



Push Notifications

Technical Document – September 2023

TECHNICAL DOCUMENT

OBJECTIVES

This document outlines how to implement Push Notifications on mobile devices. This involves:

- ✓ Installing Sidekick as a mobile application on the device
- ✓ Subscribing the device to push notifications
- ✓ Configuring notification preferences for a given user
- ✓ Sharing devices

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SUPPORTED VERSIONS

1. Refer to the following URL to verify compatible versions for your device which support push notifications : <https://caniuse.com/push-api>
2. iOS devices need to support and run iOS version 16.4.1 or above. The list of supported devices is available here : [iOS 16 and iPadOS 16 are compatible with these devices - Apple Support](#)
3. To check the version for a given device
 - Go to **Settings > General > About > iOS Version**

HOW TO ADD THE SIDEKICK APPLICATION TO HOMESCREEN – ANDROID DEVICE

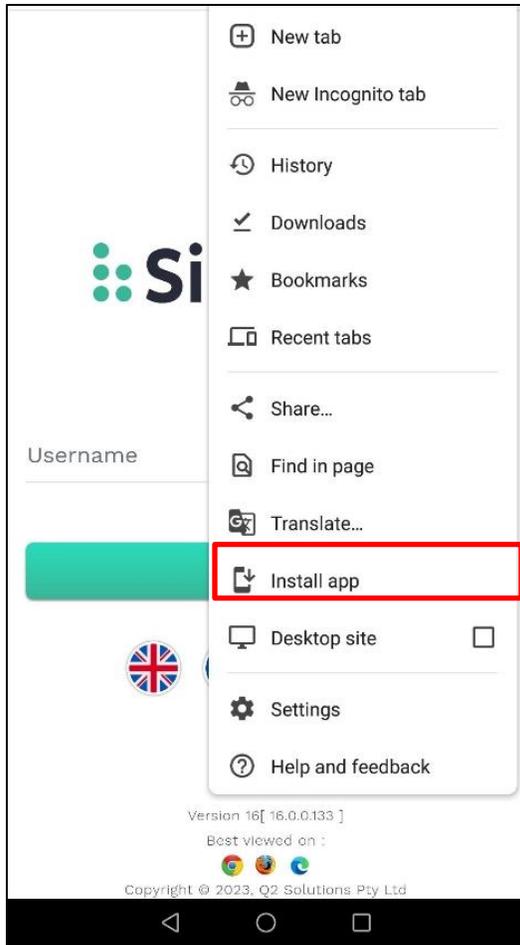
Note: Before installing the latest version of the application make sure to remove the shortcut icon on the home screen on your mobile device.

1. Navigate to your site (Click site URL) using a browser on your mobile device (Android)
2. A message will prompt "Add Sidekick to Home Screen"

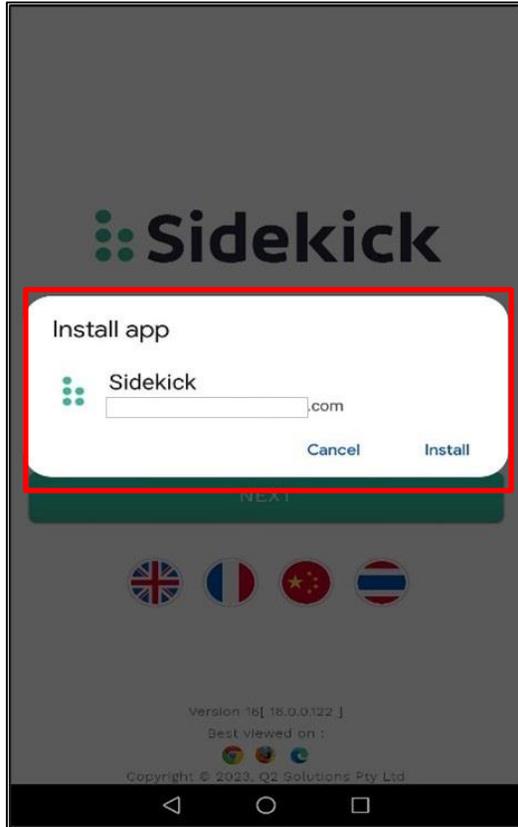


3. Click the three dots in the browser and choose "Install app" if you didn't get the 'Add Sidekick to Home Screen' message





