

How to Enable Push Notifications on Mobile for the JSM Portal

This article tends to help clients in enabling Push Notification on Mobile for JSM Portal.

Before you start with **Step-by-step guide** please make about the following:

1. If your organization has a firewall, you need to open the following ports: **5228**, **5229**, and **5230** to unlock this feature (You can refer to this link for further details [FCM Ports](#)), these Ports are used by [FCM \(Firebase Cloud Messaging\)](#).
2. You need to have admin access on your Jira Instance.

Step-by-step guide

From your Jira Instance:

1. Login with your Admin account.
2. Navigate to Manage apps.
3. Select **Push Notification Configuration** from **Mobile for JSM Portal** section
4. Make sure that Notification feature is enabled for the needed projects (if not enable it, kindly click on the checkbox to enable it as shown in the below image):

The screenshot shows the Jira Administration interface. In the left sidebar, under 'MOBILE FOR JIRA SERVICE DESK PORTAL', the 'Push Notification Configuration' link is highlighted with a red arrow. The main content area shows a table of projects with their notification settings. A brown arrow points to the 'Enable/Disable Push notifications' checkbox in the table, which is currently checked. The table lists several projects, all of which have their notification settings enabled.

Name	Key	Enable/Disable Push notifications	Actions
AdminPortal	AD	<input checked="" type="checkbox"/> Enabled	Configure Notification Scheme
Basic	BAS	<input checked="" type="checkbox"/> Enabled	Configure Notification Scheme
IT Service Desk	ISD	<input checked="" type="checkbox"/> Enabled	Configure Notification Scheme
IT Support	IS	<input checked="" type="checkbox"/> Enabled	Configure Notification Scheme
Marketing & Design Portal	MDP	<input checked="" type="checkbox"/> Enabled	Configure Notification Scheme
Products Support	PROS	<input checked="" type="checkbox"/> Enabled	Configure Notification Scheme
Service clients	SC	<input checked="" type="checkbox"/> Enabled	Configure Notification Scheme
Support	PS	<input checked="" type="checkbox"/> Enabled	Configure Notification Scheme

5. After enabling Notification feature, click on **Configure Notification Scheme** for the needed project, you will be navigated to a screen as the below:

The screenshot shows the 'Project settings - AdminPortal' page. The 'Customer notifications' section is active, showing a list of rules for mobile notifications. Each rule has an 'Enable' or 'Disable' toggle. The rules listed are:

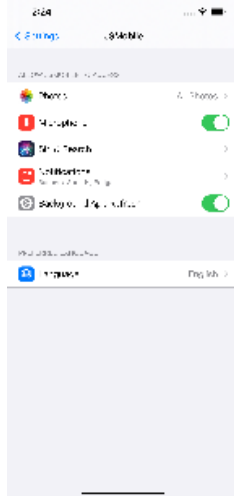
- Request created: When customers create requests in the portal or send an email to your email channel, your service desk sends a confirmation that their request was received. (Enabled)
- Public comment added: When a comment that is visible to your customers is added to the request/issue, your service desk sends all the customers involved on the request a notification. (Enabled)
- Public comment edited: When a comment that is visible to your customers is edited, your service desk sends all the people involved on the request a notification. (Enabled)
- Request resolved: When a request resolution field is set, your service desk notifies the reporter and all customers involved. This notification is sent to the reporter even if they have turned off notifications for a request. (Enabled)
- Request reopened: When a request's resolution field is cleared, your service desk notifies all people involved. (Enabled)

6. Make sure to enable the needed Scheme for notifications.

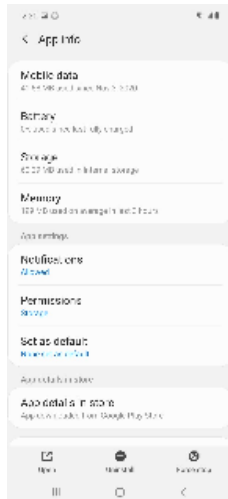
7. Check below video
Your browser does not support the HTML5 video element

From your Mobile App, you need to apply the following:

1. Close the Mobile app and remove it from the background.
2. From your Android device and iOS device, make sure about the below:
 - a. **iOS:**
 - i. From your iOS device click open settings.
 - ii. Click on **JSMobile**.
 - iii. Click on **Notification**.
 - iv. Make sure that **Allow Notifications** is turned On.



- v.
 - b. **Android:**
 - i. From your Android device click on settings.
 - ii. Click on **Apps**.
 - iii. Click on **JSMobile**.
 - iv. Click on **Notifications**.
 - v. Make sure that the feature is turned On.



- vi.
 3. Open **JSMobile** in Android and **JSMobile** in iOS.
 4. Login using your **Customer User** credentials.
 5. Navigate to setting and make sure Notification is enabled as in the below image:

Your browser does not support the HTML5 video element

To test if Push Notification feature is working:

1. You should have two accounts: **Customer (Account A)** and the other one **Agent (Account B)**.
2. If **Public comment added** scheme is enabled for example in the add-on:
 - a. Open the Mobile app.
 - b. Login with **Account A**.
 - c. Create a test ticket
 - d. Then close the App

3. From your web browser on your PC:
 - a. Login with **Account B**.
 - b. Open the ticket created by **Account A**.
 - c. Add a public comment.
 - d. **Account A**, should receive Push Notification about the comment, and he can view comment history from the app.