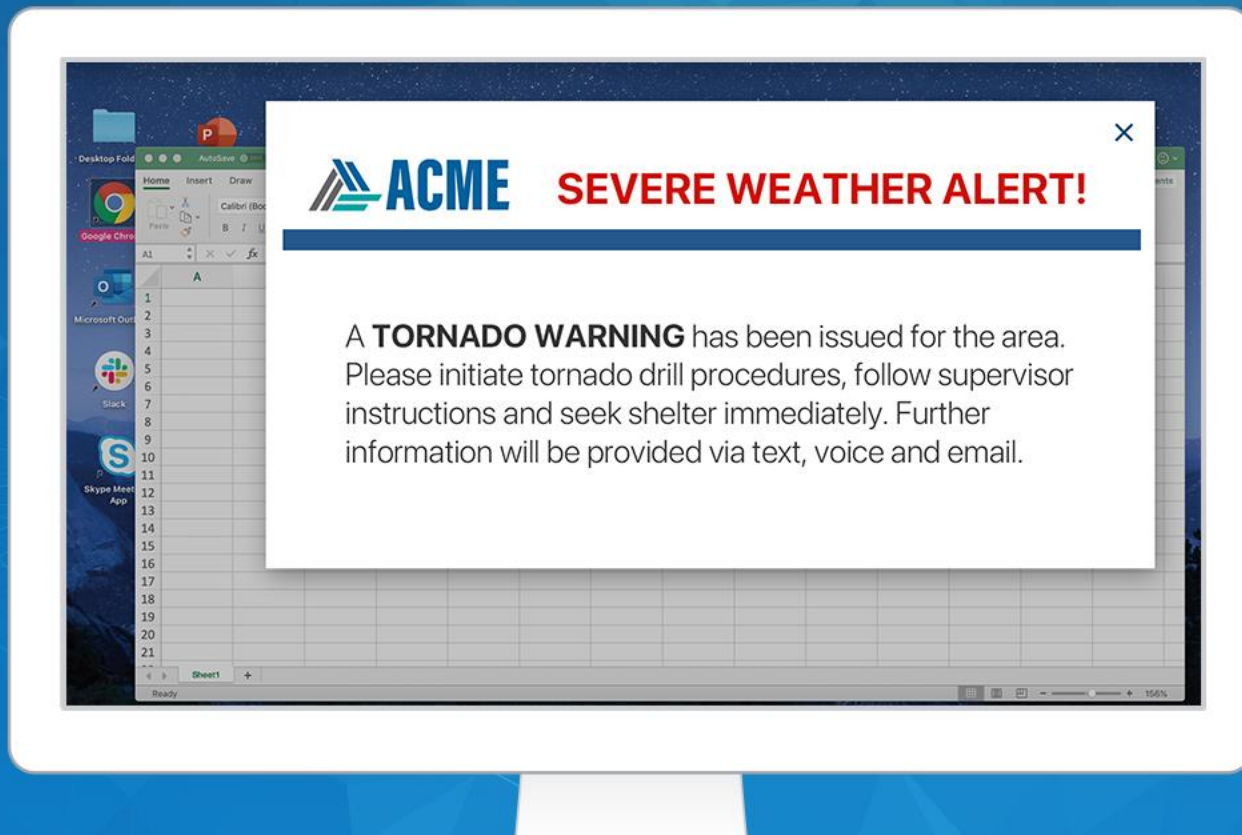


# Rave Notifier

## Desktop Notifications



**RAVE**  
MOBILE SAFETY

## Rave Notifier

### Desktop Client Installation Guide for Mac O.S.

December 6, 2021

[See the most recent version of this document here](#)