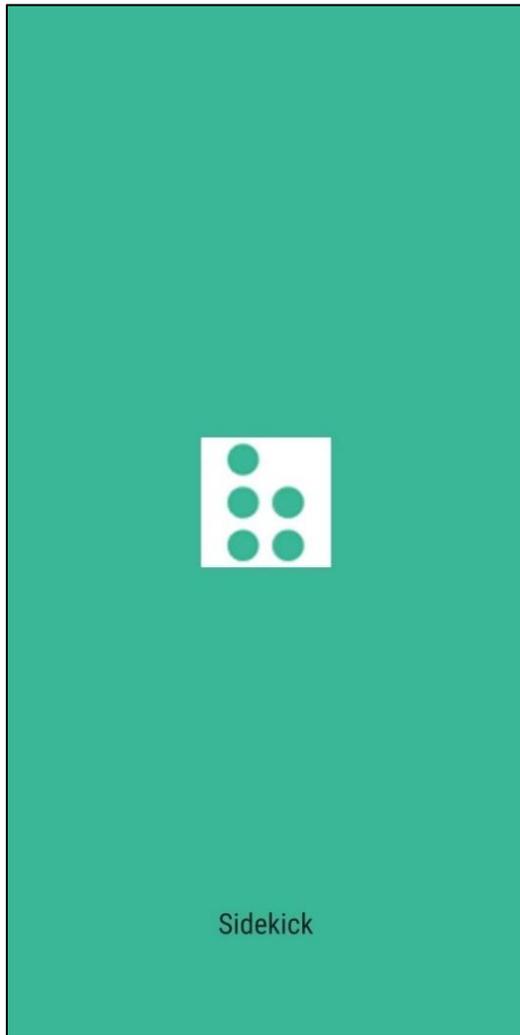
4. Select “Install” to install the application



5. If successfully installed the browser will display the installation status



6. The "SIDEKICK" application is now available on the device



Note: When installed the application through Chrome, 'Orientation Lock ' does not function for Android, but when installed through Firefox, it functions properly for both Android and iOS.

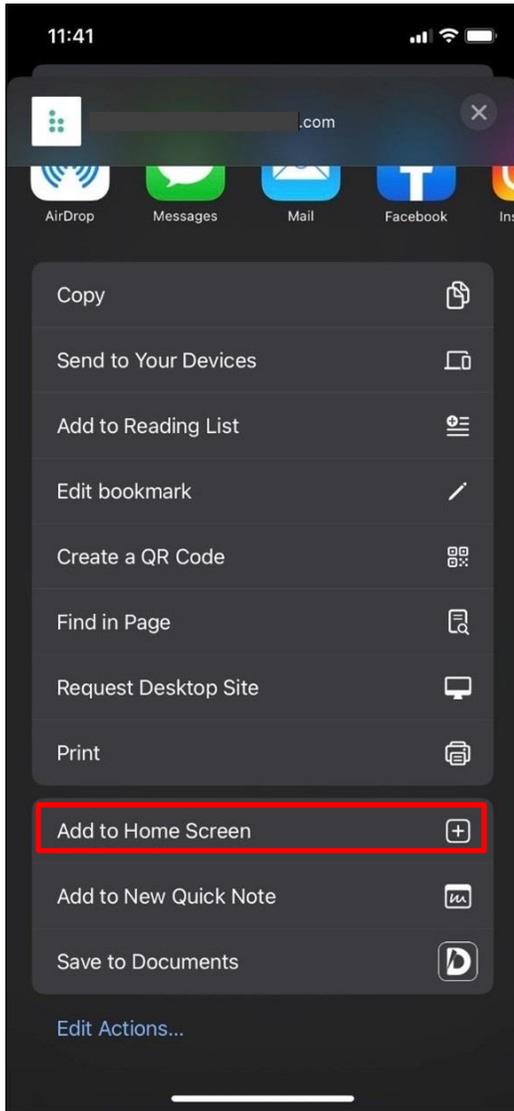
HOW TO ADD THE SIDEKICK APPLICATION TO HOMESCREEN – IOS DEVICE

Note: Before installing the latest version of the application make sure to remove the shortcut icon on the home screen on your mobile device.

