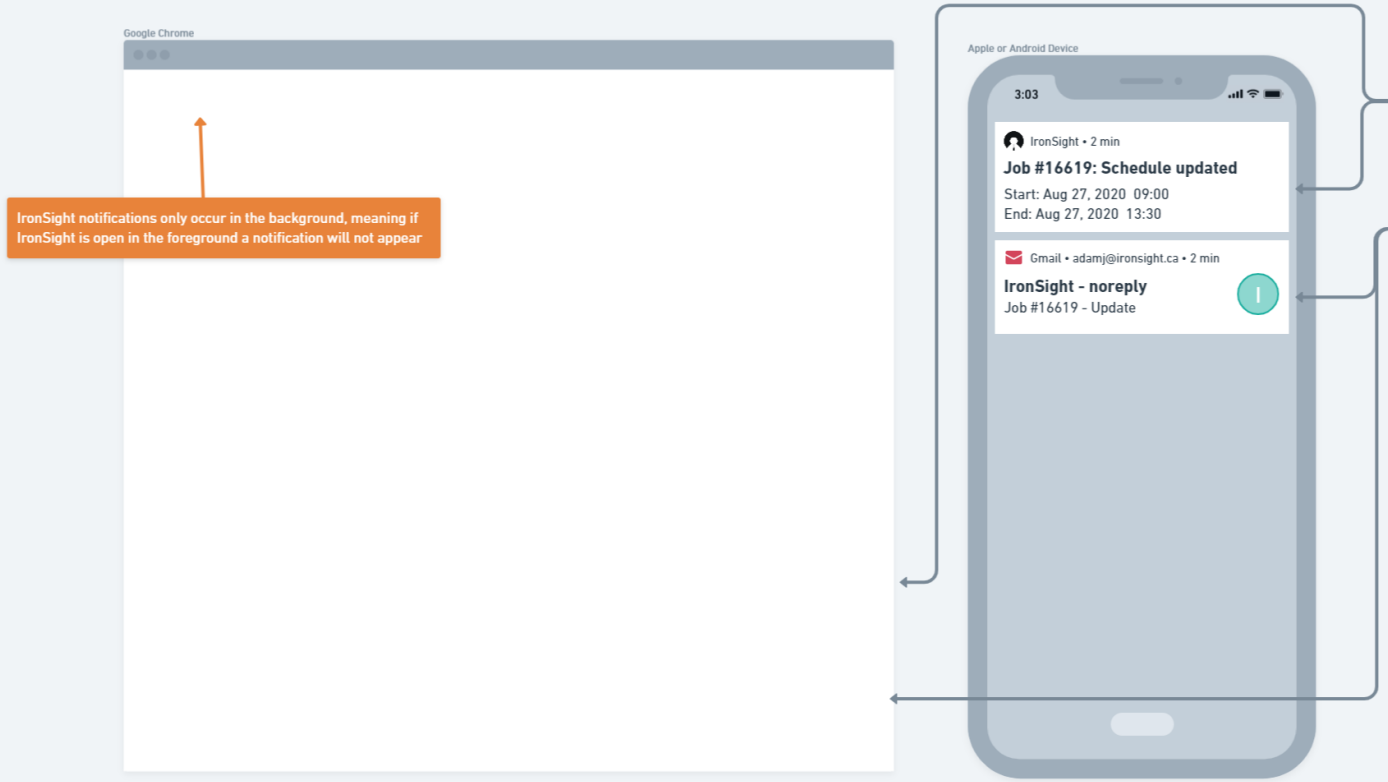
IRONSIGHT

Notification User Guide

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

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Most Job Related Email Notifications need to be manually sent

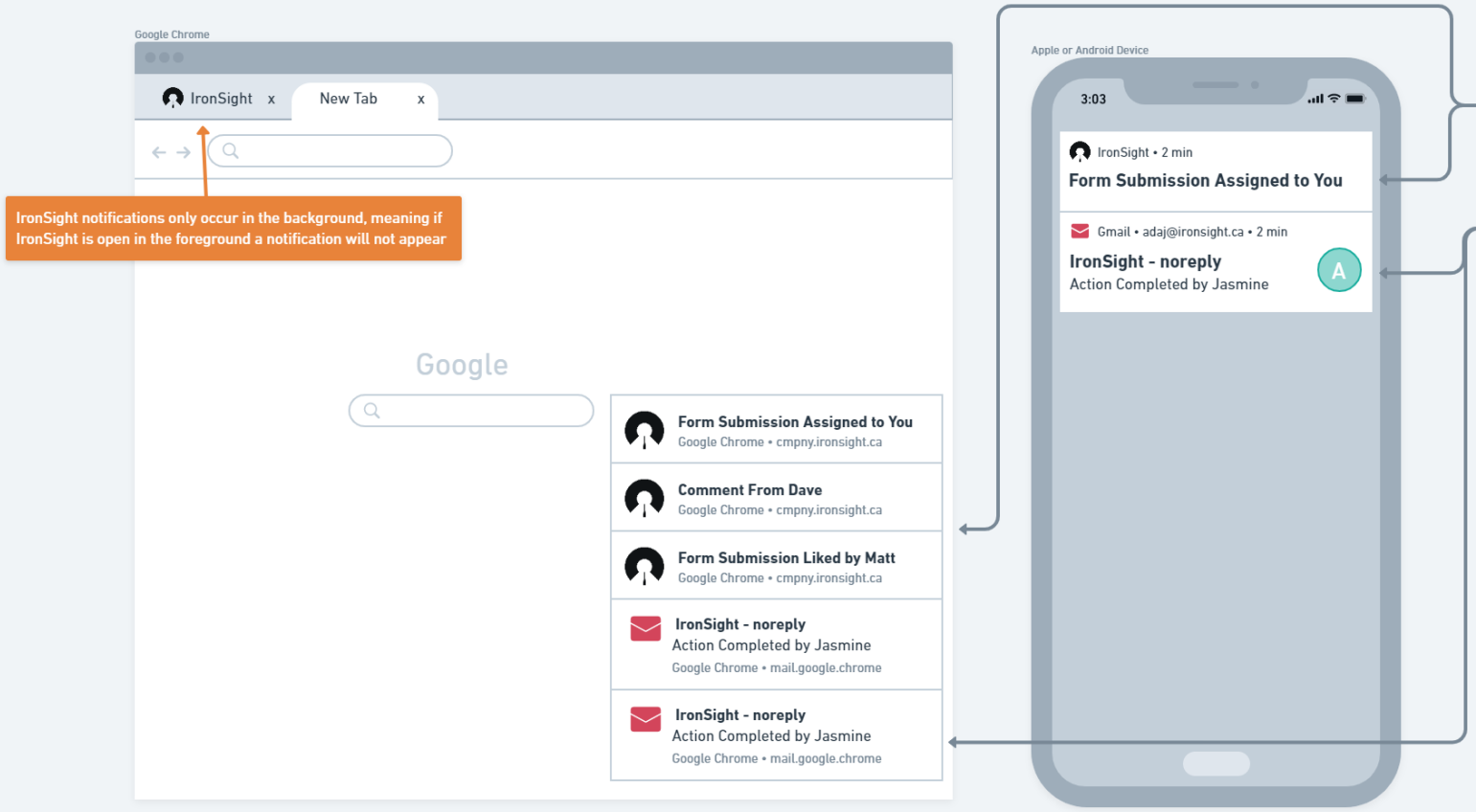
Except an email notification that a new job is assigned to your company (if dispatcher email is provided)

