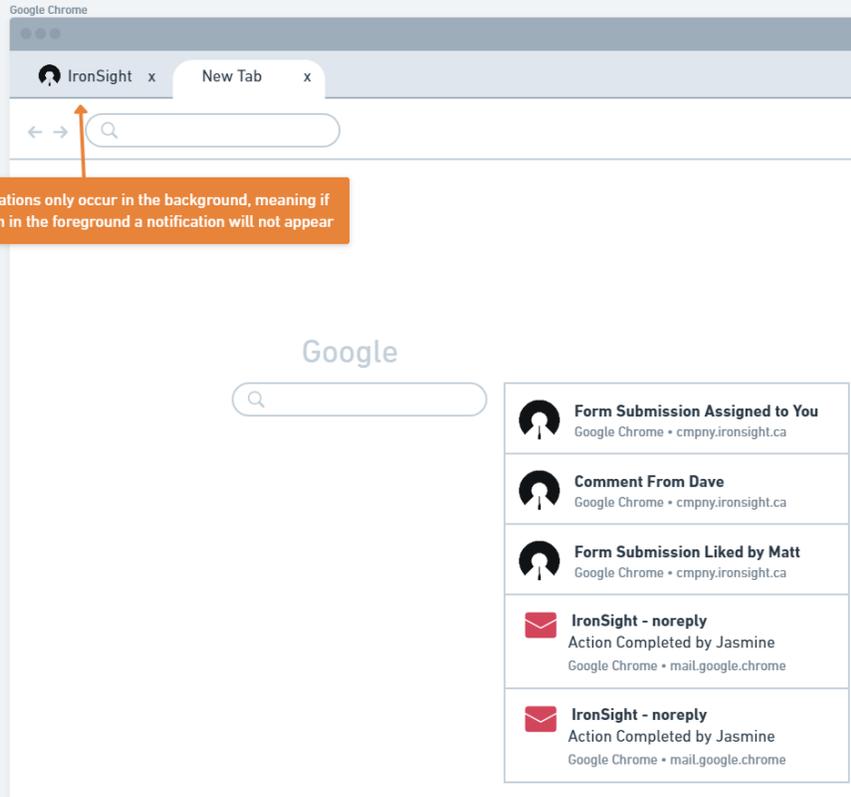
A user does not need to be logged into IronSight to receive an email notification

If your email notifications aren't showing up, check your junk / spam folder.

## **i** FORM NOTIFICATIONS AND HOW THEY WORK

There are various form related notifications including push, in-app and email notifications.

IronSight notifications only occur in the background, meaning if IronSight is open in the foreground a notification will not appear