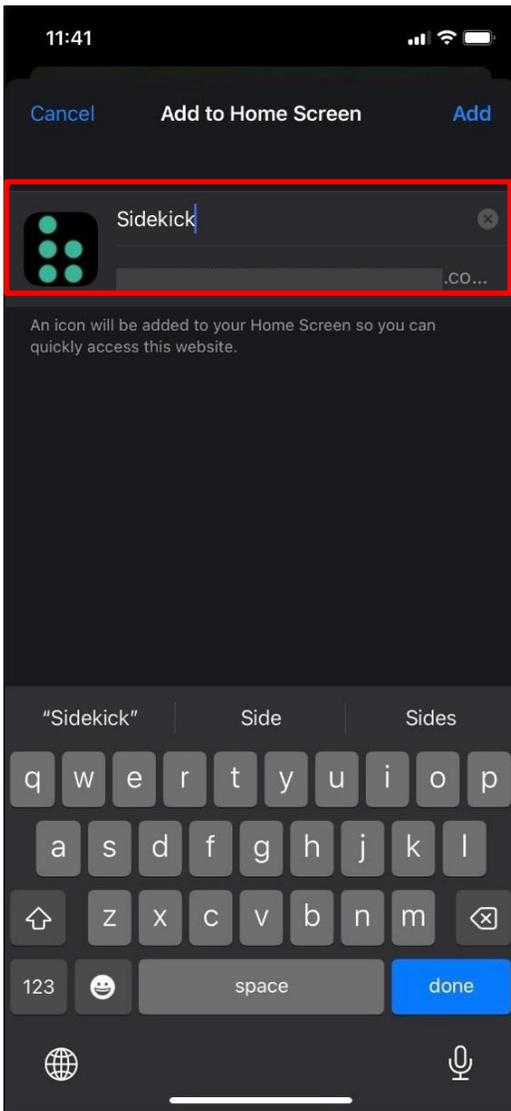
1. Navigate to your site (Click site URL) using a mobile device (IOS)
2. Select the 'Share' icon



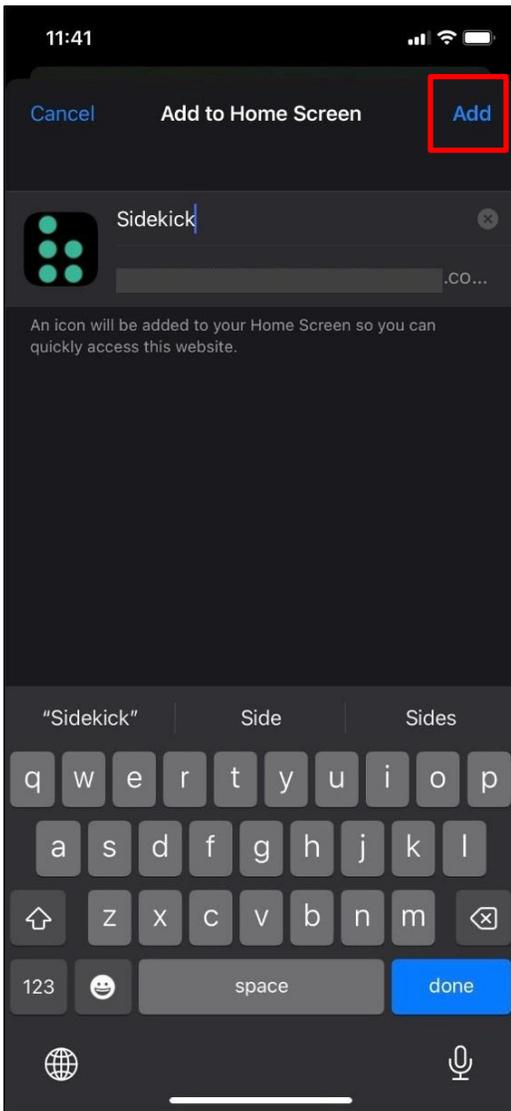
3. Choose "Add to home screen" after scrolling down