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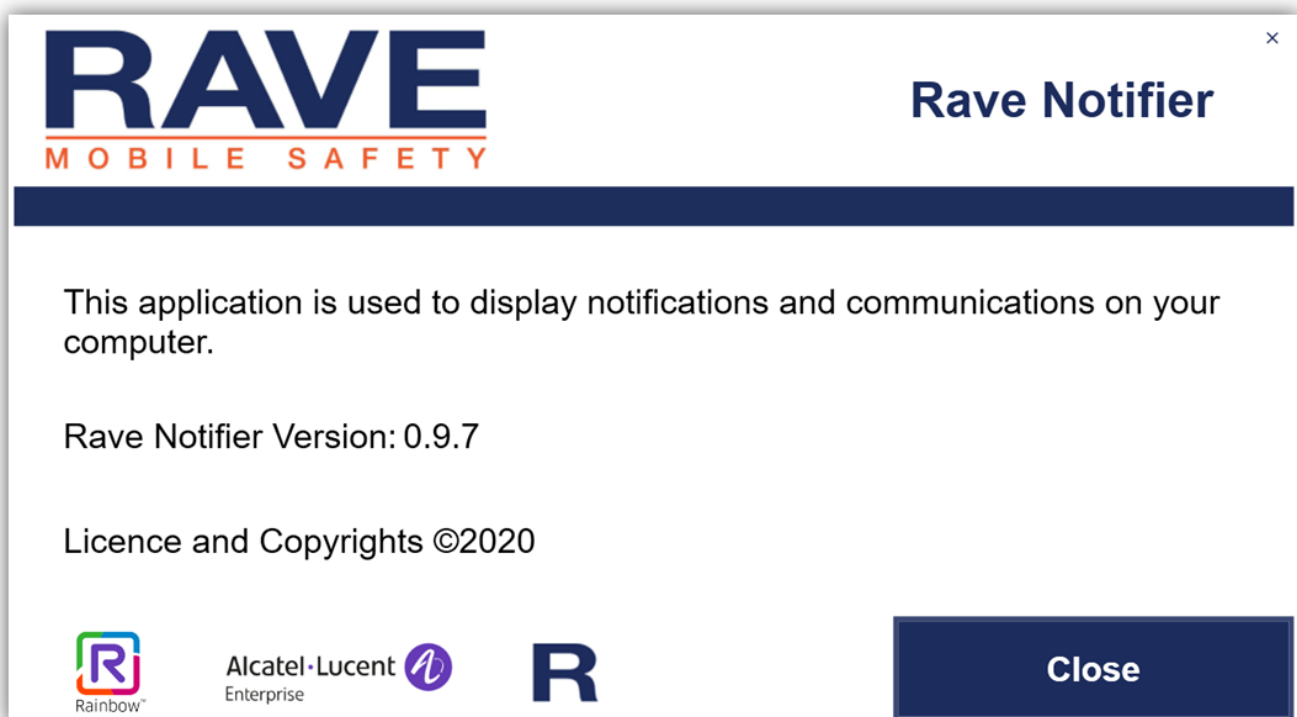
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# Rave Notifier Overview

Rave Notifier is a system that allows your organization to send urgent messages to desktop computers. Your organization can launch messages from a dashboard alongside other delivery modes like SMS, email, and phone calls.

To receive and display Rave Notifier messages, each desktop device associated with your company must have the Rave Notifier Desktop Client installed.

Once installed on a computer, the Rave Notifier Desktop Client runs in the background to check for incoming alerts. When your organization sends an alert, Rave Notifier automatically pops open displaying it.



# Install the Desktop Client

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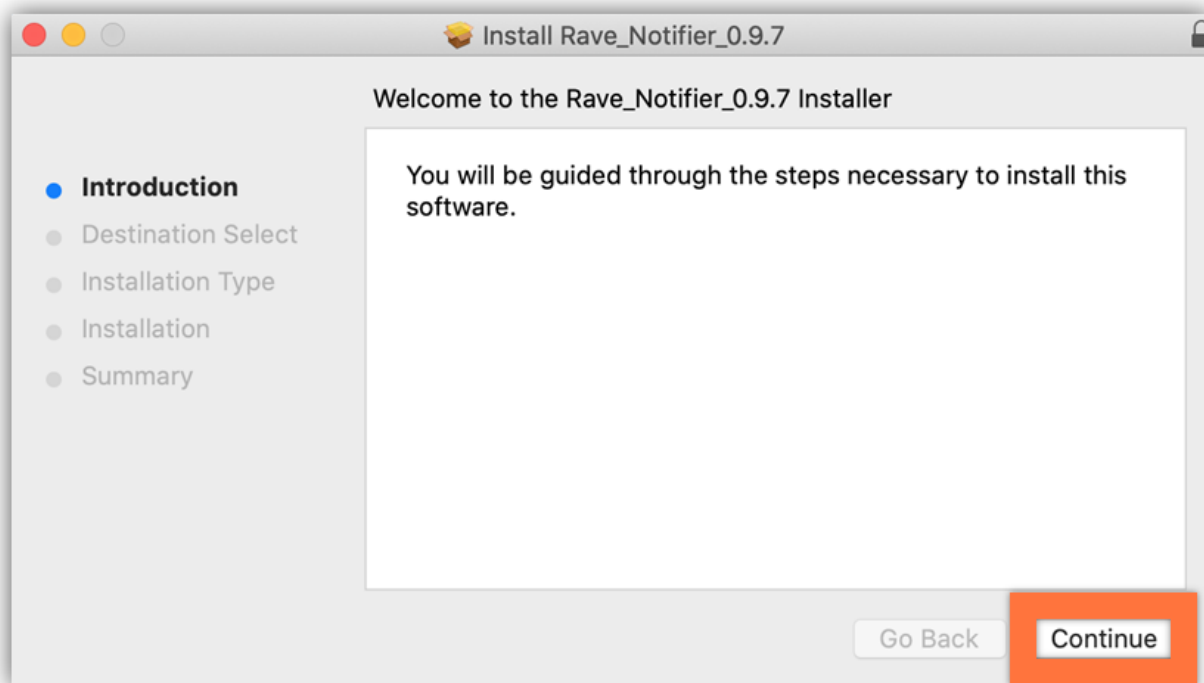
To install the Rave Notifier Desktop Client, you will need:

1. The installation file
2. Your organization's activation key

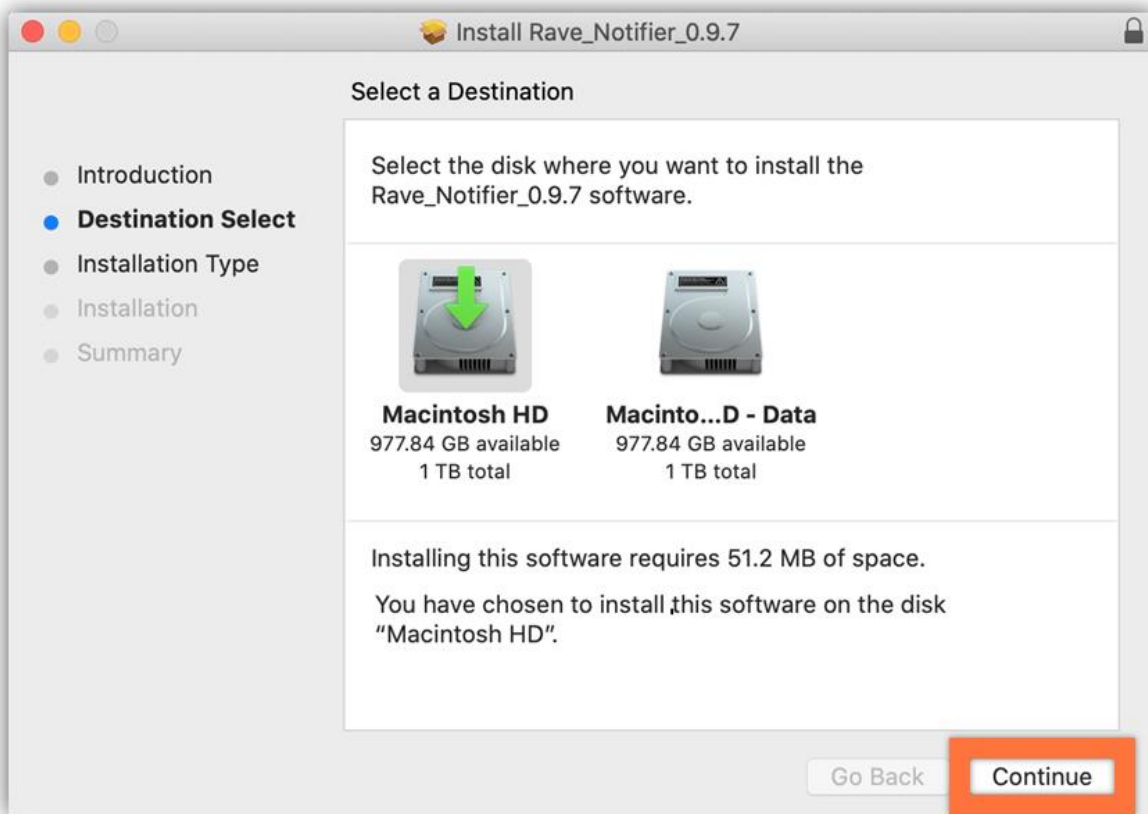
Rave Mobile Safety provided the file and this information to your administrator when your organization purchased Rave Notifier.