### REFERENCE GUIDE TO IRONSIGHT NOTIFICATIONS

#### Push Notifications are sent automatically

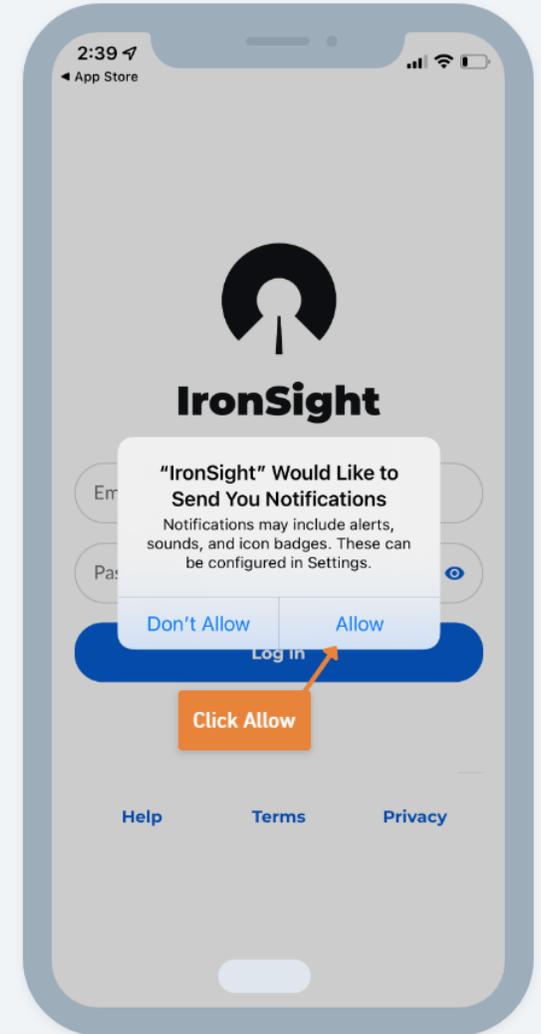
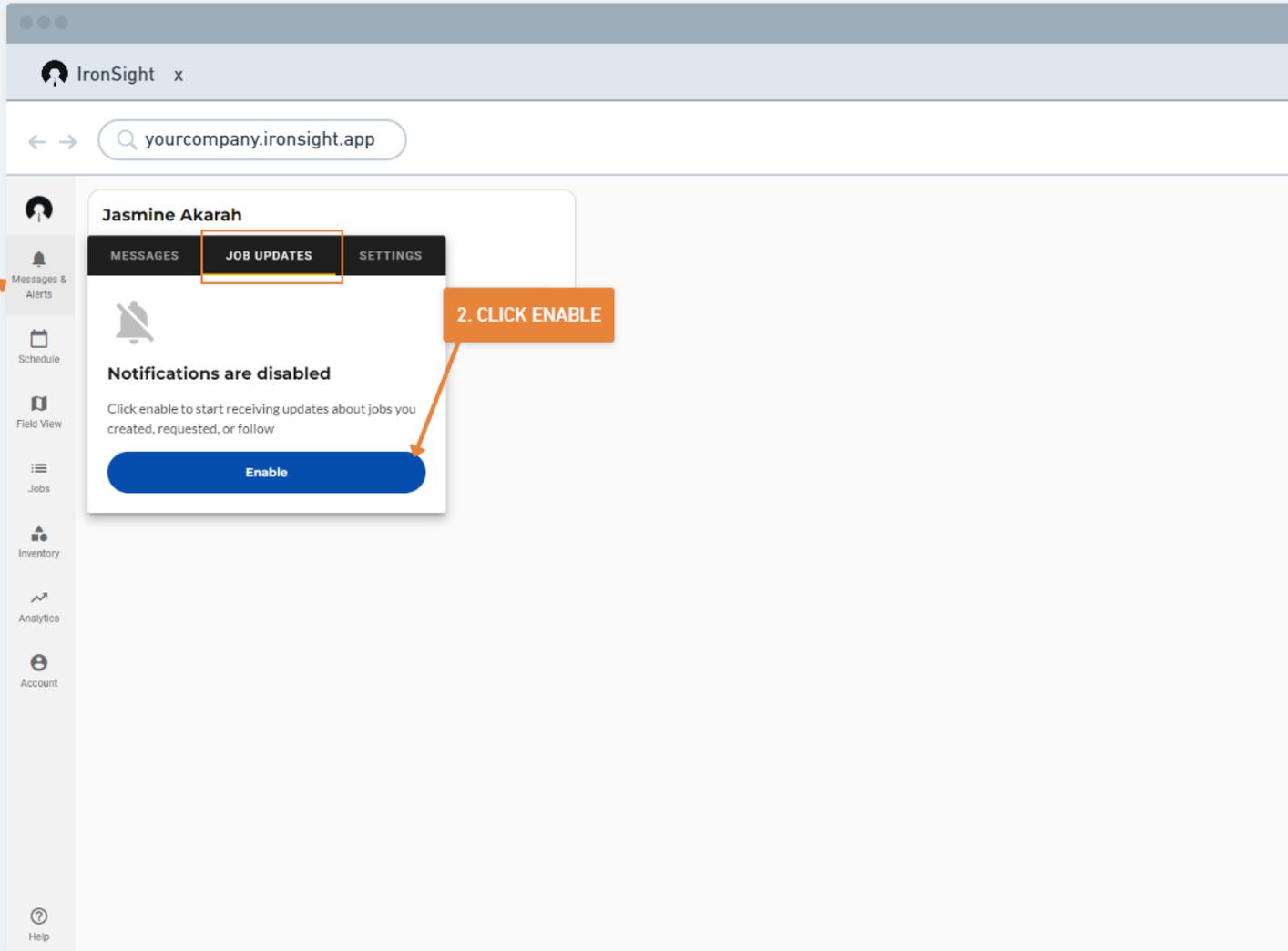
A user must be logged into IronSight to receive a push notification

#### Form Related Email Notifications are sent automatically

A user does not need to be logged into IronSight to receive an email notification  
If your email notifications aren't showing up, check your junk / spam folder.

## Enabling Notifications as a New User

When logging in to IronSight for the first time, your web-browser or mobile phone would prompt you to enable notifications.



## **i** Toggling Job and Chat Notifications ON/OFF

You can choose to turn on/off job and chat notifications through the messages and alerts tab.