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.

FORM NOTIFICATIONS AND HOW THEY WORK

There are various form related 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

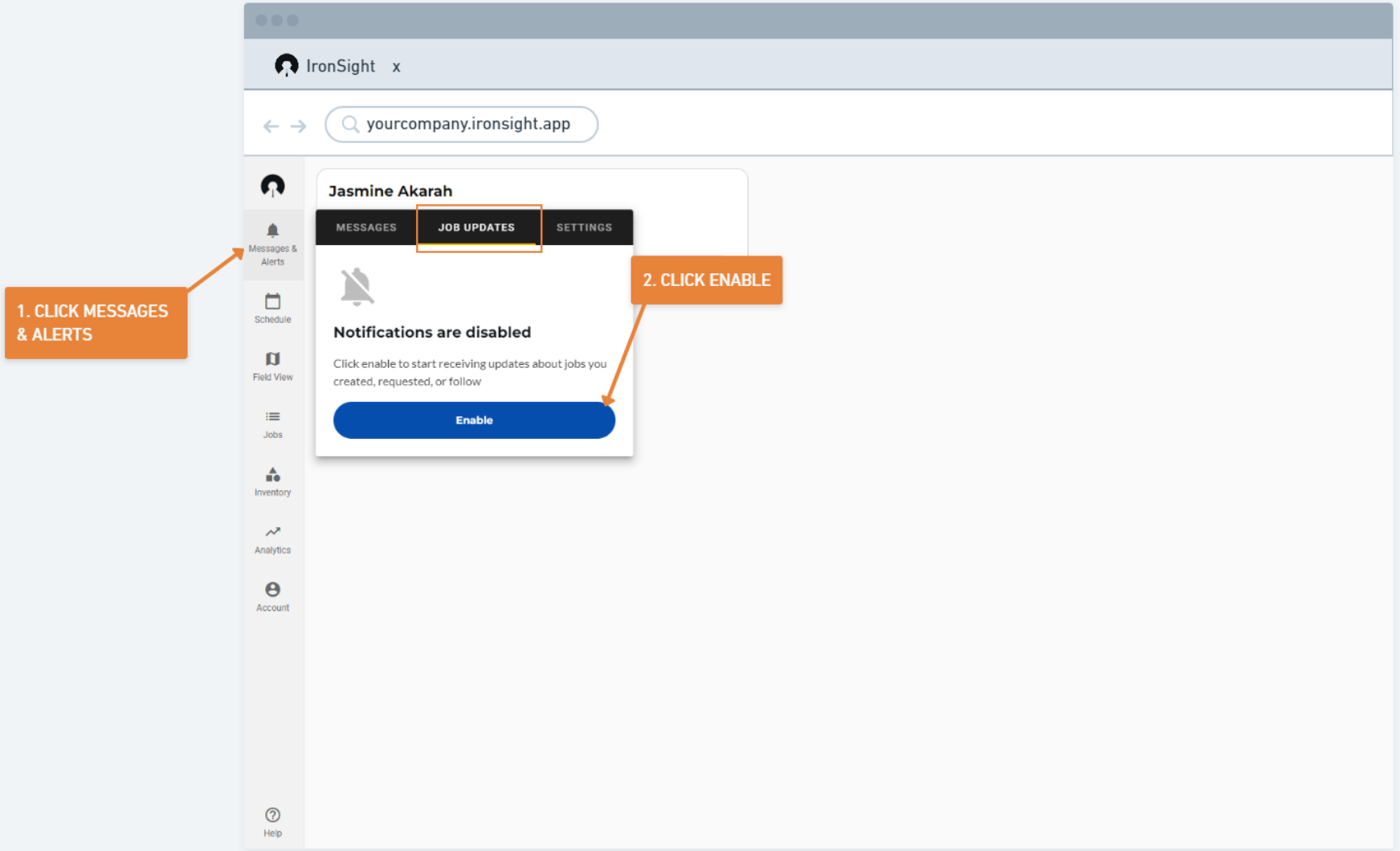
Form Related Email Notifications are sent automatically

