Slack Notifications Troubleshooting

Problem
Notifications are not being sent, or are delayed, to the Slack app on my mobile 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>Platform</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

- Faculty and Staff Mac Color Printing Through Papercut
- Faculty and Staff Mac Black and White Printing Through Papercut
- Faculty and Staff Windows 10 Printing Through PaperCut
- PaperCut known issue: Macs on Mojave
- WSJ Account Support