To install the Rave Notifier Desktop Client:

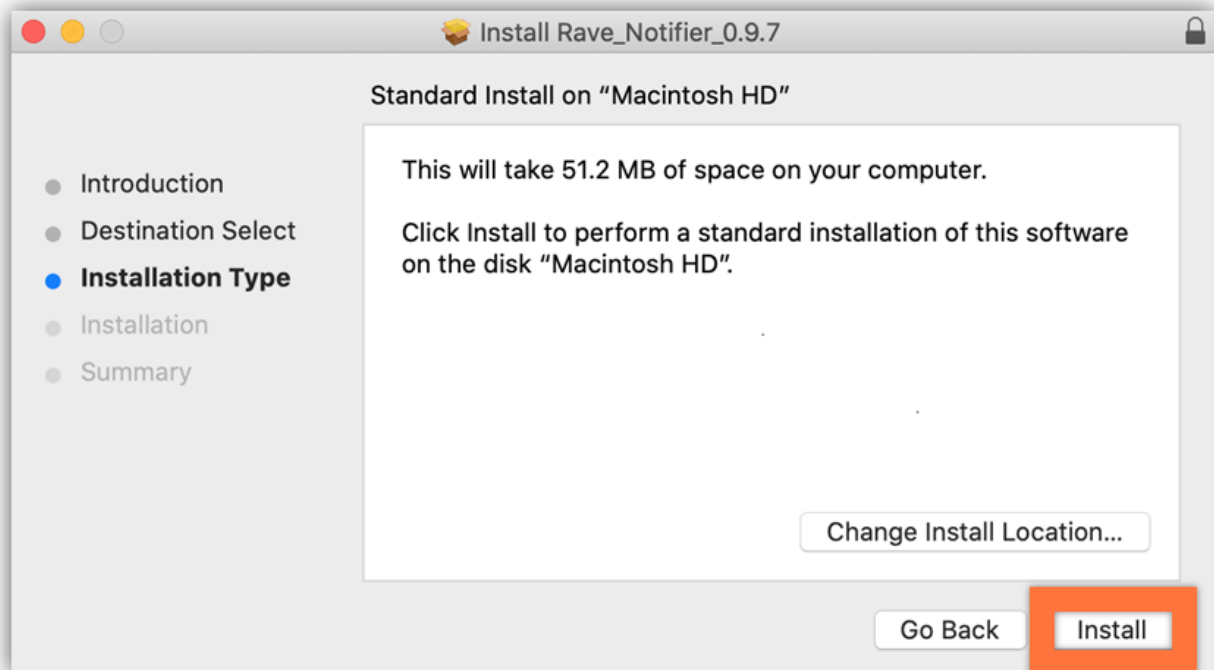
1. Download the installation file to the machine. You probably received this file in an email from your organization administrator.
2. Double click on the file to open it. The Install window opens.
3. Select the Continue button.



