How to Ensure Notifications for EMMA are Enabled on iPhone

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 & Brightness
- Tap "Light" option at top of the screen   **OR**
- Go to Control Center and manually press/hold on the brightness slider then select "Appearance Light" on bottom left of screen to remove dark mode and go to light mode

Now, back to EMMA - Under EMMA "Settings" you should see a list of options and settings to switch on or off (green or gray);
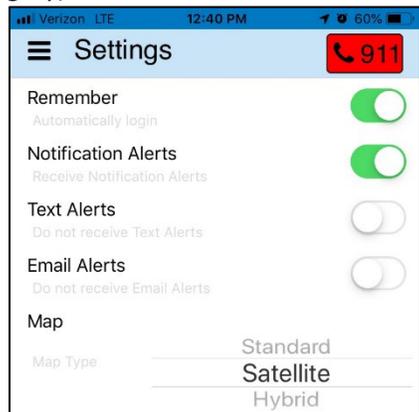
Review this and be sure to select all of these alerts to "on" or "green"
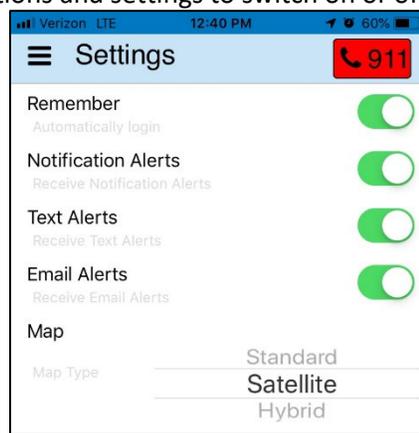
After this is set up, select "Submit" at the bottom of your iPhone Screen;

Next, we should ensure that the precise, internal settings of your iPhone allow EMMA Notifications. First, head to you iPhone Settings;

Here, you should see this screen, where you should select "Notifications";

Within "Notifications",
find and select "E.M.M.A.";

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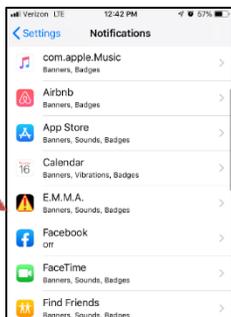
Next, ensure your screen looks like this, with notifications allowed, and sounds and badges active, showing previews and banners, set to "Persistent";
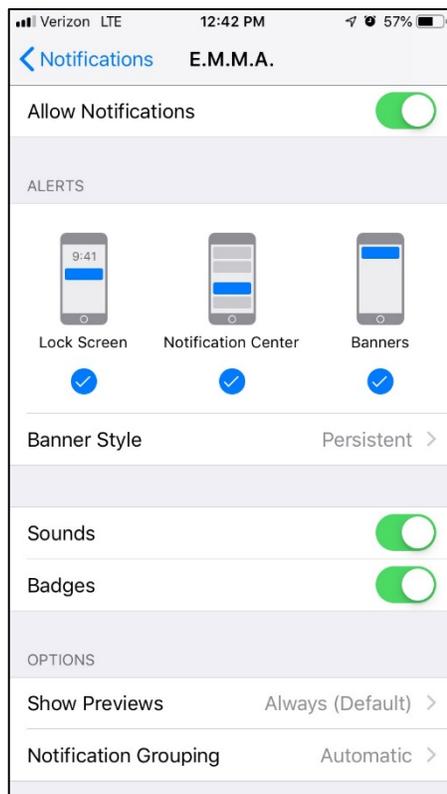
If settings are adjusted and correct, as seen in these images, and there are still no notifications and alerts coming through, there may be a bug or error within the system that may need to be addressed .Please notify us if that is the case, by emailing support@emmaadmin.com or calling 319-377-5125 and speaking to our tech department.

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*For more questions, contact us at 888-473-1777 or 319-377-5125 or email emma@think-safe.com. * © Think Safe, Inc.*
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