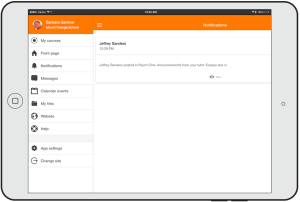
MESD Documentation LMS-46-Automated-alerts-and-notifications

For students and teachers

[](https://docs.moodle.org/403/en/File:12Notifications.png)

Forum post notification

The Moodle app lets you keep up to date with all that's happening in your courses and on the site. Every time you open the app, events are synchronised with the website.

You will receive [Moodle calendar](https://docs.moodle.org/403/en/Calendar) event notifications automatically. If you don't want to get them, you can turn them all off individually (or globally) in the Calendar events options in the main menu.

You will also receive notifications of messages, forum posts, submitted assignments etc. (known as 'push notifications') if your site administrator has enabled these. To receive these notifications you need to enable them EITHER via the app OR via the website.

To enable mobile notifications via the app:

1. Go to the app settings then Notification preferences
2. Move the slider so that disable notifications is off
3. Move the slider to turn on notifications for assignment, feedback, forum etc. as required

To enable mobile notifications via the website:

1. Go to your user menu (top right of each page) and select Preferences
2. Click the link 'Notification preferences'
3. Click to turn on notifications for assignment, feedback, forum etc. as required

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| [https://docs.moodle.org/403/en/images_en/thumb/9/99/notification_preferences_app.png/300px-notification_preferences_app.png](https://docs.moodle.org/403/en/File:notification_preferences_app.png)  Notification preferences in the app | [https://docs.moodle.org/403/en/images_en/thumb/6/68/notification_preferences_web.png/300px-notification_preferences_web.png](https://docs.moodle.org/403/en/File:notification_preferences_web.png)  Notification preferences on website |

For administrators

Push notifications can be enabled by an administrator by connecting their Moodle site to a messaging server such [https://messages.moodle.net](https://messages.moodle.net/) (available for [registered Moodle sites](https://docs.moodle.org/403/en/Site_registration) only). An access key can be obtained via *Site administration > General > Messaging > Notification settings*; be sure the 'Mobile' is enabled and then click the link to settings, on the next page select *Request access key*

Event Reminder

As administrator, navigate to ‘My courses’ and click ‘More’. In the more button, click reminders and there you can set reminders for activities and etc.

Encrypted Push Notifications

Encrypted push notifications are available in Moodle LMS 4.1.4 and later, and in Moodle App 4.2 and later.

To enable encrypted push notifications, go to Site administration > Messaging > Mobile and select ‘Encrypt notifications’.

When encrypted notifications are enabled, any information or data in the notifications that could potentially identify a user is encrypted using the Curve25519/X25519 encryption algorithm. This guarantees full compliance with GDPR for organisations that want to prevent their data from being transmitted without encryption through any processing server.

The generated key pair (public and private) used to encrypt notifications is securely stored in the keystore or keychain of each device that receives notifications from your site.

**Limitations of encrypted push notifications**

* At least Android 8 or iOS 13 are required on devices receiving notifications. Older versions of these systems are not supported.
* Rich push notifications (notifications with media attachments) are not supported.
* Some notifications may not redirect to the appropriate page or section within the app.
* If the size of the notification content is too big, it will be replaced with the message ‘Tap to view text’.
* For iOS devices only: If the Moodle App is not in the background or foreground of devices, some notifications might not be received. This is a native iOS limitation and is based on a number of factors, such as devices’ CPU usage, notifications’ priority level (data-only messages are considered ‘low priority’ by iOS), battery level, etc. You can read additional technical information in this discussion: <https://github.com/firebase/flutterfire/issues/9300>.

**Troubleshooting**

* After upgrading your Moodle site to a version that supports encrypted push notifications (Moodle LMS 4.1.4 or later), it’s important to note that your users will only start receiving encrypted notifications once they access your upgraded site through their Moodle App for the first time.
* To verify if a device supports encrypted push notifications, follow these steps:

1. Open the Moodle App and access the 'More' menu (represented by three dots).
2. Select 'App settings' and then choose 'About'.
3. On the 'About' page, tap on the App version (Moodle Mobile X.X) at the bottom.
4. A new page titled 'Device info' will appear.
5. Scroll to the bottom of the 'Device info' page to locate the section ‘Encrypted push notifications supported.’

Please note that this indicates whether a device can support encrypted push notifications, but it doesn’t necessarily mean that they have been enabled on a specific Moodle site.

Testing push notifications

To test push notifications:

1. Ensure that mobile notifications are enabled (as described above).
2. Go to a course and create a forum with forced subscription.
3. Log in as a student and create a new discussion in the forum.
4. As the same student, log in on the mobile app, go to App settings > Notification preferences > Forum and enable all the notifications.
5. In the same page, check that at the top of the page you see "You are configuring Mobile notifications". If it says "You are configuring notifications for web (or email)", switch to mobile via the three dots menu at the top right.
6. In the same page, tap the three dots menu (top right), go to Configure devices and check that your current device is enabled.
7. Now, put the Moodle Mobile app in background (switching to a different app or going to your device home).
8. Log in to the site (on the web) and post a reply to the discussion started by the student, ticking the option "Send forum post notifications with no editing-time delay".
9. Verify that the student receives a push notification on their mobile device.