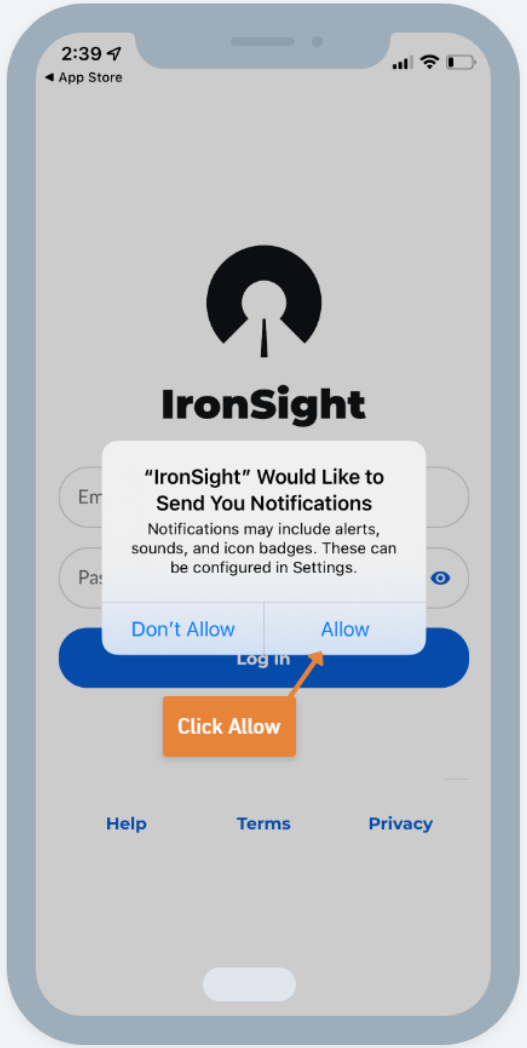
A user does not need to be logged into IronSight to receive an email notification

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

Enabling Notifications as a New User

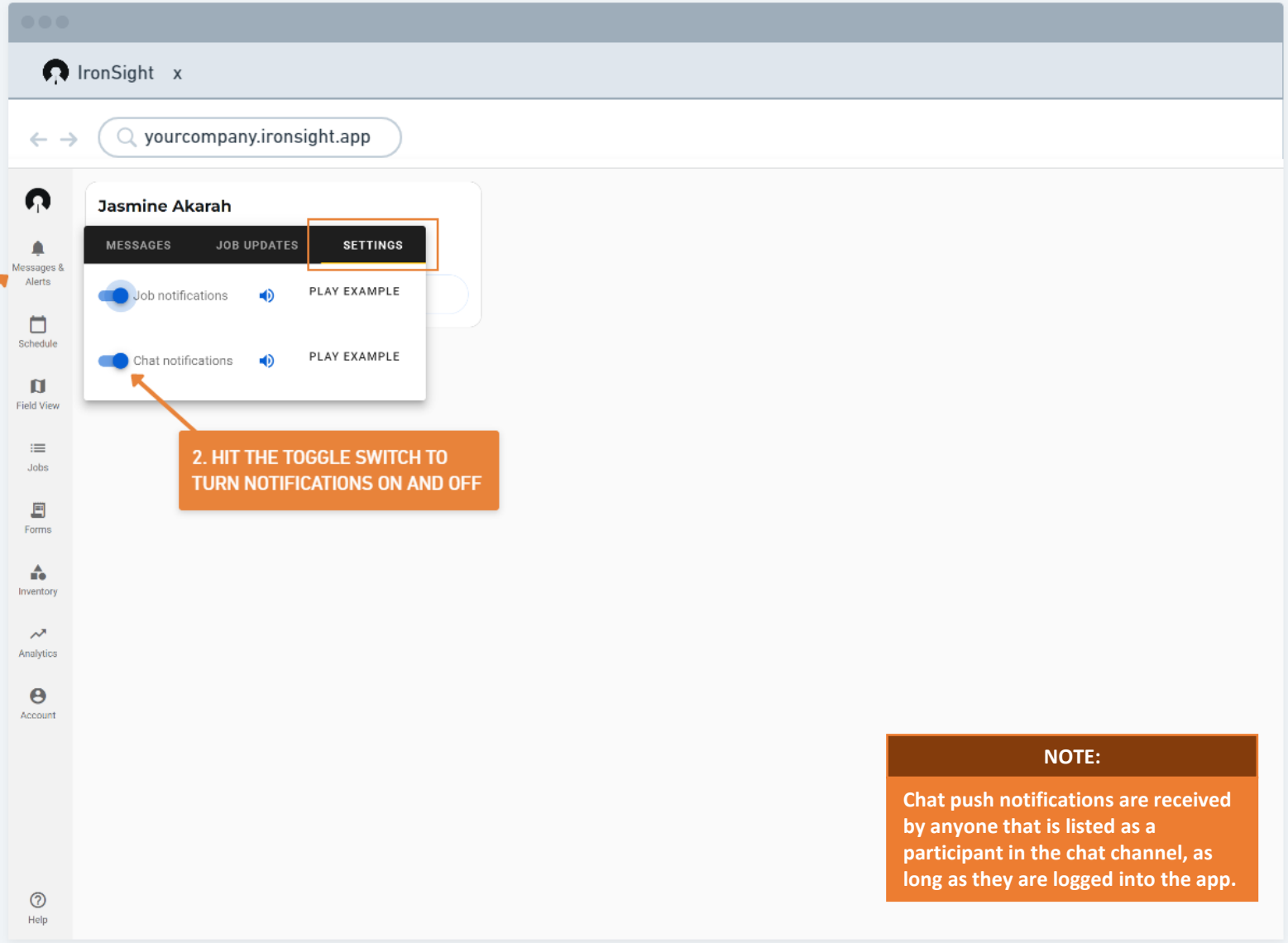
When logging in to IronSight for the first time, your web-browser or mobile phone would prompt you to enable notifications.