The screenshot shows the IronSight app interface. At the top, there's a header with the IronSight logo and a close button. Below that is a search bar containing 'yourcompany.iron sight.app'. On the left side, there's a vertical navigation menu with icons for Messages & Alerts, Schedule, Field View, Jobs, Forms, Inventory, Analytics, Account, and Help. The main content area displays a settings card for 'Jasmine Akarah'. This card has three tabs: 'MESSAGES', 'JOB UPDATES', and 'SETTINGS'. The 'SETTINGS' tab is selected and highlighted with an orange box. Under the 'SETTINGS' tab, there are two notification settings: 'Job notifications' and 'Chat notifications'. Both have blue toggle switches that are currently turned on. To the right of each toggle is a speaker icon and the text 'PLAY EXAMPLE'. An orange callout box on the left points to the 'Messages & Alerts' icon in the navigation menu with the text '1. CLICK MESSAGES & ALERTS'. Another orange callout box points to the 'Chat notifications' toggle switch with the text '2. HIT THE TOGGLE SWITCH TO TURN NOTIFICATIONS ON AND OFF'. In the bottom right corner, there is a dark orange box with the text 'NOTE: Chat push notifications are received by anyone that is listed as a participant in the chat channel, as long as they are logged into the app.'

**1. CLICK MESSAGES & ALERTS**

**2. HIT THE TOGGLE SWITCH TO TURN NOTIFICATIONS ON AND OFF**

**NOTE:**  
Chat push notifications are received by anyone that is listed as a participant in the chat channel, as long as they are logged into the app.

# Email Notifications for Job Updates - Web

Email Notifications can be sent using the web platform and the mobile app

**1. Select the schedule tab**

**2. Select the job you want notifications for**

**3. Click the 3 Dots**

**4. Select Notify**

**5. Add the email address of who you want to notify and hit the checkbox**

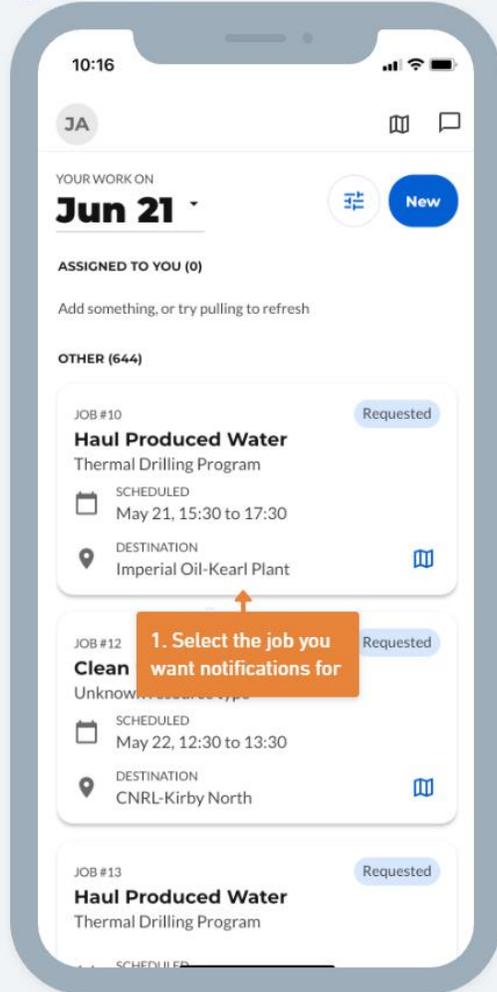
**6. Hit Send**

**3. Click the 3 Dots**

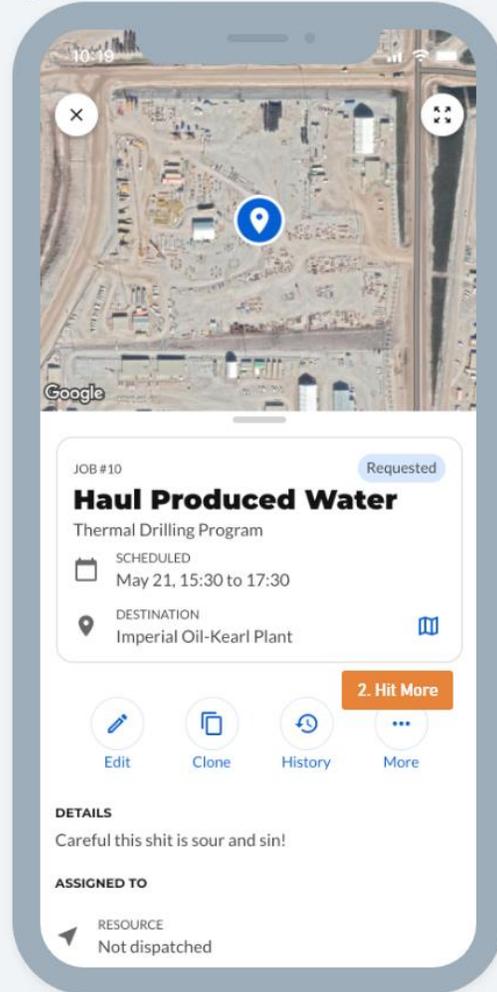
## **i** Email Notifications for Job Updates - Mobile