4. The application name displays on the next screen



5. Select “Add”. The device will download and install the application

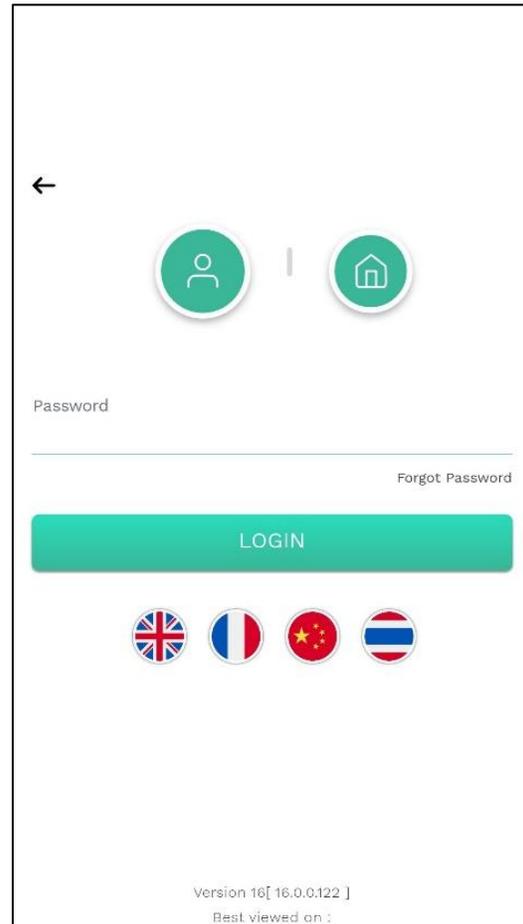


NOTIFICATIONS SET UP AFTER INSTALLATION

1. After the application has been installed, the 'Sidekick' icon will be available on the home screen. Select the application and log in by entering your username and password

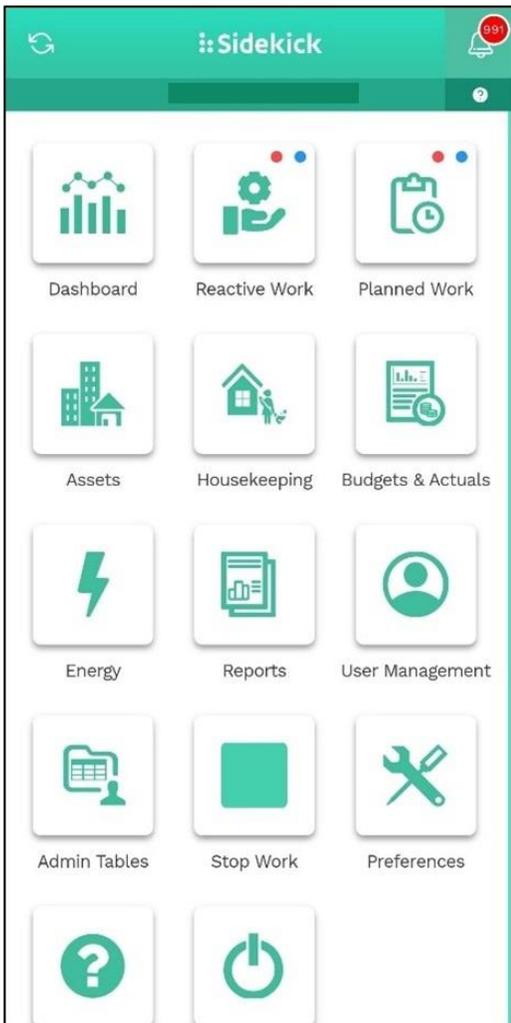


The image shows the Sidekick login screen. At the top, the Sidekick logo is displayed. Below the logo is a text input field labeled "Username". To the right of the input field is a "Remember Me" checkbox. Below the input field is a large green button labeled "NEXT". At the bottom of the screen, there are four circular icons representing the flags of the United Kingdom, France, China, and Thailand. At the very bottom, the text "Version 16[16.0.0.122]" and "Best viewed on :" is visible.