Toggling Job and Chat Notifications ON/OFF

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

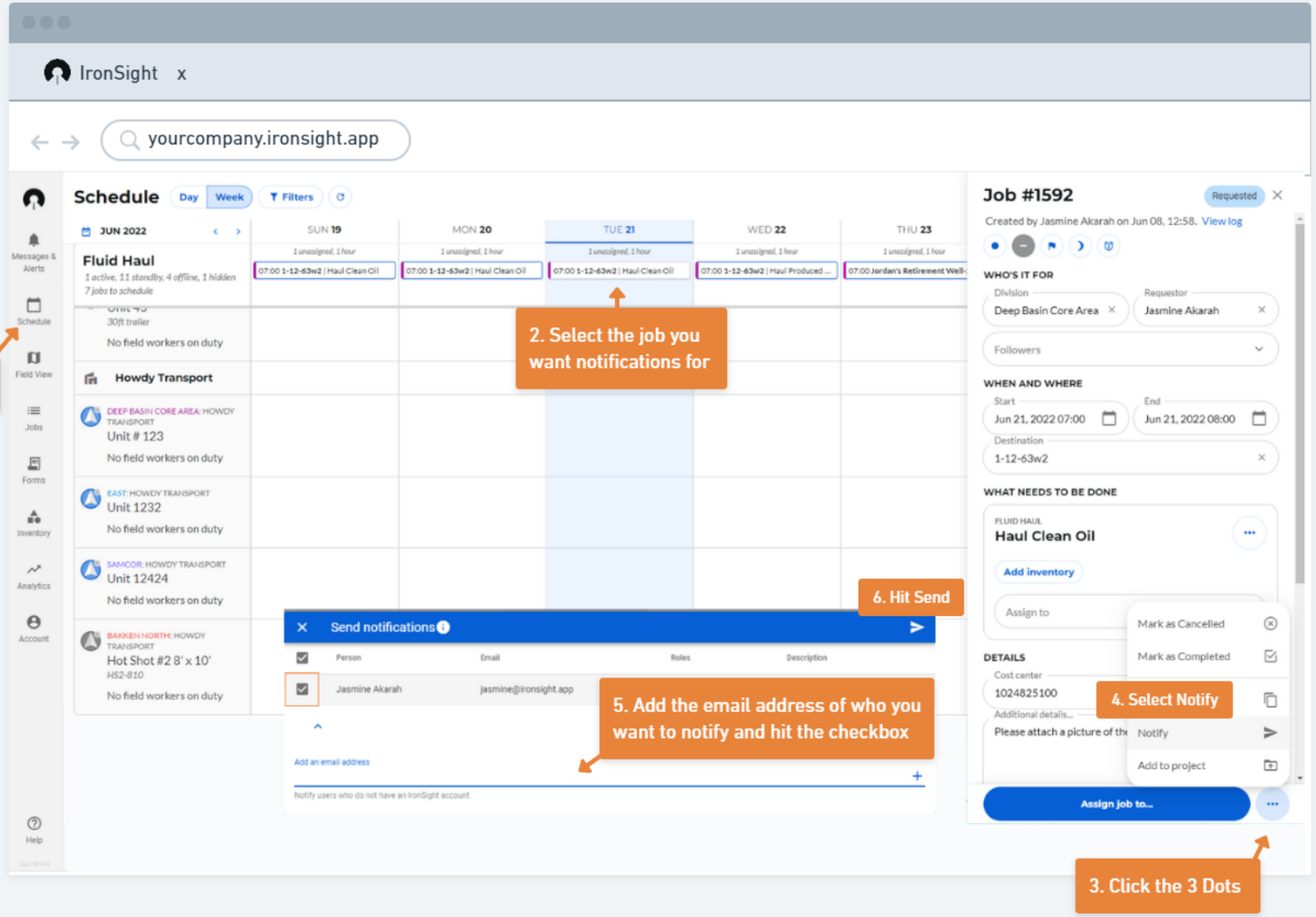


NOTE:

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

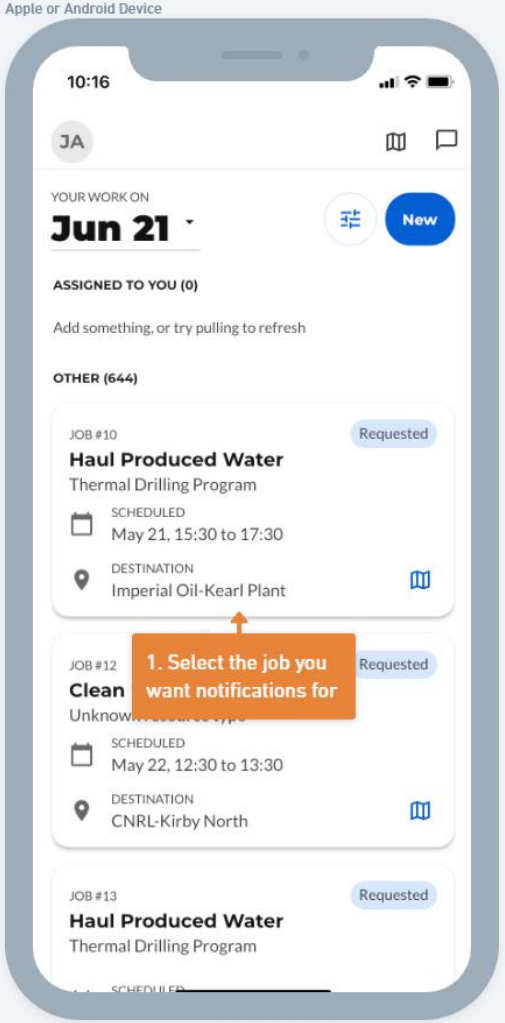
Email Notifications can be sent using the web platform and the mobile app



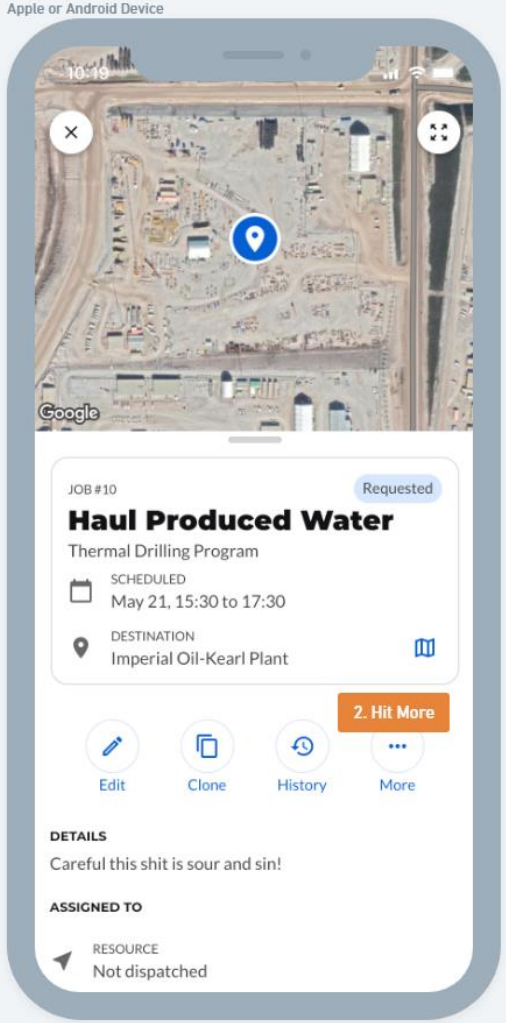
Email Notifications for Job Updates - Mobile