Email Notifications can be sent using the web platform and the mobile app

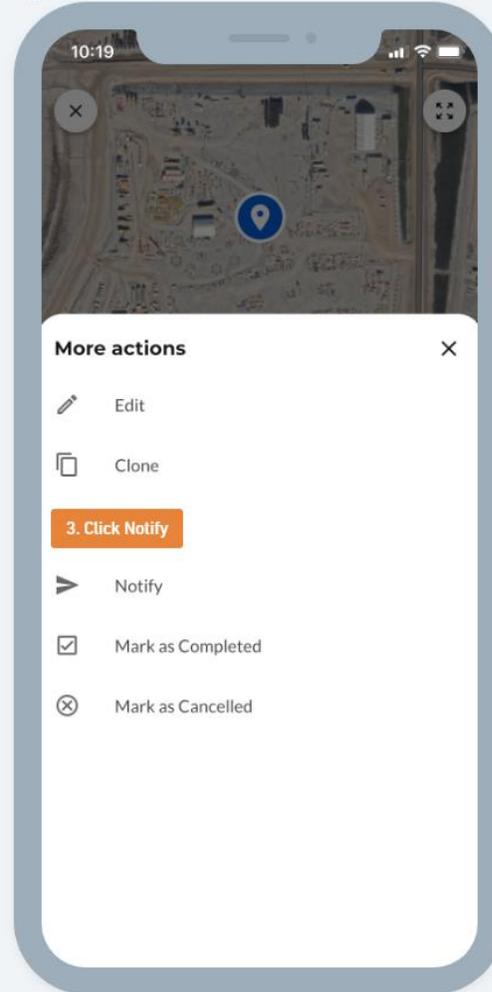
Apple or Android Device



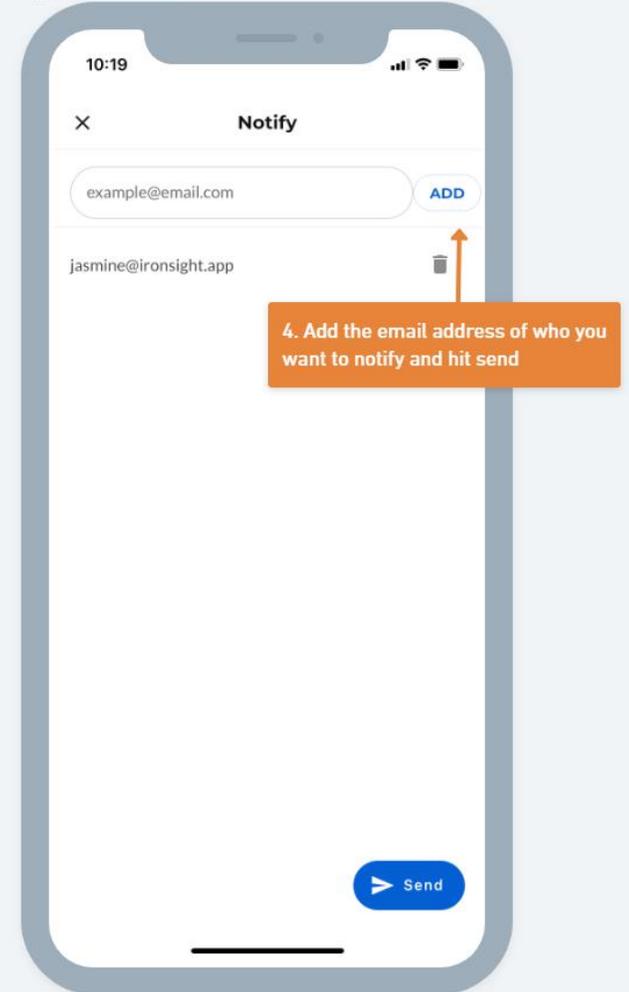
Apple or Android Device