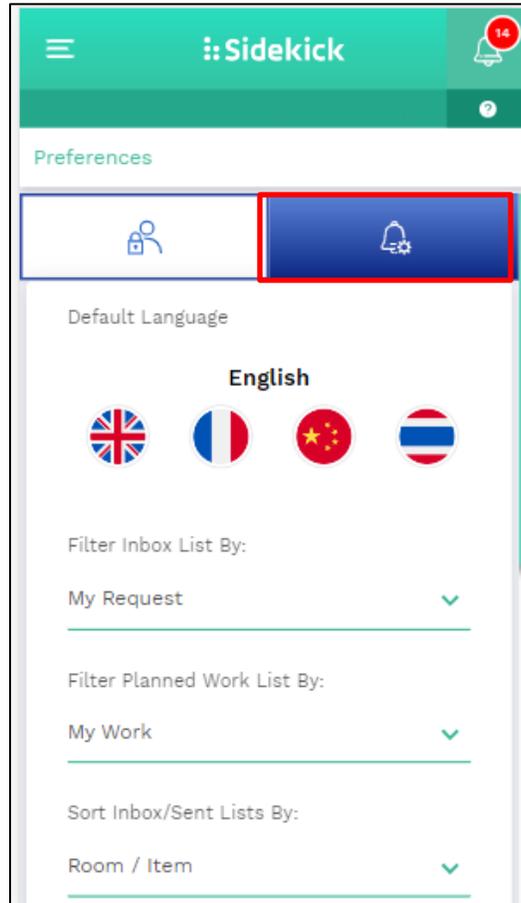


The image shows the Sidekick password screen. At the top left, there is a back arrow icon. Below it are two circular icons: one with a person silhouette and one with a house icon. Below these icons is a text input field labeled "Password". To the right of the input field is a "Forgot Password" link. Below the input field is a large green button labeled "LOGIN". At the bottom of the screen, there are four circular icons representing the flags of the United Kingdom, France, China, and Thailand. At the very bottom, the text "Version 16[16.0.0.122]" and "Best viewed on :" is visible.

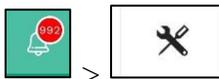
2. Navigate to the 'Main Screen'



3. The device has to be subscribed to notifications in order to receive them
 - i. Simply go to **Preferences > Notification settings**

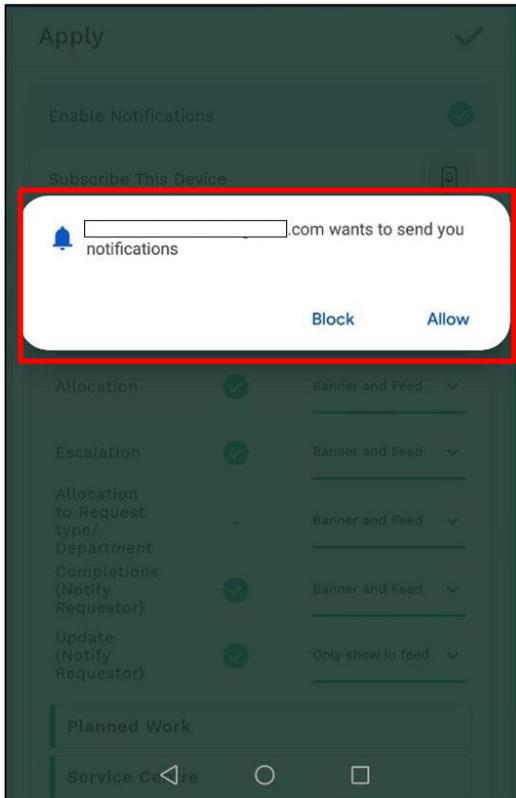


4. By selecting these icons, users can navigate to the same page as well



5. To receive the notifications, select  icon and subscribe this device (For certain browsers this will only work when opening the application from the icon created in the installation steps described further up and opening the application through the browser will not allow a user to subscribe to notifications)

