I Am Not Receiving Notifications from the App

Inas B. - 2026-11-14 - Troubleshooting

The Vitalist Health app uses your phone's notifications to let you know about certain events, such as low battery alerts and caregiver alert updates.

If you are not receiving notifications, check the following.

1. Check notification permissions

Open your phone's settings and find the Vitalist Health app. Make sure notifications are allowed.

The exact steps may vary depending on your phone.

2. Check whether notifications are silenced

Some phones have settings that silence notifications, such as Do Not Disturb, Focus, or notification schedules. Check whether one of these settings is preventing the app from notifying you.

3. Check the app's battery and background settings

Some phones restrict apps from running in the background to save battery power. These restrictions may prevent the Vitalist Health app from receiving band signals or sending notifications while the app is closed.

On Android, check that the app is allowed to run in the background and that battery restrictions are not preventing it from syncing.

4. Open the Vitalist Health app

Open the app and check whether the information is updating. You can also check the **Alerts** section for caregiver alert activity.

If notifications still do not appear, contact Vitalist Support at **support@vitalist.ca**.

Important: Do not rely only on phone notifications to determine whether a caregiver alert was received or acted upon. Check the alert status in the app and contact the intended recipient directly when needed.