Slack Notifications Troubleshooting

Problem
Notifications are not being sent, or are delayed, to the Slack app on my mobile device.

Mobile Notifications
The Slack mobile app will receive notifications only after 30 minutes of inactivity on the desktop where the desktop app is running or in the browser window where Slack is running.
Manually setting yourself to away does not affect inactivity timing.
Slack won’t send a mobile notification if you’re active on another device.

How Slack determines your availability
Slack automatically determines your availability based on how consistently you’re interacting with the app on your device.

<table>
<thead>
<tr>
<th></th>
<th>You're active when...</th>
<th>You're away after...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop</td>
<td>Slack is open and you're interacting with your computer</td>
<td>30 minutes of inactivity</td>
</tr>
<tr>
<td>Web browser</td>
<td>You're interacting with Slack in your web browser</td>
<td>30 minutes of browser inactivity</td>
</tr>
<tr>
<td>Mobile</td>
<td>Slack is open</td>
<td>You switch apps, close Slack, or lock your screen</td>
</tr>
</tbody>
</table>

Source: https://get.slack.help/hc/en-us/articles/201864558-Set-your-Slack-status-and-availability#availability-in-slack

Solution
Ensure there has been no activity on the computer where the desktop app is running for at least 30 minutes before testing and troubleshooting mobile notifications.
## Troubleshooting steps by app

### Badge notifications are stuck
- Desktop app
- iOS app
- Android app

### Not receiving notifications
- Desktop app (Mac OS)
- Desktop app (Windows)
- iOS app
- Android app
- Browser

### Delayed notifications
- Desktop app
- iOS app
- Android app

Source: https://get.slack.help/hc/en-us/articles/360001559367

### Known issues with Android notifications
- See here and select a specific brand or device

### Related articles

Guide to Slack Notifications

https://api.slack.com/docs/presence-and-status