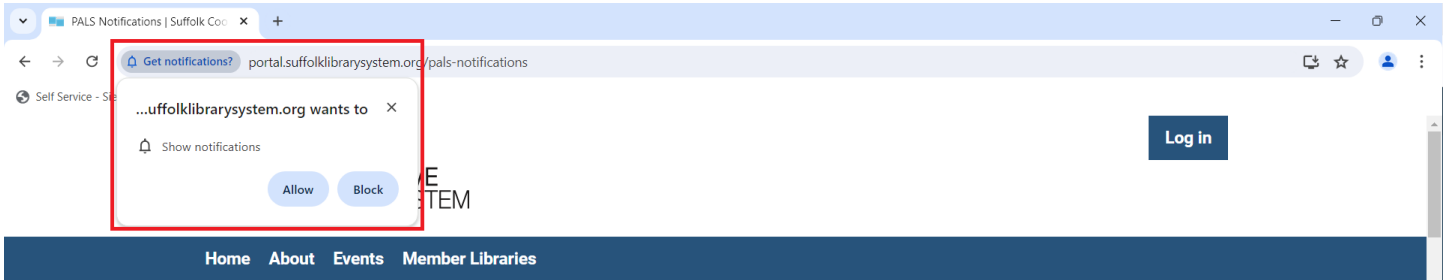


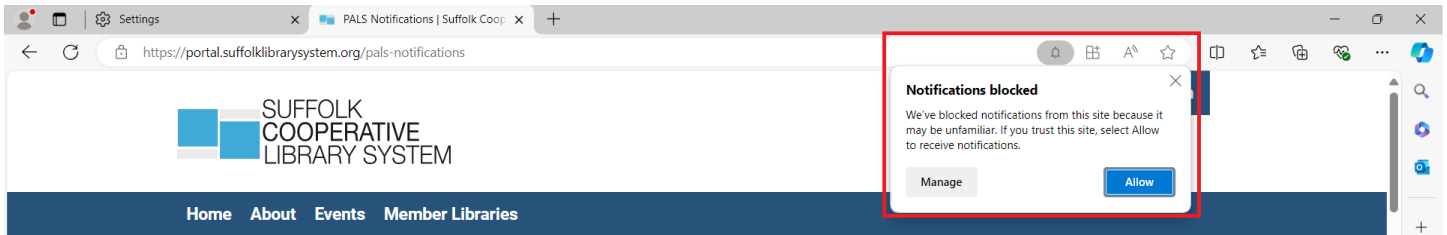
# Check That Notifications Are Allowed In Your Browser:

If you are trying to subscribe to notifications on a web browser and nothing seems to happen after you click subscribe on the pop-up or when you click on the bell, check the URL bar for a little bell icon (Chrome/Edge) or a dialog box icon (Firefox). Clicking on that will give you the option to allow notifications for the web page.

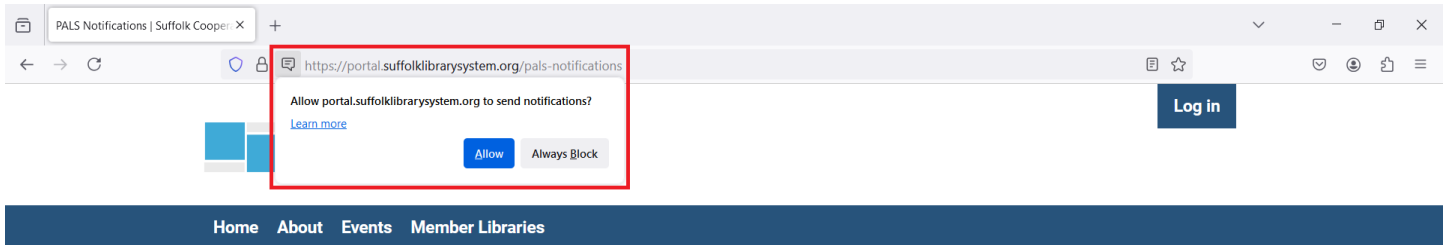
## Chrome:



## Edge:

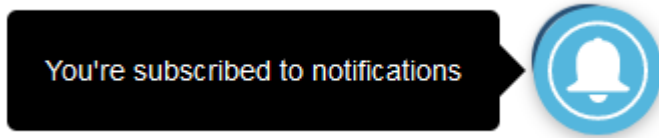


## Firefox:



# Check That Notifications Are Allowed In Your Browser:

On the [PALS Notifications page](#), mouse over the bell icon in the bottom right side of the page. You should see a message that says “You’re subscribed to notifications”.