4. Select Continue or select a new destination to install the file.

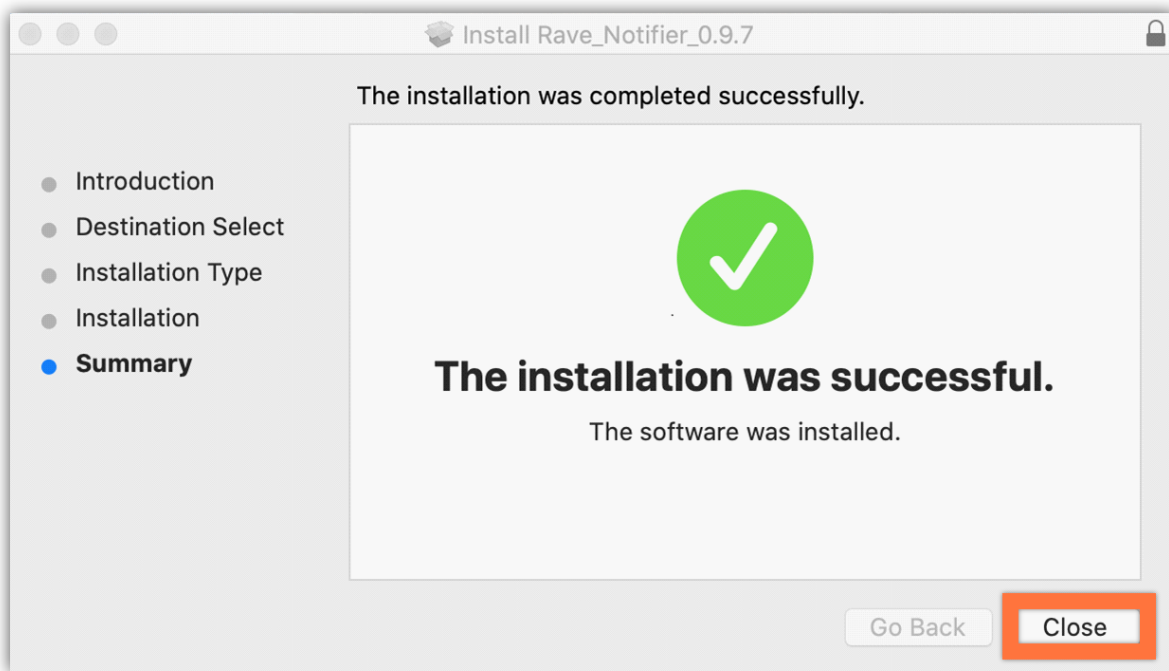


5. Select the Install button on the Installation Type page.

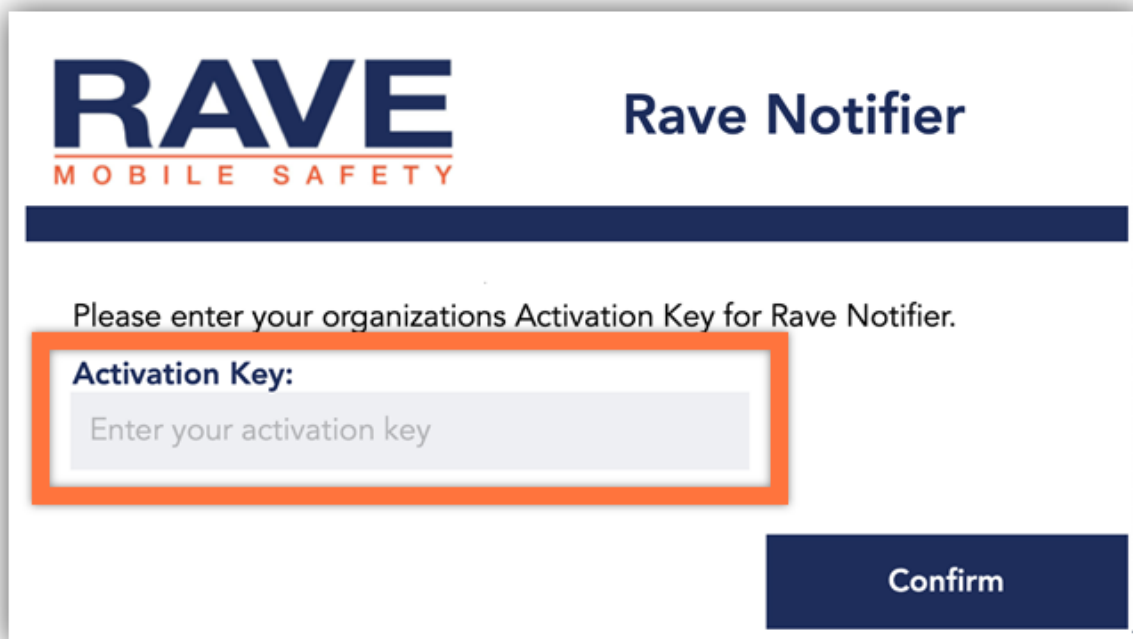


The Summary page opens when the install finishes.