6. Select “Allow” to receive notifications (Only appears once)



7. If “Block” is selected, the system will display an error message when attempting to subscribe to a device and notifications won't be enabled for the device

8. Follow these steps on your mobile device to re-enable notifications

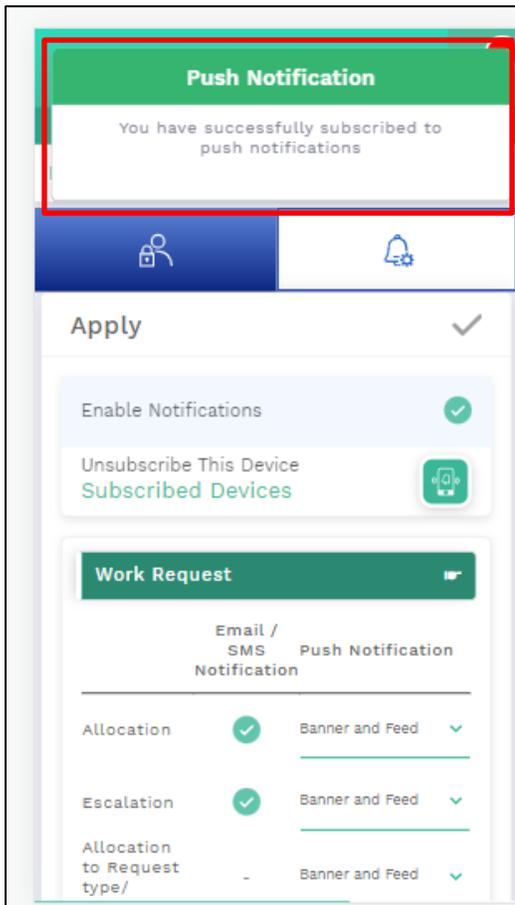
1. Android

- 1.1. Go to Settings > Apps & Notifications > Apps > Choose the web browser you used to launch this application (EX: Google Chrome) > Notifications > Turn on the site URL

2. IOS

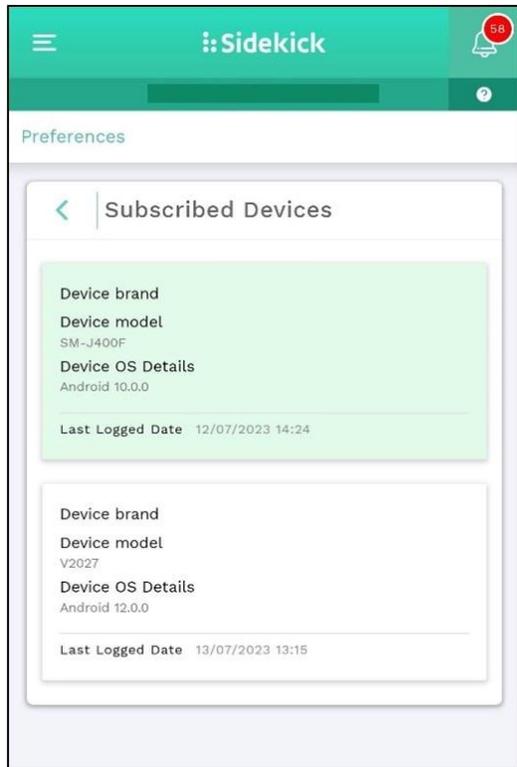
- 2.1. Go to Settings > Notifications > Select the application > Turn on ‘Allow Notifications’

9. Once the device has been successfully subscribed the system will display the following message:



10. Select this icon  to unsubscribe from this device

11. The list of subscribed devices can be viewed by selecting 'Subscribed Devices'



The highlighted device is the one that the user is currently logged in.

The list of subscriber devices is read-only, a given device can only be unsubscribed from the device itself by going to Preferences / Notification Settings.