Apple or Android Device

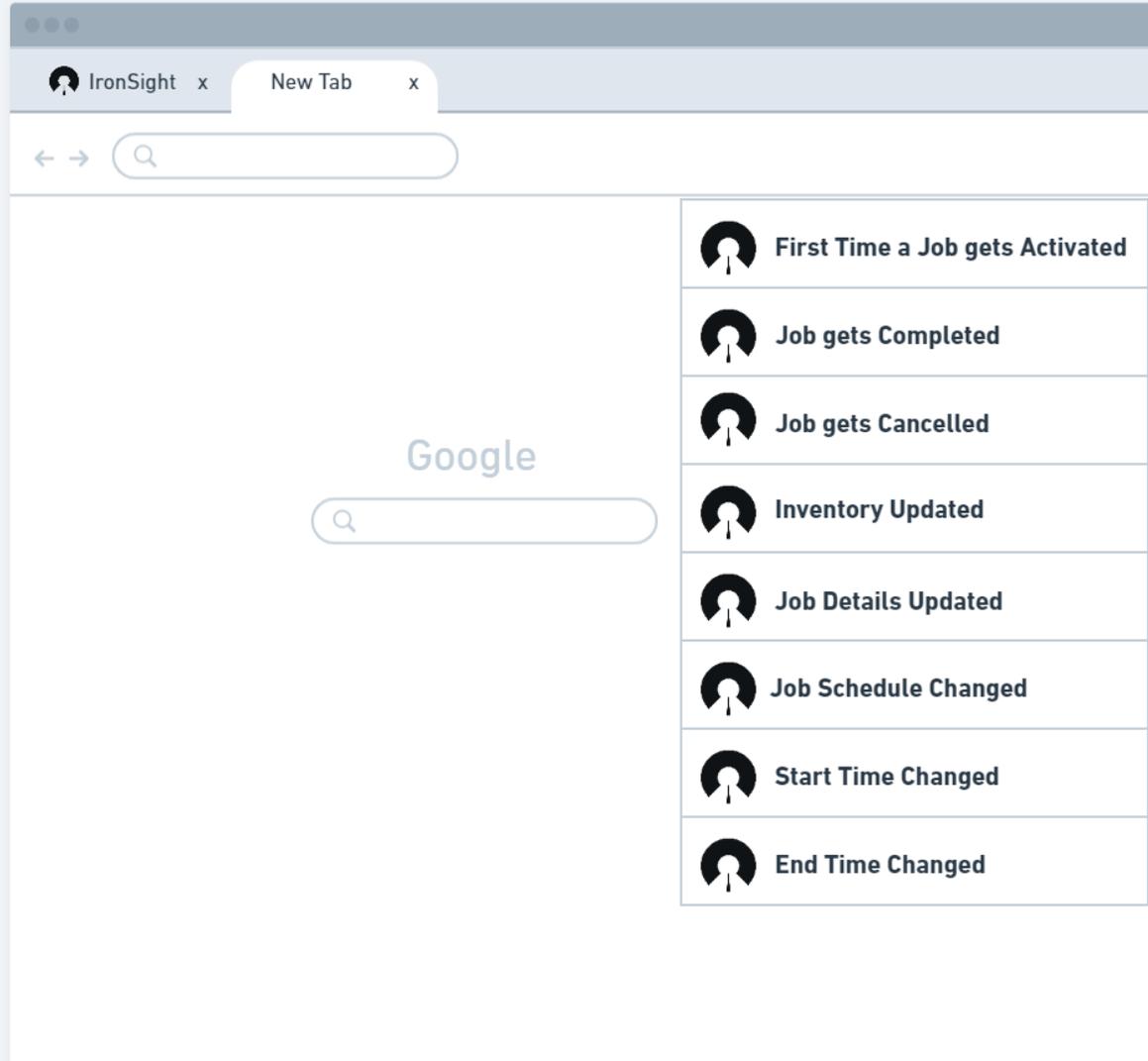


Apple or Android Device

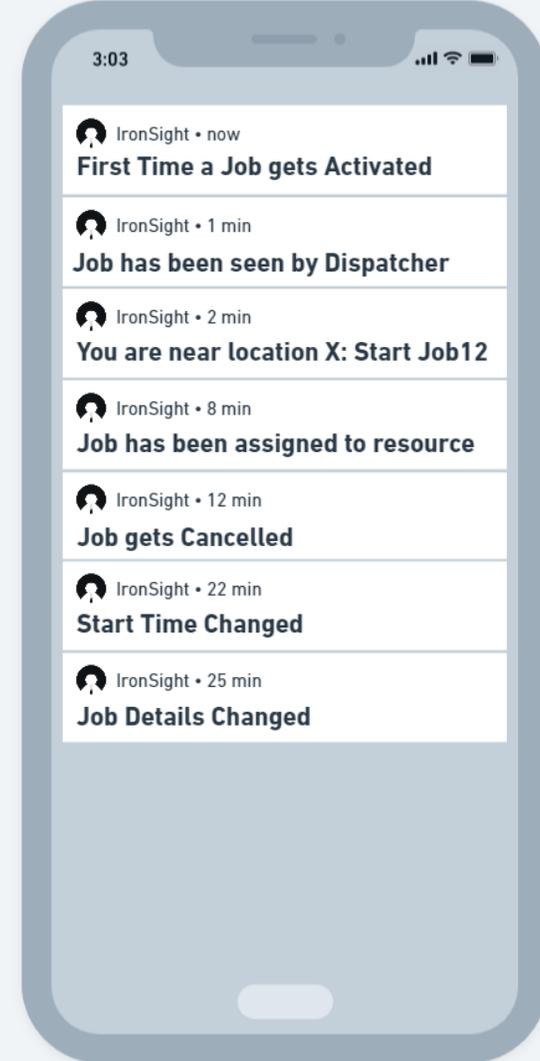


## Push Notification Guide

Job Level Push Notifications are triggered when:



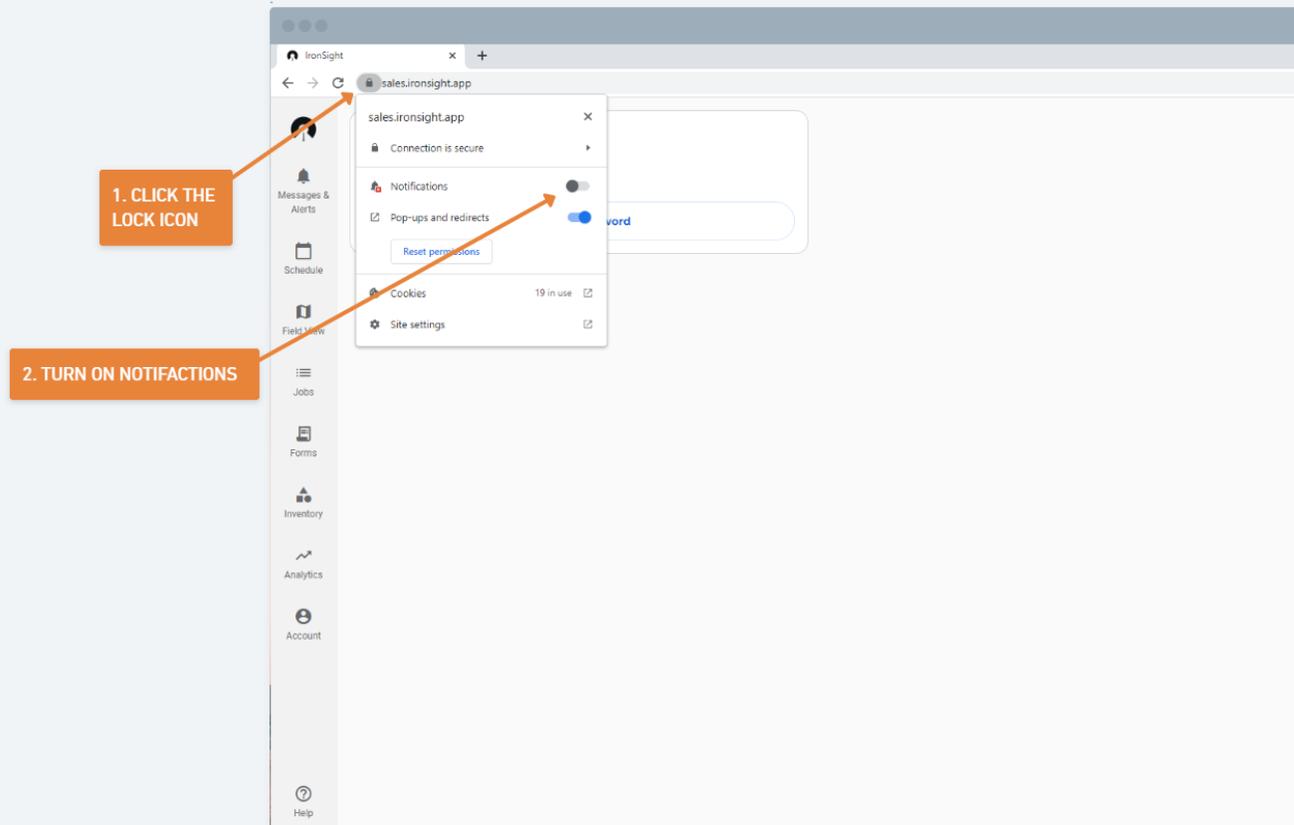
Apple or Android Device





## TROUBLESHOOTING

IF YOU ARE NOT RECEIVING WEB NOTIFICATIONS ON GOOGLE CHROME  
(OUR RECOMMENDED BROWSER) TRY THIS:



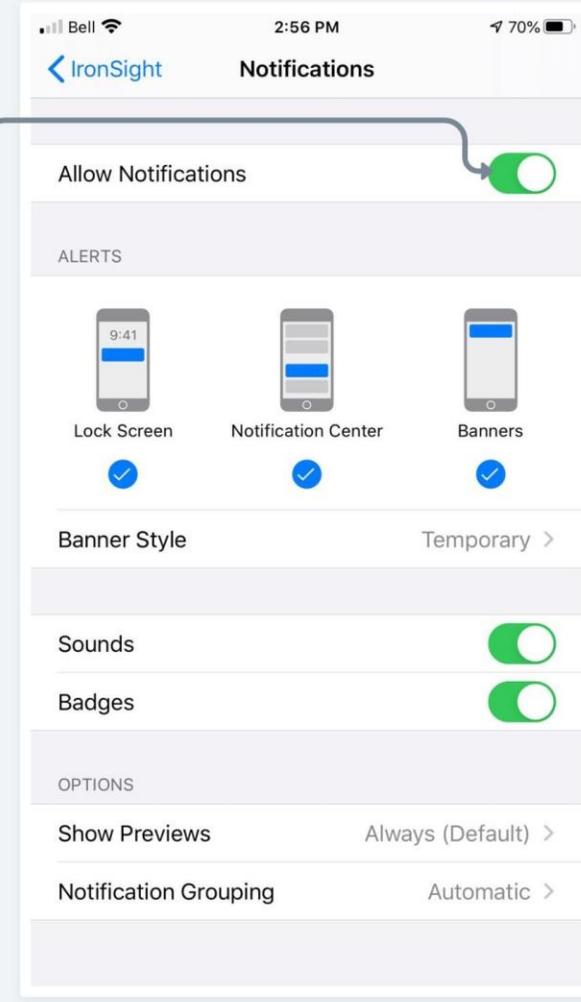
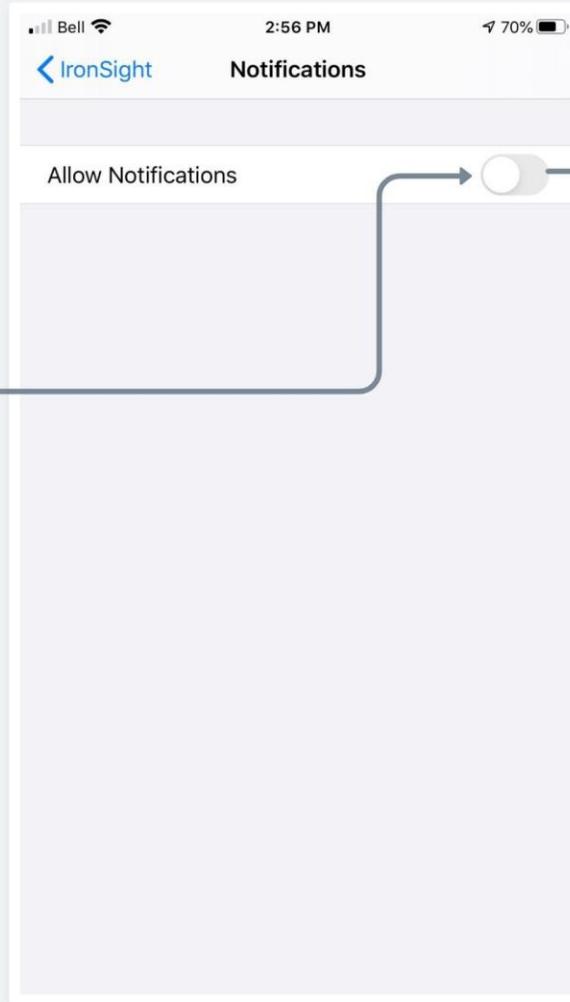
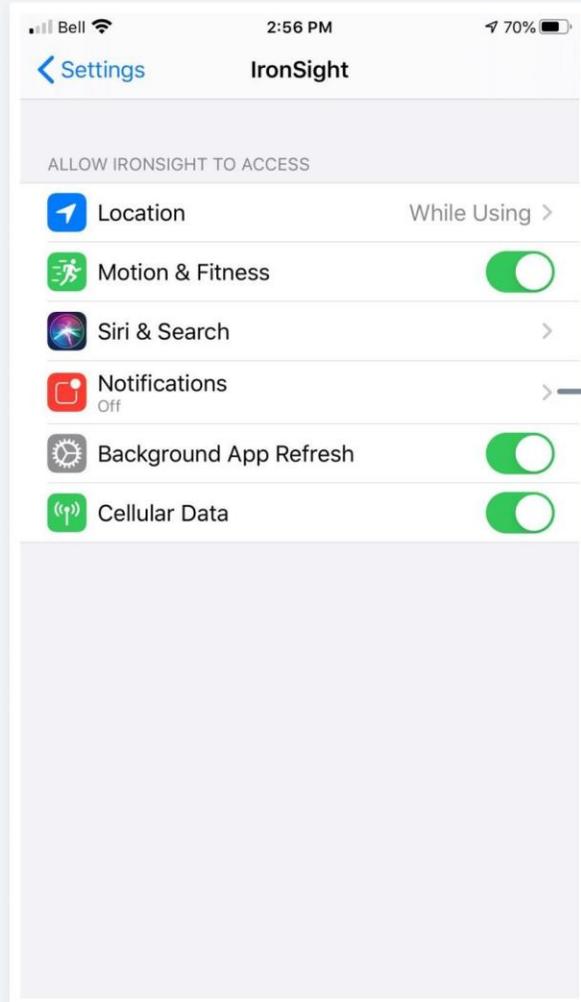
**NOTE THAT TO RECEIVE A WEB NOTIFICATION IN IRONSIGHT'S DISPATCH HUB YOU MUST:**

