I Am Not Receiving Caregiver Alert Notifications

Inas B. - 2026-11-14 - Troubleshooting

If you are expecting a caregiver alert notification but have not received one, check the following.

1. Make sure you are signed in to the correct account

Open the Vitalist Health app and sign in using the mobile number that received the sharing invitation.

2. Check that the profile is shared with you

Open the app menu and select **All Profiles**. Check whether the person who shared their information with you appears in the list.

If the profile is missing, ask that person to check their Account Sharing settings.

3. Check your phone's notification settings

Make sure notifications are allowed for the Vitalist Health app. Also check whether Do Not Disturb, Focus, or battery-saving settings are preventing notifications.

4. Open the app and check Alerts

Even if a phone notification does not appear, open the Vitalist Health app and check the **Alerts** section for available alert information.

5. Check your internet connection

Your phone needs an internet connection to receive information from the app.

If you still cannot see the expected alert, contact the person who sent it directly if possible. You can also contact Vitalist Support at **support@vitalist.ca** for technical assistance.

Important: A missing notification does not tell you whether the alert was sent, received, or acted upon. The band and app do not guarantee that an alert will reach a recipient. If you believe someone may be in immediate danger, call 911 rather than waiting for an app notification.