Note: Due to security restrictions in Chrome, "Device Brand" cannot be identified, additionally the "Device Model Number" for iOS devices cannot be identified

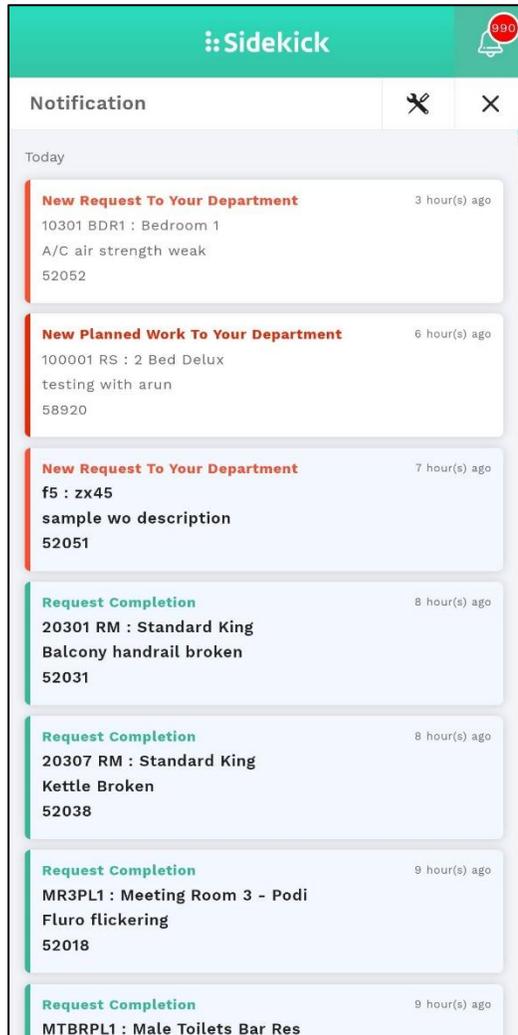
VIEW NOTIFICATION FEED

1. To view all of the notifications which have been received, select this icon

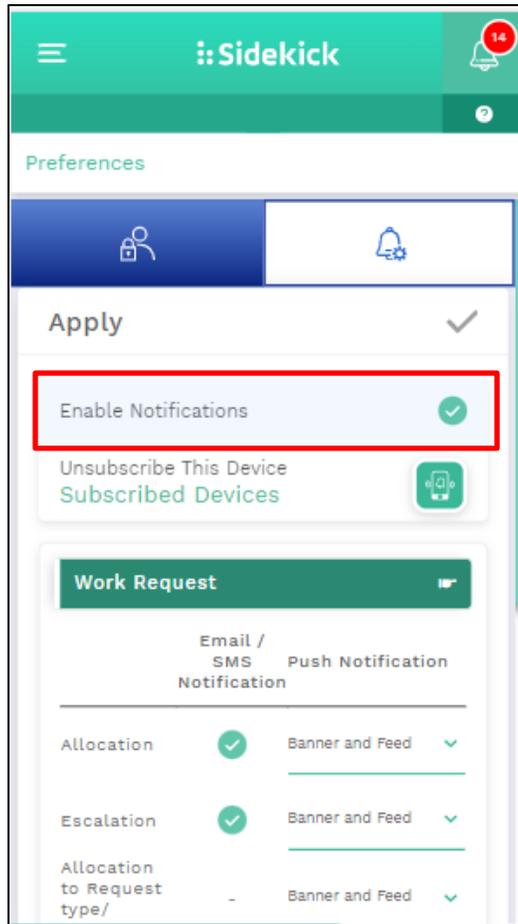


Notification Feed

2. The number of unread notifications will display over the Notifications icon. The notification count will decrease and the background color of a notification will change whenever the notification is selected from the feed



3. In order to receive notifications, notification preferences have to be enabled. “Enable Notifications” is set as "Yes" by default, and can be turned off if preferred



4. Notifications are currently supported only for the following areas
 - Work Requests
 - Planned Work
 - Service Center
5. Depending on user preferences, notifications will be generated as ‘Email/SMS Notifications’ and/or ‘Push Notifications’ on feed and/or banner
6. The feed will only display notifications less than a month old
7. Select the icon  to close the notification feed

SHARED DEVICES

When multiple users share the same device, a user will need to subscribe the device each time they log in, in order to receive their notifications. This will prevent the delivery of unnecessary notifications to multiple users while sharing the same device.