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):

You have temporary access to administrative functions. Drop access if you no longer require it. For more information, refer to the documentation.								
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MOBILE FOR JIRA SERVICE DESK PORTAL	Mobile for Jira Service Desk Portal supports Push Notifi	cations to notify customers.						
Push Notification Configuration	NOTE: If your organization has a frewall, you need to open the following ports: 5228, 5229, and 5230 to unblock this feature.							
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	Name	Key	Enable/Disable Push notifications	Actions				
			Disable All					
	AdminPortal	AD	Enabled	Configure Notification Scheme				
	Basic	BAS	Enabled	Configure Notification Scheme				
	IT Service Desk	ISD	Enabled	Configure Notification Scheme				
	IT Support	IS	Enabled	Configure Notification Scheme				
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5. After enabling Notification feature, click on **Configure Notification Scheme** for the needed project, you will be navigated to a screen as the below:

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Project settings - AdminPortal									
Back to project Administration									
Summary Details Audit log Re-index project Delete project	Customer notifications Templates Coatomise the customer notifications. Edit template and change your notifications. Rules								
Translation	Name	Description			Action				
Request types Custome permissions Portal settings Email requests Custome notifications Satisfaction settings Knowledge base SLAs Cutendars	Request created	When customers create requests in the portal or send an email to your email channel, your service de received.	sk sends a confirmation	that their request was	 Enable Disable 				
	Public comment added	When a comment that is visible to your customers is added to the request/issue, your service desk se notification.	ends all the customers in	wolved on the request a	 Enable Disable 				
	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.			 Enable Disable 					
	Request resolved	When a request resolution field is set, your service desk notifies the reporter and all customers involv if they have turned off notifications for a request.	ed. This notification is s	ent to the reporter ever	 Enable Disable 				
	Request reopened	When a request's resolution field is cleared, your service desk notifies all people involved.			 Enable Disable 				
Automation Issue types IT Help Service Request Service Request with Appr Sub-task Task									
Workflows Screens Fields									

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

7. Check below video

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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.

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

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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.