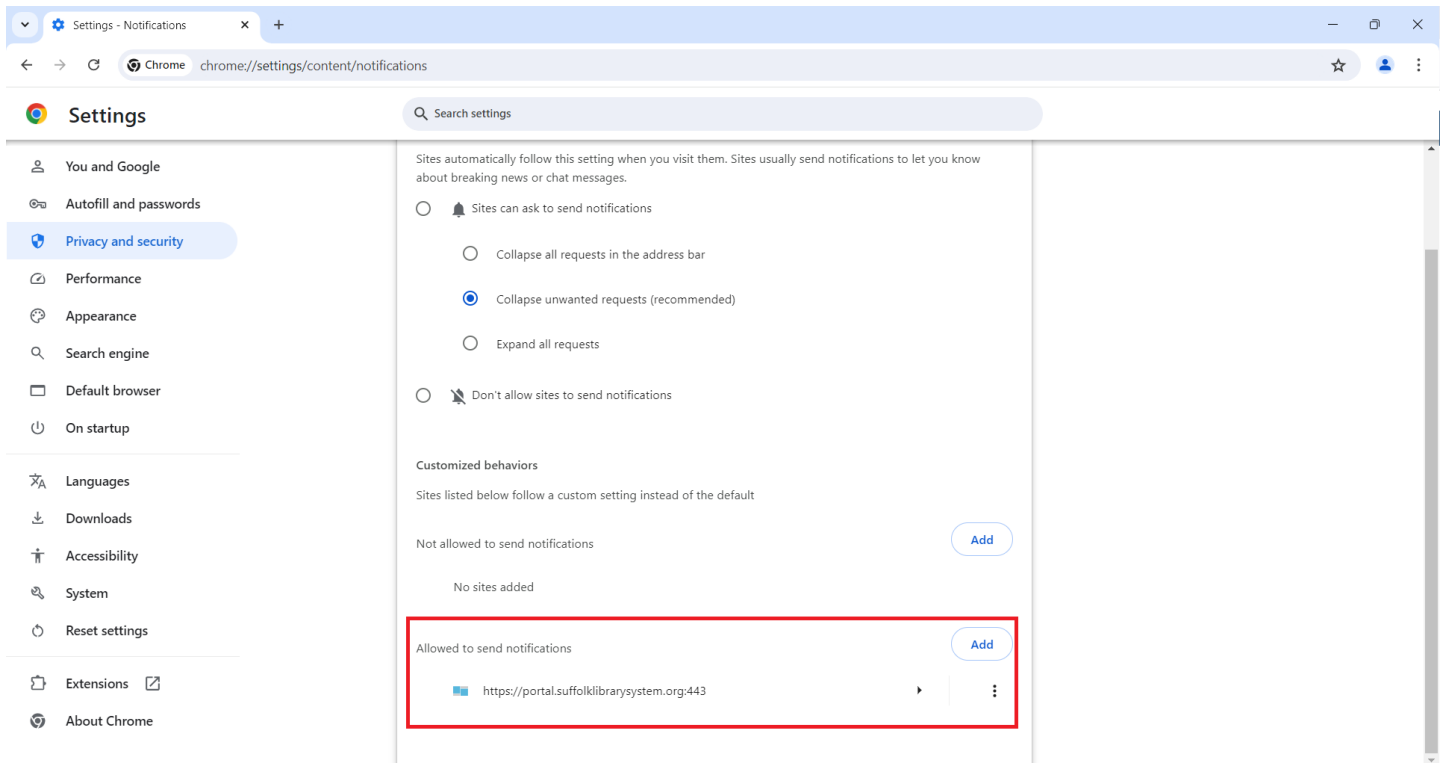


If you see “Subscribe to notifications” instead, you are not currently subscribed and should follow the steps listed on the PALS Notifications page.

If you do see the message that says “You’re subscribed to notifications”, next you should check your browser’s notifications settings to see that notifications are allowed.

