



CheckVideo App Push Notification FAQs:

Q: How long will it take alerts to start showing up on my phone?

A: From the time it is enabled, it can take a minute to start seeing them on your phone.

Q: The Notifications option doesn't appear on the bottom of my screen even though I have followed all of the steps. What do I do?

A: Log out of the app and log back in. You may need to do this for the Notification option to appear. The other thing to confirm is that you have the most recent that you are on the most recent version of the app. Click on the Profile tab to see your version number. It should be v.2.1-2112 or higher. If the number is lower, go to the app store and download the update.

Q: Does the Notification page automatically load my events?

A: No. They will automatically be pushed to your phone's notifications. But if you are watching the Notification page on the app, you will need to swipe down to refresh the page.

Q: During app set up, it didn't ask me to allow Notifications and I still haven't received any. How do I check for them:

A: Look in your Settings under Apps & Notifications. Find the CheckVideo app and click on Notifications. There should be an option to turn notifications On/Off. Turn notifications On. Return to the app and switch On Notifications via the app's Profile page. Also make sure that the app version displayed on the CheckVideo app's Profile page is v.2.1-2112 or higher.

Q: When I am on the app's Home page, does the Notifications tab visually indicate that more alerts have been generated?

A: No. But your phone will continue to receive these notifications outside of the app.