How to Enable Notifications for Kanawha Alert on Android

Follow the steps below to make sure you receive alerts from the **Kanawha Alert** app:

1. Open Settings

- Unlock your phone.
- Locate and open the **Settings** app (usually looks like a gear icon).

2. Go to Apps

- Scroll down and tap **Apps**, **Apps & notifications**, or **Application Manager** (the wording may vary depending on your phone model).

3. Find Kanawha Alert

- Scroll through the list and tap **Kanawha Alert**.
- If you don't see it, you may need to tap **See all apps** or use the search bar at the top.

4. Open Notifications Settings

- Tap **Notifications**.
- Make sure the **Allow Notifications** or **Show Notifications** switch is turned **ON**.

5. Check Alert Categories (If Available)

Some Android versions allow notifications to be grouped by type:

- You may see categories like **Emergency Alerts**, **General Messages**, or **Severe Weather**.
- Turn **ON** each category you want to receive.

6. Allow Background Activity

To ensure alerts are received even when the app is not open:

- Go back to the app info page.
- Tap **Battery**.
- Make sure **Allow background activity** (or **Unrestricted** battery use) is enabled.

7. Ensure Do Not Disturb Isn't Blocking Alerts

- Swipe down from the top of your screen.
- Make sure **Do Not Disturb** is **OFF**.
    - If you need DND on, go to **Settings > Sound & Vibration > Do Not Disturb > App Exceptions** and allow **Kanawha Alert**.

How to Enable Notifications for the "Kanawha Alert" App on an iPhone

If you are not receiving alerts from the **Kanawha Alert** app, it's likely your notification settings need updated. Follow the steps below to ensure alerts are turned on.

1. Open Settings

- From your iPhone's home screen, tap the **Settings** app.

2. Find the App

- Scroll down through the list of apps (they are listed alphabetically).
- Tap **Kanawha Alert**.

3. Enable Notifications

- Tap **Notifications**.
- Make sure the switch next to **Allow Notifications** is turned **ON** (the switch will be green).

4. Select Your Alert Style

Choose how you want alerts to appear:

- **Lock Screen**
- **Notification Center**
- **Banners**

Make sure **at least one** of these is selected, but selecting all three ensures you won't miss anything.

5. Turn On Sounds

- Under **Alerts**, ensure **Sounds** is turned **ON** if you want audible alerts.

6. Enable Badges (Optional)

- Turn on **Badges** if you want the app icon to show the number of unread alerts.

7. Check Focus / Do Not Disturb

If you still aren't receiving alerts:

- Go back to **Settings → Focus → Do Not Disturb**
- Make sure **Do Not Disturb** or any custom Focus mode is **not silencing notifications** for the app.

8. Ensure Background App Refresh Is On

- Go back to **Settings**
- Tap **General → Background App Refresh**
    - Confirm that **Kanawha Alert** is allowed to refresh in the background.