## Chrome:

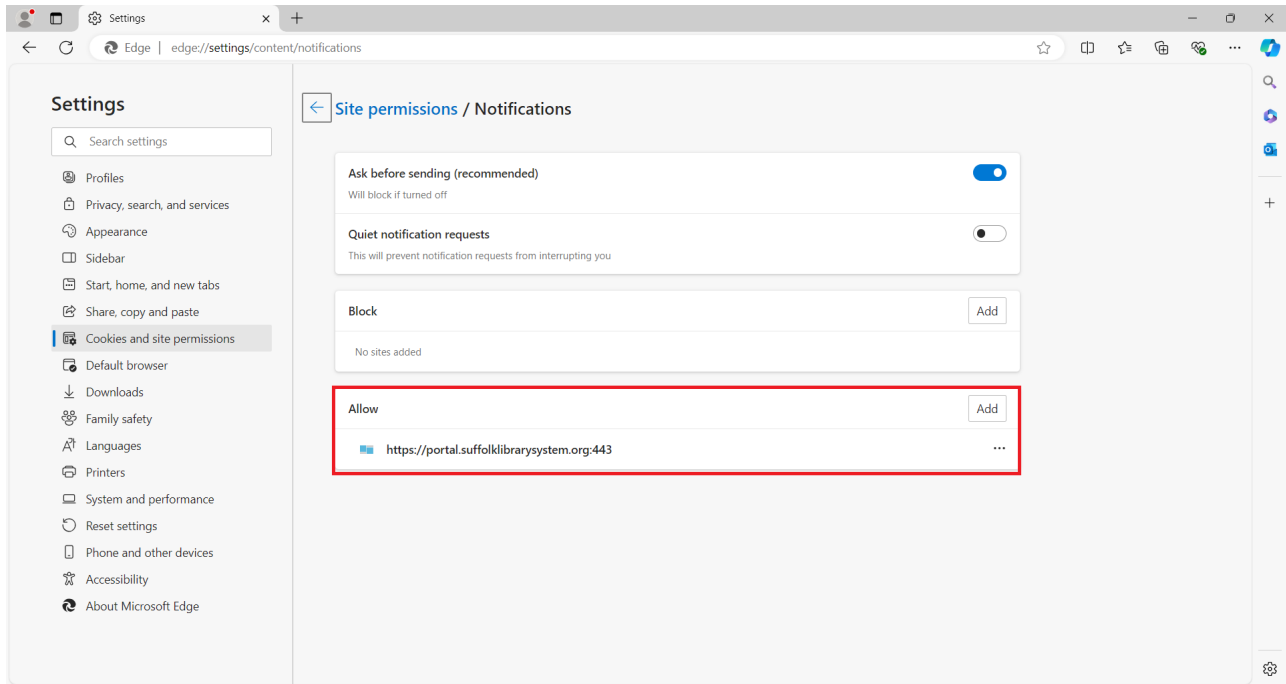
Go to Settings —> Privacy and security —> Site settings —> Notifications. In the section that says “Allowed to send notifications”, you should see <https://portal.suffolklibrarysystem.org/>



# Check That Notifications Are Allowed In Your Browser:

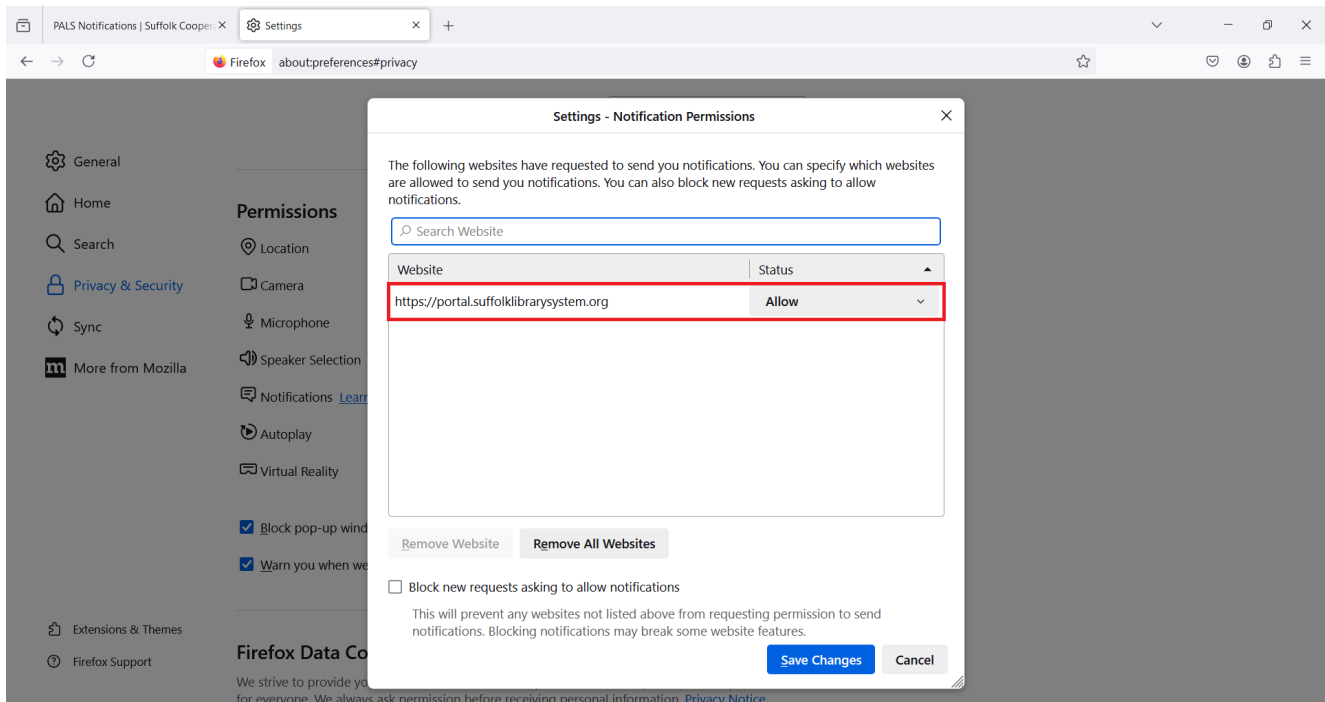
## Edge:

Go to Settings —> Cookies and site permissions —> Notifications. In the section that says “Allow”, you should see <https://portal.suffolklibrarysystem.org/>



## Firefox:

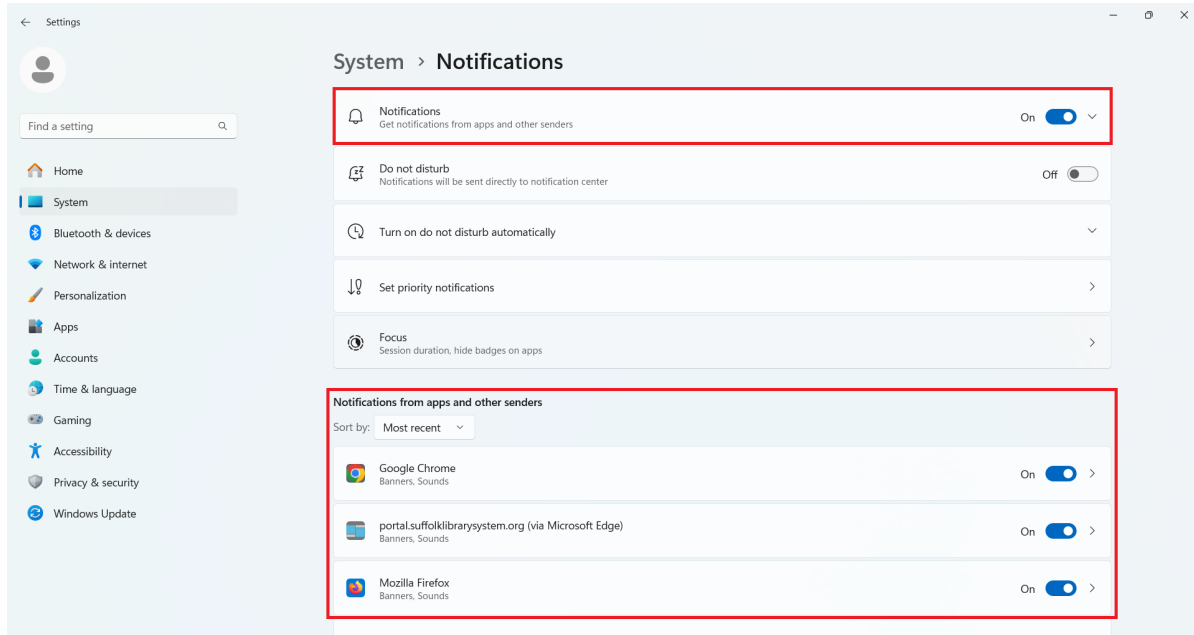
Go to Settings —> Privacy & Security —> Permissions —> Notifications. You should see Status set to “Allow” for <https://portal.suffolklibrarysystem.org/>