1. Be listed as a customer, follower, creator, or operator on the job
2. Have IronSight notifications allowed (see page 3)
3. Have IronSight in the background (We've made this design decision to reduce the amount of visual noise. When IronSight is in the foreground, important updates are brought to a user's attention in less intrusive ways, such as the red dot that appears when a new chat message arrives.)



# TROUBLESHOOTING

IF YOU ARE NOT RECEIVING PUSH NOTIFICATIONS ON AN IOS DEVICE, TRY THIS IN YOUR DEVICE SETTINGS:





# TROUBLESHOOTING

IF YOU ARE NOT RECEIVING PUSH NOTIFICATIONS ON AN ANDROID DEVICE, TRY THIS IN YOUR DEVICE SETTINGS:

The image consists of three sequential screenshots of an Android phone's settings, illustrating the process of enabling notifications for the IronSight app. The first screenshot shows the 'App info' page for IronSight, with the 'Notifications' option highlighted. The second screenshot shows the 'Settings' page for IronSight, where the 'Show notifications' toggle is currently turned off. The third screenshot shows the same 'Settings' page, but the 'Show notifications' toggle is now turned on, and the notification settings for 'TSLocationManager' and 'Miscellaneous' are visible. Arrows indicate the flow from the 'Notifications' option in the first screenshot to the 'Show notifications' toggle in the second, and then to the 'Show notifications' toggle in the third.

**Screenshot 1: App info**  
3:03 ● @  
← App info 🔍 ?  
IronSight  
Open Uninstall Force stop  
Notifications ~31 notifications per day  
Permissions Location and Physical activity  
Storage & cache 29.74 MB used in internal storage  
Mobile data & Wi-Fi No data used  
Advanced Screen time, Battery, Open by default, Store

**Screenshot 2: Settings**  
3:03 @  
← Settings 🔍 ?  
IronSight  
Show notifications   
At your request, Android is blocking this app's notifications from appearing on this device

**Screenshot 3: Settings**  
3:03 @  
← Settings 🔍 ?  
IronSight  
Show notifications   
TSLocationManager ~22 notifications per day   
Miscellaneous ~9 notifications per day   
Advanced Allow notification dot

# QUESTIONS?

 [support@ironsight.app](mailto:support@ironsight.app)