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

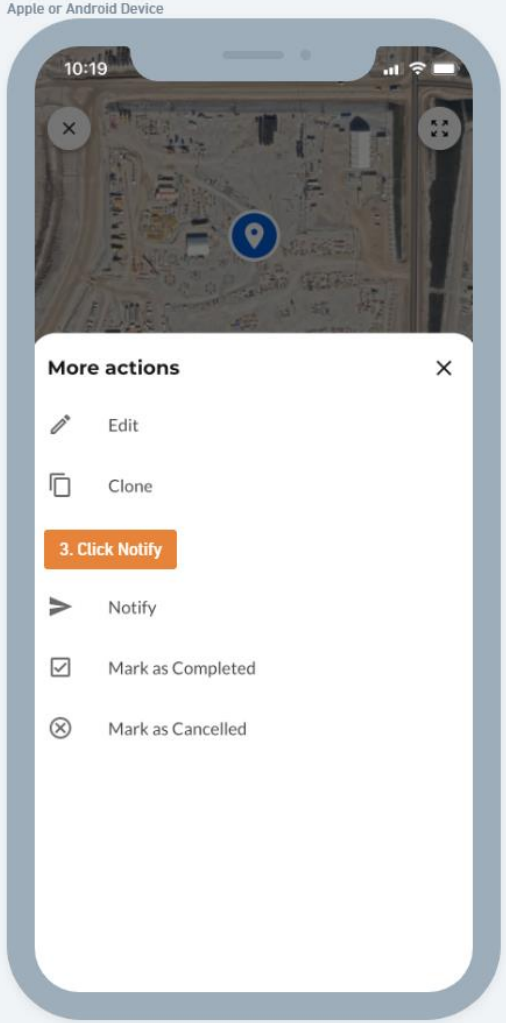
Apple or Android Device



Apple or Android Device



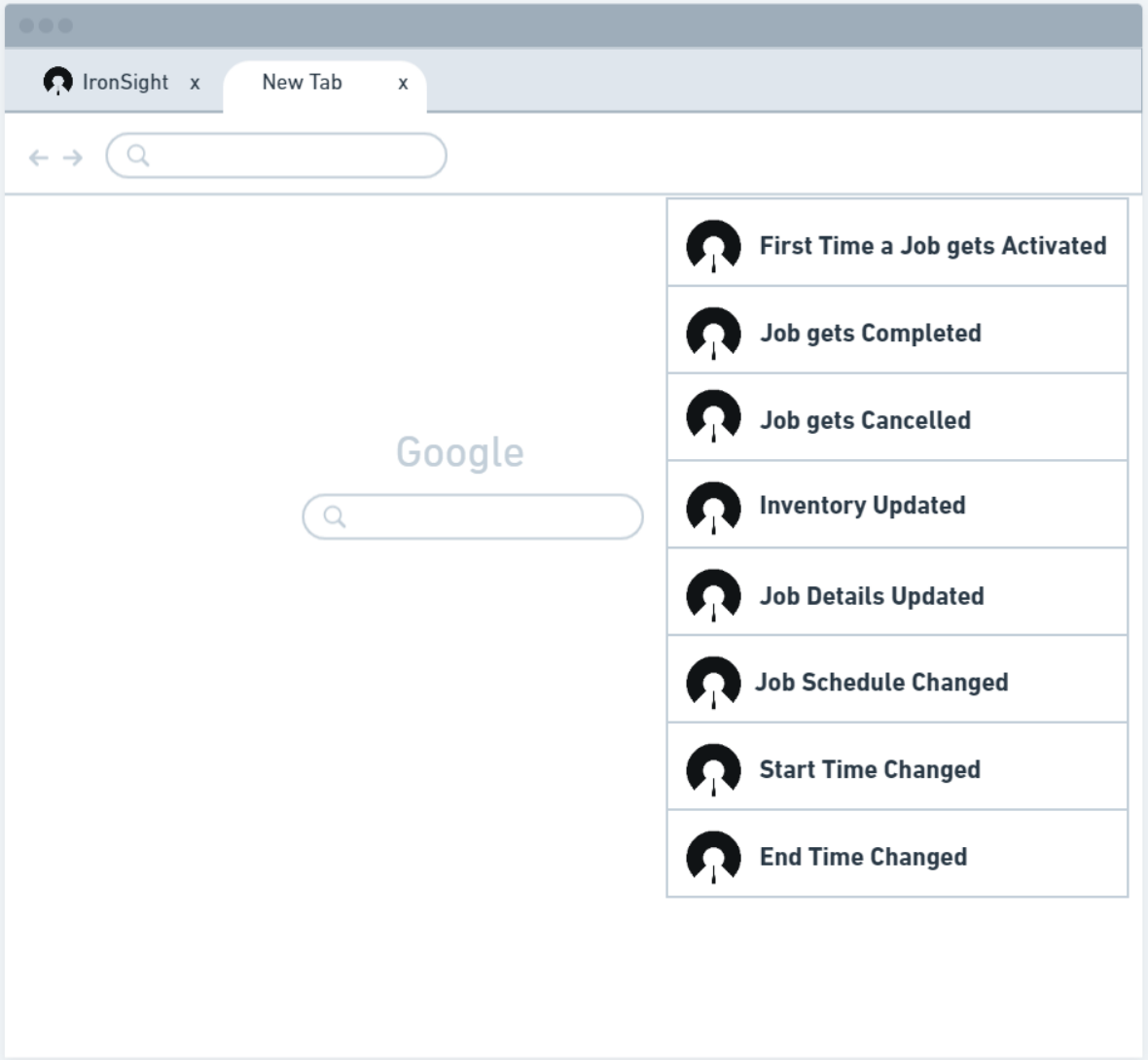
Apple or Android Device



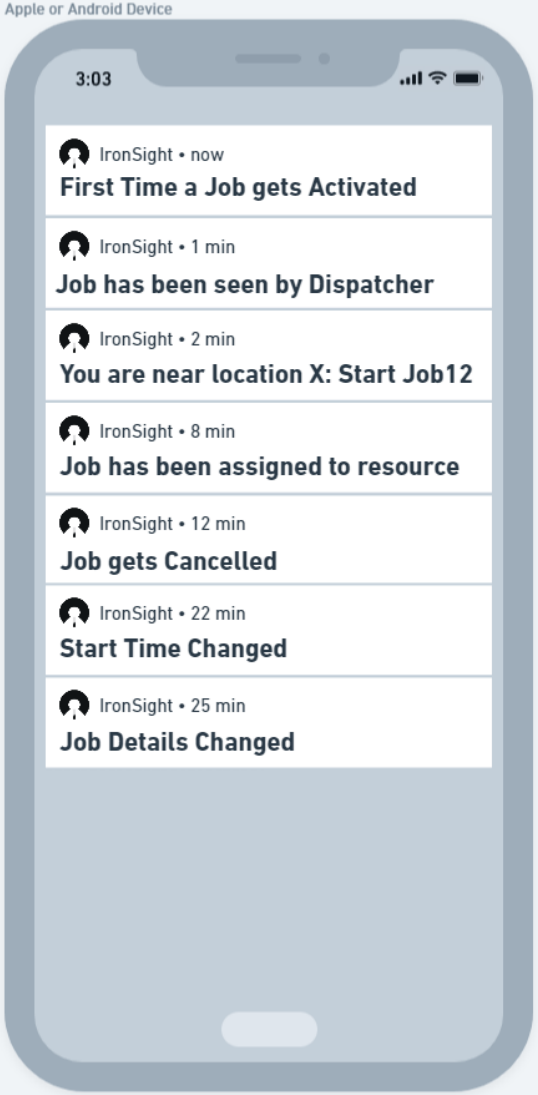
Apple or Android Device

Push Notification Guide

Job Level Push Notifications are triggered when:

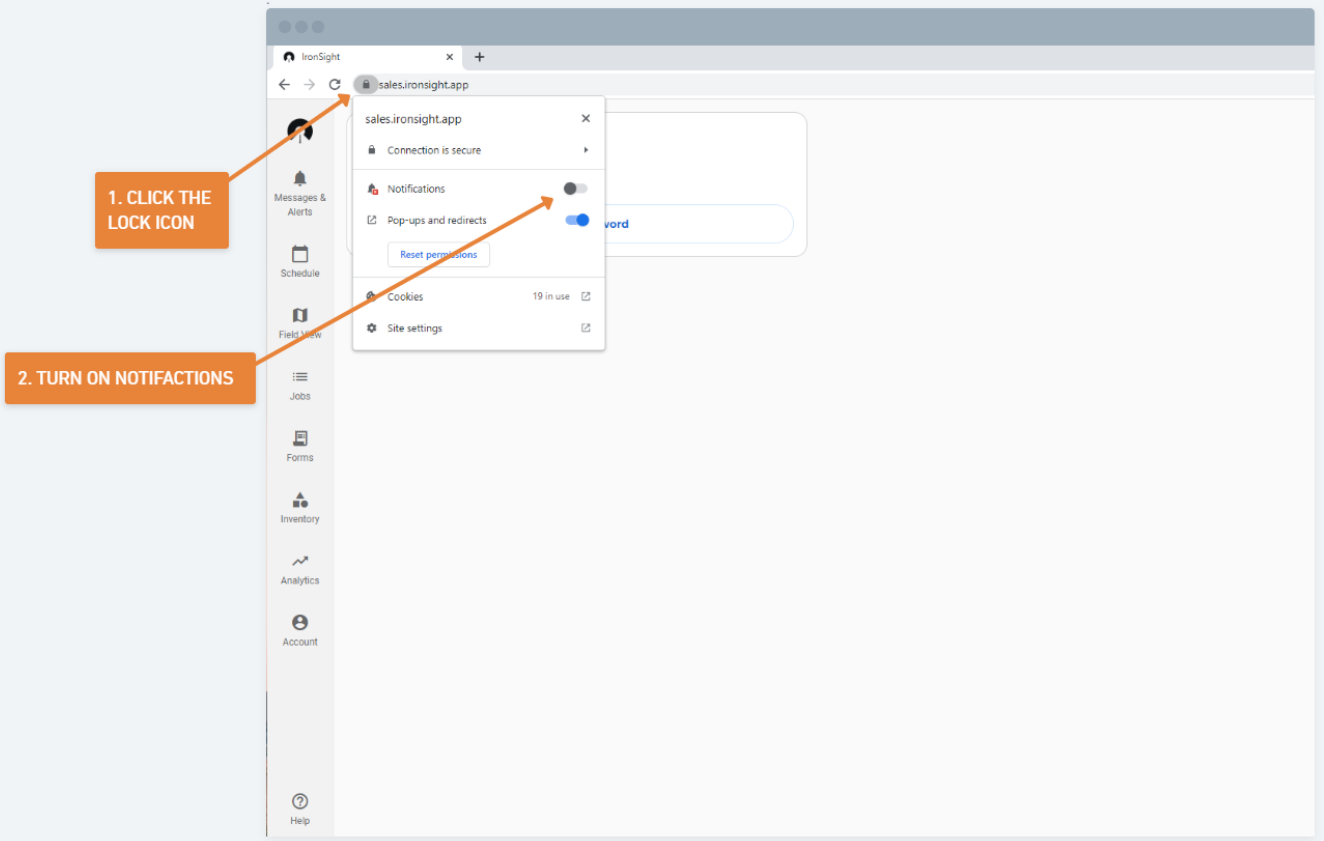


Apple or Android Device



TROUBLESHOOTING

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

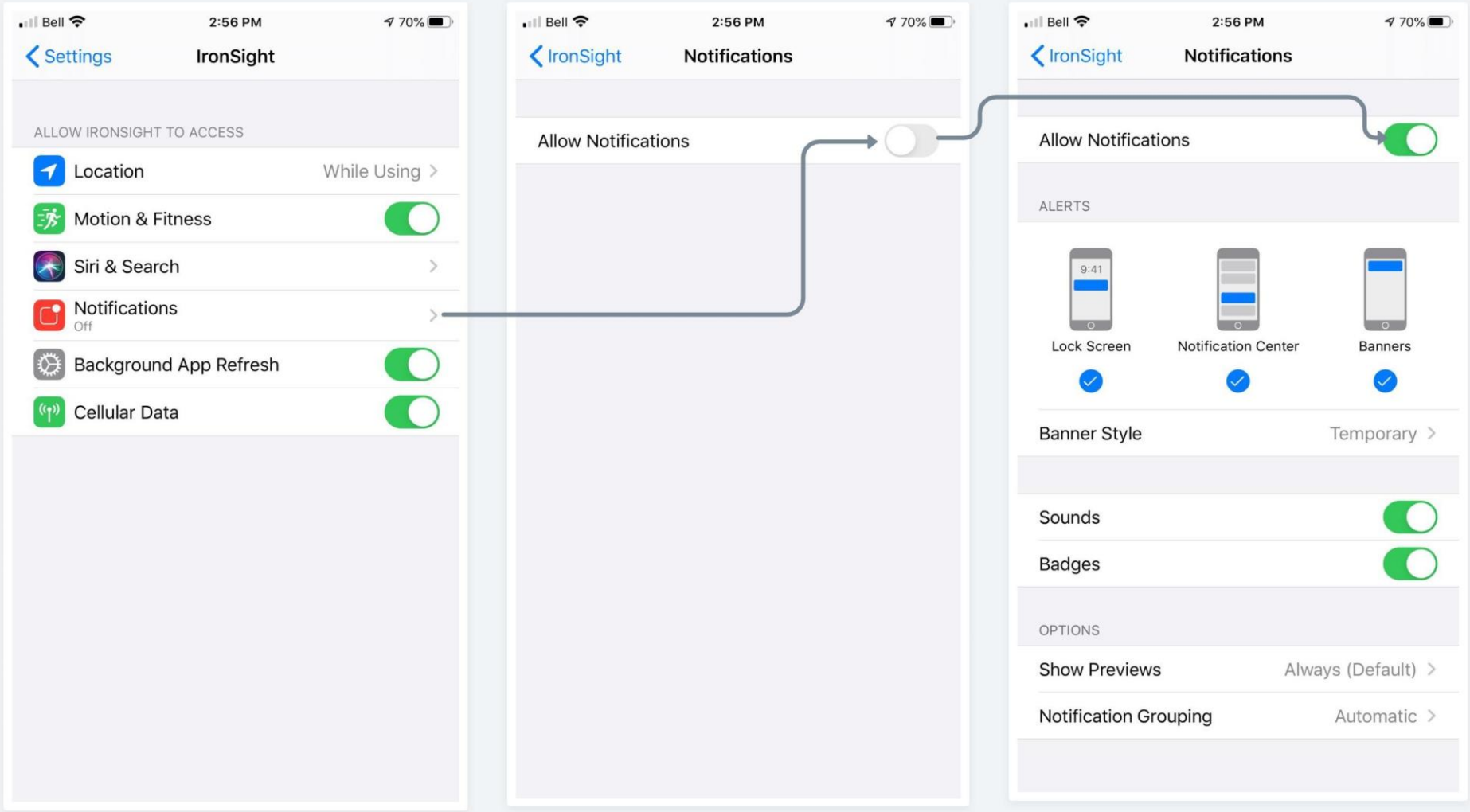


NOTE THAT TO RECEIVE A WEB NOTIFICATION IN IRONSIGHT'S DISPATCH HUB YOU MUST:

1. Be listed as a customer, follower, creator, or operator on 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.)

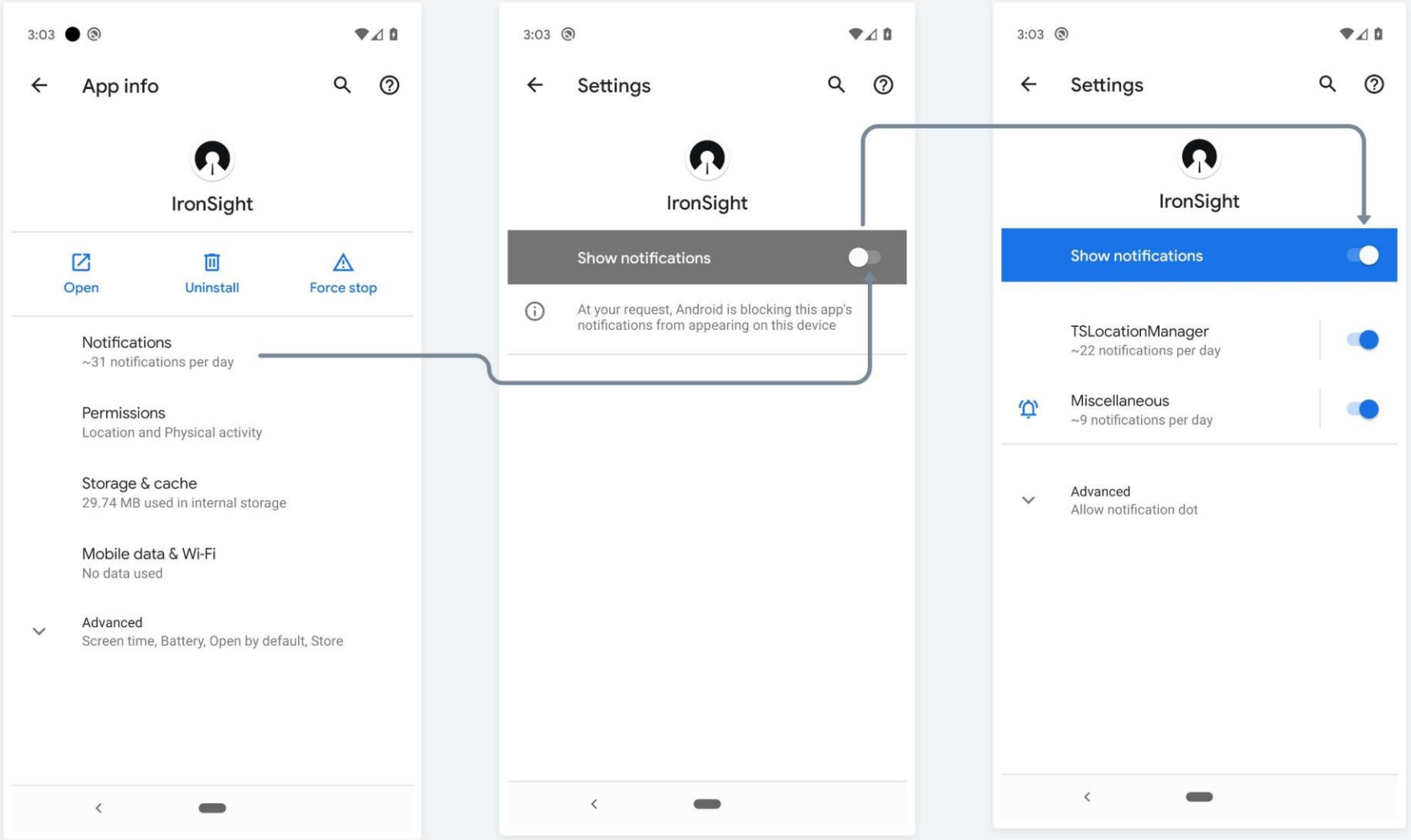
TROUBLESHOOTING

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:



QUESTIONS?

✉ support@ironsight.app

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