# Check That Notifications Are Allowed In Windows:

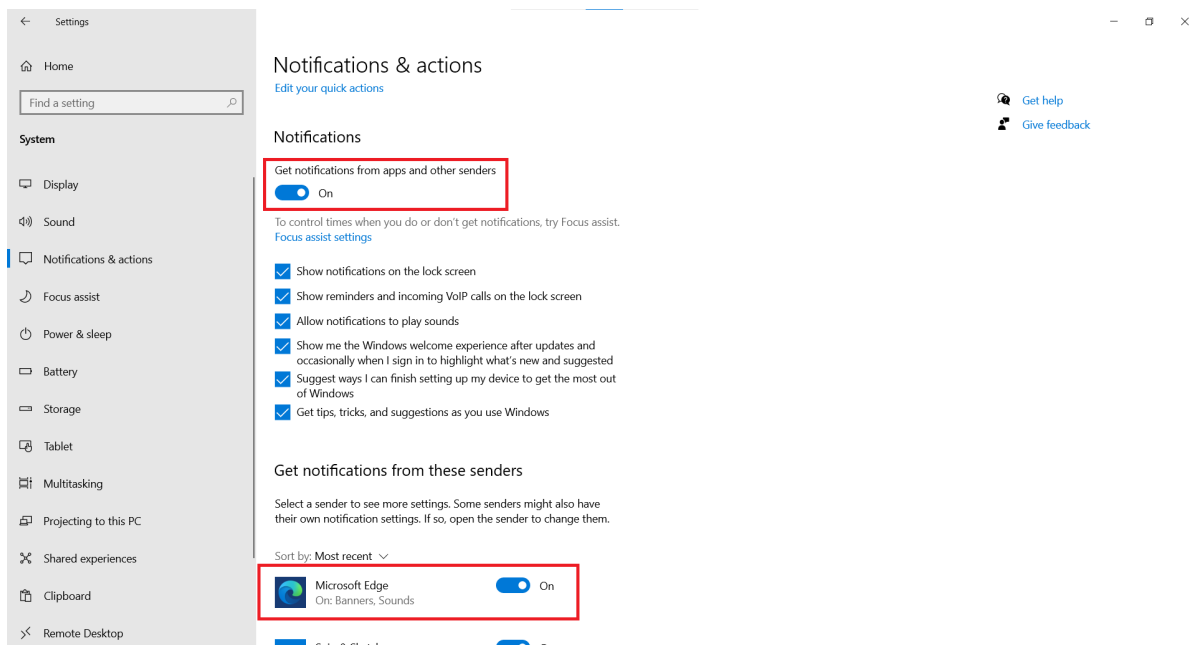
## Windows 11:

Open Windows 11 Settings App. Go System —> Notifications. Make sure that Notifications are set to “On”. In the section that says “Notifications from apps and other senders”, make sure that the web browser that you subscribed to is listed there and set to “On”. If you are using Edge, it will be listed there as portal.suffolklibrary.org (via Microsoft Edge)



## Windows 10:

Open Windows 10 Settings App. Go to System —> Notifications & actions. Make sure that “Get notifications from apps and other senders” is enabled. In the section that says “Get notifications from these senders”, make sure that the web browser that you subscribed to is listed and set to “On”.



## Additional Testing:

We can do additional testing for you on specific computers or all computers that we can find that are tied to your library's IP address.

If you want to test an individual computer you will have to navigate Web Developer Tools (You can open this by pressing F12 or right-clicking the page and clicking "Inspect").

### Chrome or Edge:

Open the [PALS Notifications page](https://portals.suffolklibrarysystem.org/pals-notifications). Open Web Developer Tools by pressing F12 or right-clicking the page and selecting "Inspect". Go to the "Application" Tab. Under "Storage" on the left panel, select IndexedDB —> ONE\_SIGNAL\_SDK\_DB —> Options. Make sure that isPushEnabled and lastOptedIn are set to "true". Send us the value of lastPushID.

The screenshot shows the PALS Notifications page in a web browser. The page has a 'Subscribe' button. The Chrome DevTools Application tab is open, showing the IndexedDB database 'ONE\_SIGNAL\_SDK\_DB'. The 'Options' object is selected, and a red box highlights the following properties:

Key (Key path "key")	Value
0	{key: 'isPushEnabled', value: true}
1	{key: 'lastOptedIn', value: true}
2	{key: 'lastPushID', value: '1ac578c-78b4-46f9-a499-1005744d8339'}

# Additional Testing:

## Firefox:

Open the [PALS Notifications page](https://portal.suffolklibrarysystem.org/pals-notifications). Open Web Developer Tools by pressing F12 or right-clicking the page and selecting “Inspect”. Go to the “Storage” Tab. On the left panel, select IndexedDB —> ONE\_SIGNAL\_SDK\_DB —> Options. Make sure that isPushEnabled and lastOptedIn are set to “true”. Send us the value of lastPushID.

