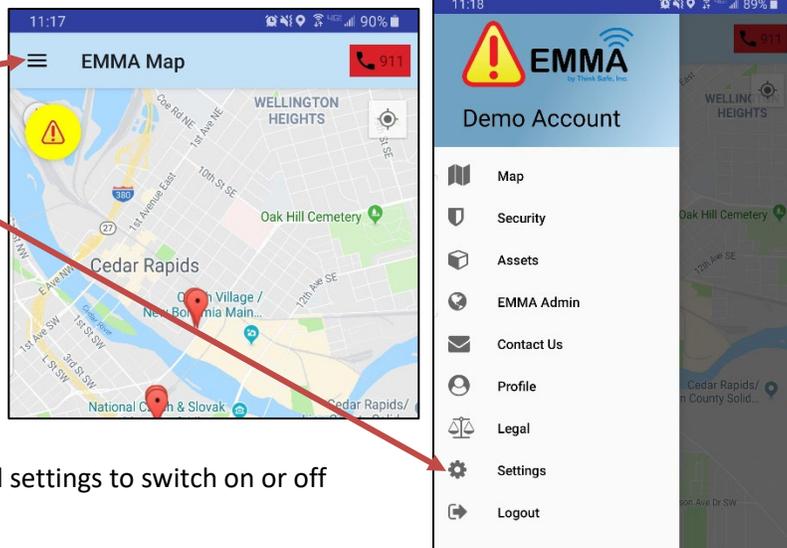


## How to Ensure Notifications for EMMA are Enabled on Android

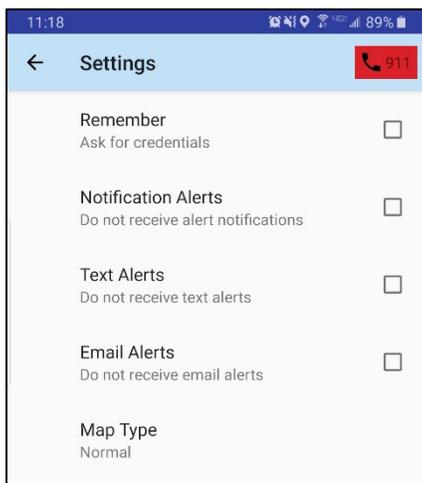
First, inside the EMMA Mobile App, head to the “Hamburger Menu” and open up the side menu, and select “Settings”



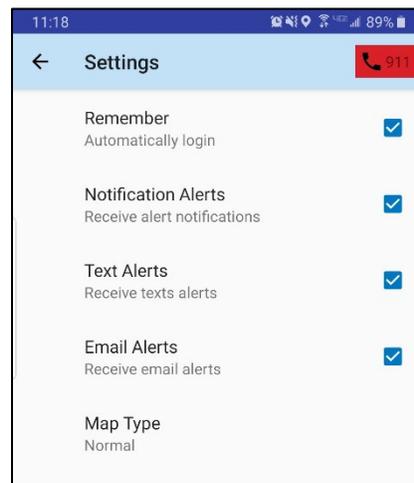
### NOTE: YOU CAN NOT USE EMMA in Dark Mode

- Make sure to go to “Settings” on your phone
- Select the drop down menu for Display
- Select Device Theme
- Select “Light” mode

Under “Settings” you should see a list of options and settings to switch on or off (checked or not checked);



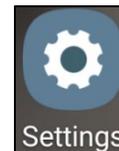
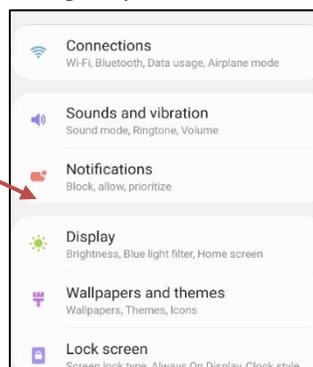
Review this and be sure to select all of these alerts to “on” or “checked”



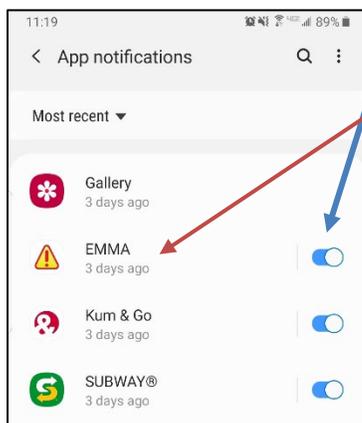
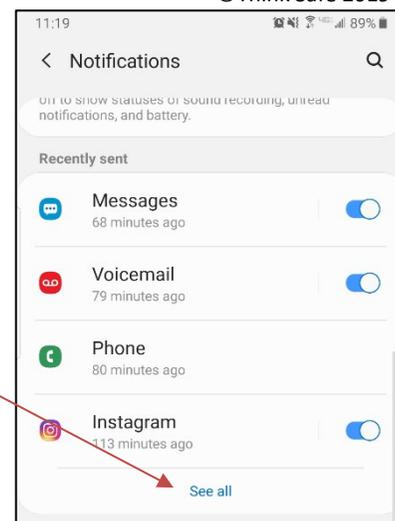
After this is set up, you will have no need to “submit” or save any changes, changes are saved automatically.

Next, we should ensure that the precise, internal settings of your Android phone allow for EMMA App Notifications. Head to the “Settings” app in your Android Apps Area (it may look different depending on your current theme);

Here, you should see this screen, where you should select “Notifications”;

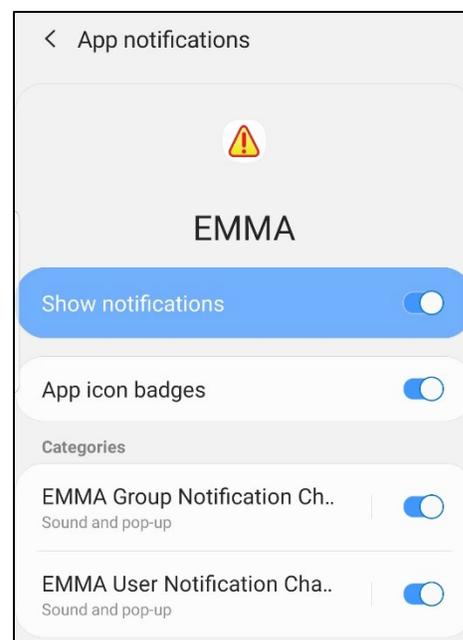


Within Notifications, you will see some recent notifications, your next step is to select "See all" to see all of your applications for notifications that come through.



Next, Find EMMA, ensure the slider-selection is in the "on" or "blue" position, and then select the EMMA title area to open up the remaining menu for the app notifications.

Next, ensure your screen looks like this, with notifications shown, badges active, with the last two categories on as well, ensuring there will be sound and pop-ups for EMMA.



If settings are adjusted and correct, as seen in these images, and there are still no notifications and alerts coming through, there may be a bug or error within the system that may need to be addressed. Please notify us if that is the case, by emailing [support@emmaadmin.com](mailto:support@emmaadmin.com) or calling 319-377-5125 and speaking to our tech department.

Again, please note you can not use EMMA in Dark Mode as it will not work properly with notifications! See page 1 instructions on how to change your device theme from Dark to Light during EMMA use!

For more questions, contact us at 888-473-1777 or 319-377-5125 or email [emma@think-safe.com](mailto:emma@think-safe.com). \* © Think Safe, Inc.  
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