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



Now, back to EMMA - Under EMMA "Settings" you should see a list of options and settings to switch on or off (green or gray); I Verizon LTE 12:40 PM 10 60% 
Settings
UP 12:40 PM 10 60% 
Settings
UP 12:40 PM 10 60% 
Settings

III Verizon LTE 12:40	) PM <b>1</b> 0 60% 🔲		Settings	
Settings	<b>%</b> 911	Review this and be sure to select	Remember	
Remember		all of these alerts to "on" or "green"	Automatically login	
Automatically login			Notification Alerts Receive Notification Alerts	
Receive Notification Alerts			Text Alerts	
Text Alerts	$\bigcirc$		Receive Text Alerts	
			Email Alerts	
Email Alerts	$\bigcirc$		Receive Email Alerts	
	$\bigcirc$		Мар	
Мар				Standard
map	Standard		Мар Туре	Satellite
	Satellite			Hybrid
	Hybrid	l		

After this is set up, select "Submit" at the bottom of your iPhone Screen;

Submit

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

iPhone Settings;		Settings
		Bluetooth On >
Here you should see this series who	very you should callect "Notifications",	(m) Cellular
Here, you should see this screen, whe	ine you should select Notifications,	Personal Hotspot Off
		Natifications
	util Verizon UE 12:42 PM ⊄ 0 57% ■>	
	Settings Notifications	Sounds
Within "Notifications",	Com.apple.Music Sanges	C Do Not Disturb
find and select "E.M.M.A.";	Airbnb > Benners, Badges >	Screen Time
	App Store > Banners, Sounds, Badges >	
	16 Calendar Sanners, Vibrations, Badges	General C
	E.M.M.A. Sanners, Sounds, Badges	Control Center
	Facebook orr	AA Display & Brightness
	Bannera, Sounds, Badges	🛞 Wallpaper 🔅
	Find Friends Samers, Sounds, Badges	Siri & Search



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		••• Verizon LTE	12:42 PM	🕈 🕲 57% 🔳 )
		Notifications	E.M.M.A.	
	Next, ensure your screen looks like this, with notifications allowed, and sounds and badges active,	Allow Notificatio	ons	
		ALERTS		
	showing previews and banners, set to "Persistent";	9:41		
		Lock Screen N	Notification Center	Banners
		Banner Style		Persistent >
		Sounds		
		Badges		
		OPTIONS		
		Show Previews	Alwa	ys (Default) 🗦
		Notification Gro	uping	Automatic >

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 <a href="mailto:support@emmaadmin.com">support@emmaadmin.com</a> or calling 319-377-5125 and speaking to our tech department.

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		
- 1	Tap "Light" option at top of the screen <u>OR</u>		
-	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		

For more questions, contact us at 888-473-1777 or 319-377-5125 or email emma@think-safe.com. \* © Think Safe, Inc. \* <u>Patents Pending</u> \*Information contained in this guide may be considered confidential and this information is for client use only and it not intended to be a public document.