The screenshot shows the PALS Notifications page in a Firefox browser. The page title is "PALS Notifications" and it includes a "Log in" button. The page content describes the push notification system and provides instructions for desktop notifications. The Web Developer Tools (F12) are open, and the "Storage" tab is selected. In the left sidebar, the "IndexedDB" database is expanded, showing the "ONE\_SIGNAL\_SDK\_DB" database. The "Options" object is selected, and its contents are displayed in the main pane. The "Options" object contains several properties, including "isPushEnabled", "lastOptedIn", and "lastPushID". The "lastPushID" property is highlighted with a red box, and its value is "c661a6a8-3e11-41b4-bb92-6502353b5b64".

Key	Value
isPushEnabled	{ "key": "isPushEnabled", "value": false }
lastOptedIn	{ "key": "lastOptedIn", "value": false }
lastPushID	{ "key": "lastPushID", "value": "c661a6a8-3e11-41b4-bb92-6502353b5b64" }
lastPushToken	{ "key": "lastPushToken", "value": "https://updates.push.services.mozilla.com/wpush/v2/gAAAAABnmBKW5WdmpcQIE57cYK8ky2N7Y7CmIDCgP1vWVG6Vx4terUj3mM9QTMn67TtWYnqLcccQAffFzOGK3unU-hGKRpPgtHIEZolVvwlshdtkTGC3MStaVpd5VyyV6m32AuDKSYB49PjEYCLan..." }
notificationClickHandlerAction	{ "key": "notificationClickHandlerAction", "value": "navigate" }
notificationClickHandlerMatch	{ "key": "notificationClickHandlerMatch", "value": "exact" }
notificationPermission	{ "key": "notificationPermission", "value": "granted" }
optedOut	{ "key": "optedOut", "value": true }
pageTitle	{ "key": "pageTitle", "value": "PALS Notify" }
persistNotification	{ "key": "persistNotification", "value": true }
previousExternalId	{ "key": "previousExternalId", "value": "" }
previousOneSignalId	{ "key": "previousOneSignalId", "value": "eb384fc-5d7c-4878-b4db-5603da65d5f8" }
promptDismissCount	{ "key": "promptDismissCount", "value": 1 }
subscriptionCreatedAt	{ "key": "subscriptionCreatedAt", "value": "172165383181" }
webhooks cors	{ "key": "webhooks cors", "value": false }
webhooks.notification.clicked	{ "key": "webhooks.notification.clicked", "value": false }
webhooks.notification.dismissed	{ "key": "webhooks.notification.dismissed", "value": false }
webhooks.notification.willDisplay	{ "key": "webhooks.notification.willDisplay", "value": false }

## Other Things to Consider:

- Are there multiple profiles set up on your web browser? The profiles that subscribed to the system must be running for the notification to come through.
- Was the web browser running when the notification was supposed to come through? The notification will only come through if the browser is running. Note that if you open the browser for a period of time after the notification was sent out (usually 3 days), you should get the notification.
- Are there multiple Windows user profiles on the computer? The Windows profile that was used to subscribe must be logged in to get the notification. If you use multiple Windows logins per computer, you may wish to have each person subscribe individually.
- If you use the same Windows profile across multiple computers on the same network, the subscription may or may not carry over between computers. Whether or not the subscription will carry over between computer will depend on how your network's Active Directory handles User AppData.
- If your network has network-wide ad-blocking or tracker blocking, you may want to allow traffic from onesignal.com through so you aren't accidentally blocking our notifications.
- Is your web browser not showing up in the Windows Notifications settings page under "Notifications from apps and other senders"? Try turning off Notifications, check for Windows update, and restart the computer. Once you restart and turn Notifications back on, hopefully the browser will show up correctly.
- If you have tried the troubleshooting steps and no notifications are coming through, you may wish to clear all site data for portal.suffolklibrarysystem.org (Cookies, Cache, etc.) and try again from the beginning.
- If none of these steps are working for you, open a ticket with the [SCLS Helpdesk](#).