6. Select the Close button.

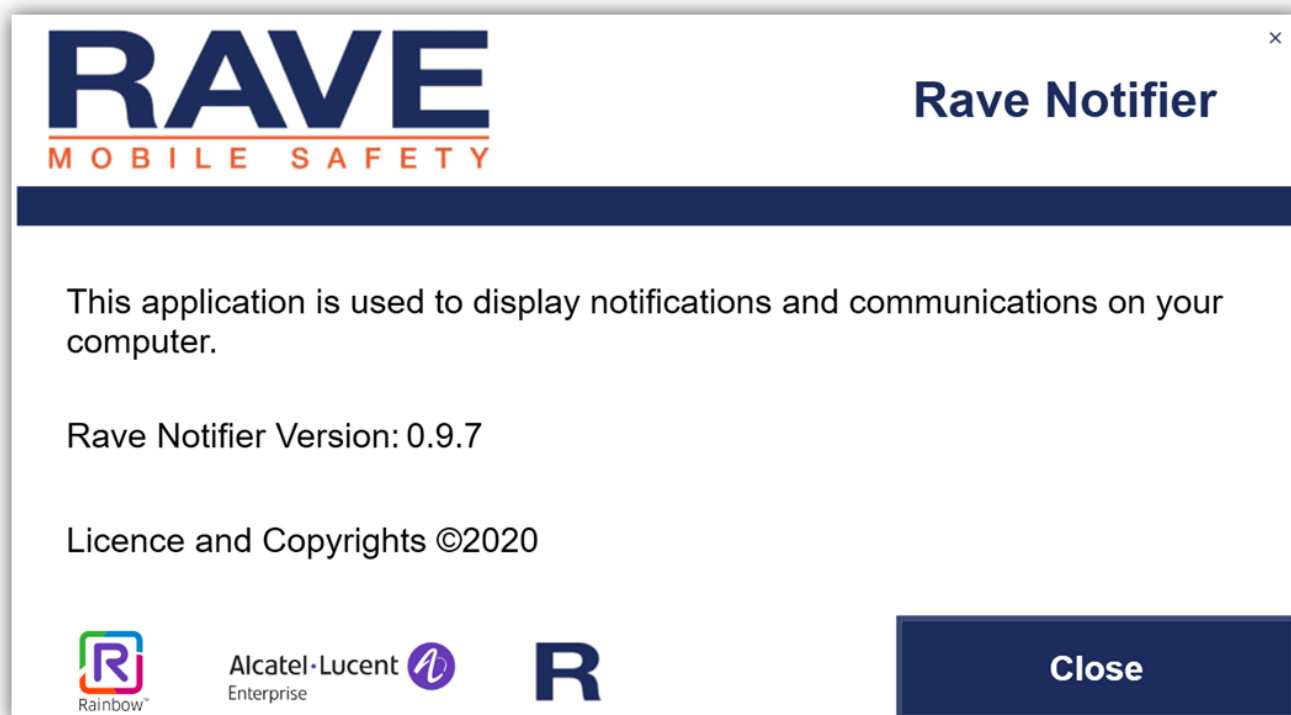


7. Open Rave Notifier.
8. Enter your organization's activation key in the Activation Key field.



9. Select the Confirm button.

This instance of Rave Notifier is now installed and ready to receive alerts!

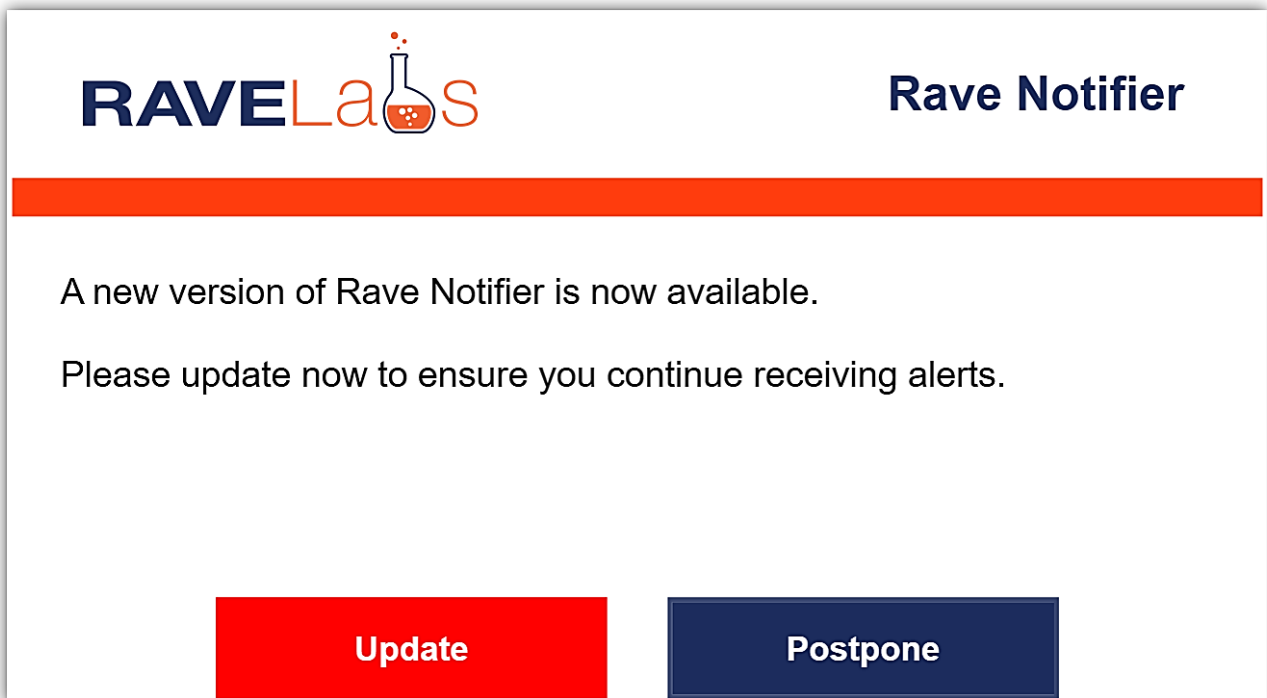


# Update the Desktop Client with New Versions

If your organization chooses to enable it, Rave Notifier will automatically prompt you to update when new versions become available.

