

FAQ - Frequently asked Questions

"No registered devices for push notifications were found for this user."

Introduction

Our app sends important information via push notifications.

To ensure these messages are displayed, notification permissions must be enabled in your device's operating system (Android or iOS).

If you tapped "*Don't Allow*" when the app first asked for permission, you can enable notifications later in your device settings.

This guide shows you step by step how to do that.

Enabling Push Notifications on Android

Step-by-Step Instructions

1. Open the **Settings** app on your Android device.
2. Scroll down and tap **Apps** or **Apps & Notifications**.
3. Select our **app** from the list.
4. Tap **Notifications**.
5. Turn on the switch for **Allow notifications**.
6. Make sure that individual notification categories (if displayed), such as *Messages*, *Alerts*, or *Updates*, are also enabled.

Note

Depending on your device manufacturer (Samsung, Xiaomi, Google Pixel, etc.), menu labels may differ slightly.

The procedure, however, remains mostly the same.

Enabling Push Notifications on iOS (iPhone/iPad)

Step-by-Step Instructions

1. Open the **Settings** app on your iPhone or iPad.
 2. Search and Tap **Notifications**.
 3. Scroll down and select our **app** from the list.
 4. Enable the switch **Allow Notifications**.
 5. Choose how you want the notifications to appear:
 - **Lock Screen**
 - **Notification Center**
 - **Banners**
 6. Optional: Enable **Sounds** or **Badges** if you want audio alerts or visual indicators.
-

How Do I Know It's Working?

- The message **“No registered devices for push notifications were found for this user.”** will no longer appear in the portal.
 - After sending a test message from the user settings, you will see a new notification in the app’s notification area.
-

Frequently Asked Questions

Why do I have to enable this manually?

If you deny notification permission the first time the app asks, the app is not allowed to request it again.

This is a security feature of the operating system.

Is it safe?

Yes. Push notifications simply inform you about new content.

We do not access any personal data when you enable notifications.

Revision #3

Created 16 March 2026 14:26:29 by Tobias Scheps

Updated 30 March 2026 14:19:24 by Tobias Scheps