Once you receive an update prompt, to update Rave Notifier:

1. If you are ready to update now, select the **Update** button.
2. When prompted by your device operating system, select the **Ok** button.
3. Rave Notifier installs updates to your client.



4. If you are not ready to update yet, select the **Postpone** button. You can postpone the update for an hour if now is not a good time. Rave Notifier will prompt you to update again once the postponement period ends.

## *You Can Postpone Multiple Times – For Up to 12 Hours*

The client supports multiple postponement periods if needed. However, you must update your client within 12 hours of your first postponement.



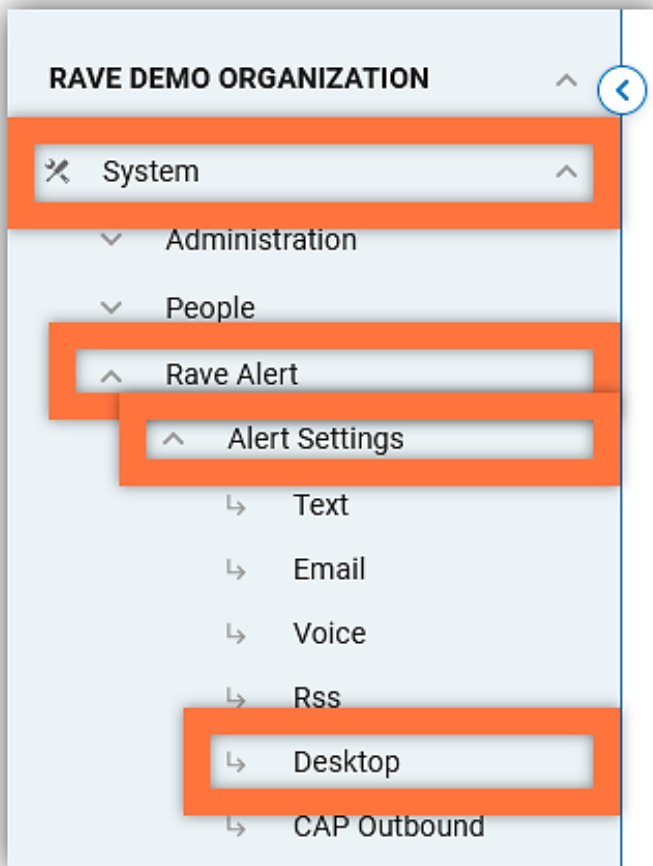
# Admin Tools – Retrieve Your Activation Key

Whether your IT team or your end users install desktop notifier software for your organization, they will need your unique activation key.

Rave provides each organization who purchases Rave Notifier with an activation key that tells the Desktop Client to listen for alerts sent from your domain of Rave Alert.

To retrieve your activation key for Rave Notifier:

1. Log in to Rave Alert.
2. Open the System section, Rave Alert subsection.
3. Open the Alert Settings menu, Desktop page.



4. Find the Desktop Settings section.
5. Copy the Activation Key from the blue box.

The screenshot displays the RAVELaos web interface. On the left is a sidebar for 'RAVE DEMO ORGANIZATION' with a tree view containing 'System', 'Administration', 'People', 'Rave Alert', 'Alert Settings', 'Text', 'Email', 'Voice', 'Rss', 'Desktop' (highlighted), and 'CAP Outbound'. The main content area has a top navigation bar with 'SYSTEM', 'Administration', 'People', and 'Rave Alert' dropdowns. Below this, the 'Alert Settings' section is active, showing 'Desktop Settings'. A blue box with an orange border highlights the 'Client auto-update: On' status and a callout box containing the text: 'Download the latest client software: Windows | Mac' and 'Activation Keyword: 5b6dd856f3434e68980bc076bb5f87c7'. Below the settings is a 'Desktop Collections' section.

# Admin Tools –

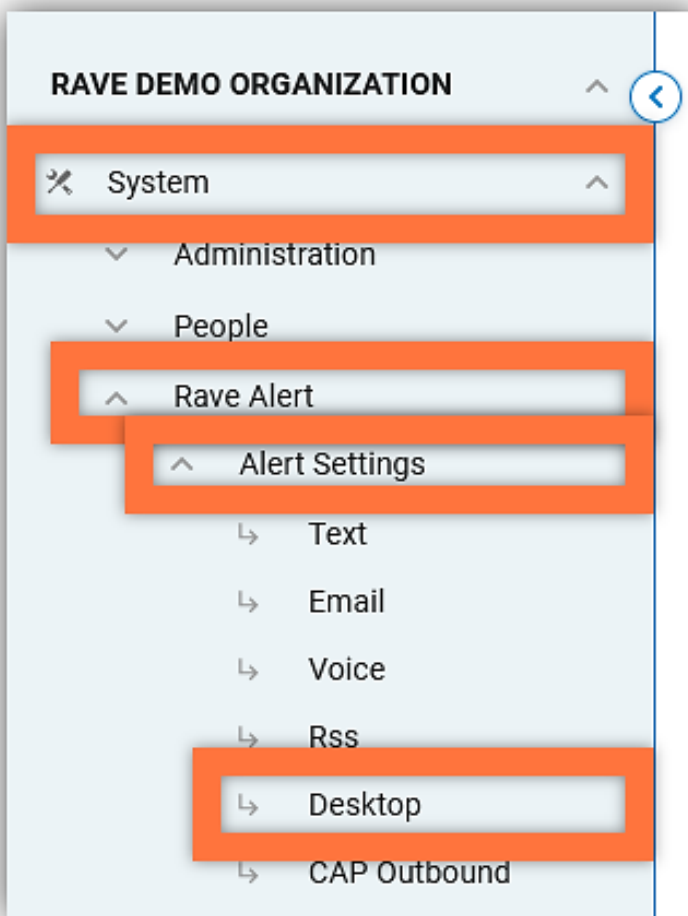
## Download the Desktop Client

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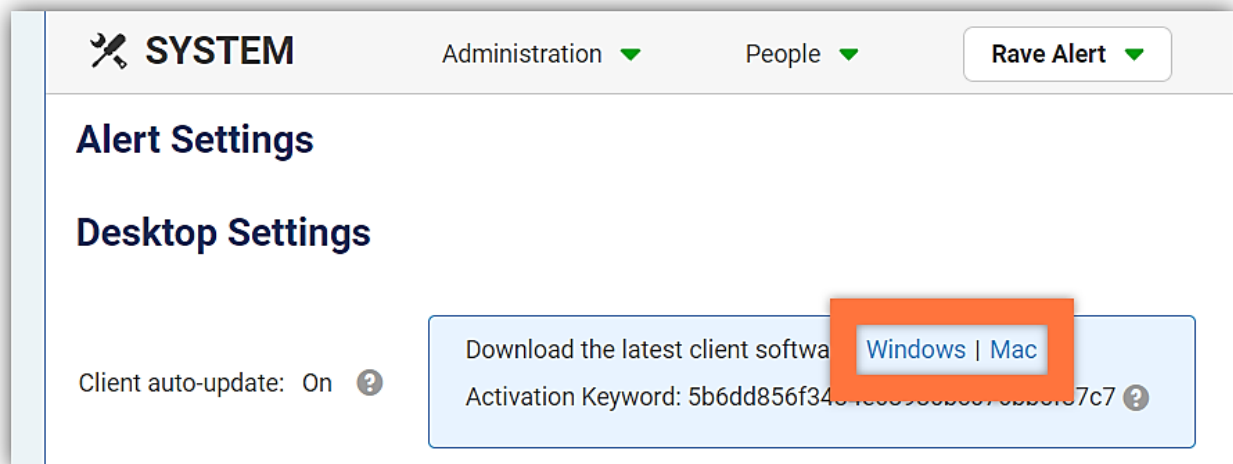
Credentialed administrators can download the current version of the Rave Notifier Desktop client directly from the Rave Alert mass notification system.

To download the desktop notification client:

1. Log into Rave Alert.
2. Open the System section, Rave Alert subsection.
3. Open the Alert Settings menu, Desktop page.



4. Find the Desktop Settings section.
5. Select the download link for your device's operating system. Rave Notifier supports Windows and Mac OS options. Your device opens download options.



6. Select the Download button.

### *Some People at Your Organization Who Set Up Rave Notifier May Not Have Rave Alert Logins*

Rave Notifier requires installation on all devices you want to receive alerts. This may involve your IT team or other team members who do not routinely access Rave Alert.

You can consider giving these team members limited access to Rave Alert using role-based access controls.

Or you can download the client using these steps and provide it to them outside of Rave Alert.