

TROUBLESHOOTING GUIDE

NOTIFICATIONS (CHROME)

Version 2.5

Abstract

This document is a troubleshooting guide, specifically designed to address notificationrelated challenges on Futr's new platform. With its step-by-step instructions, the guide simplifies the process of rectifying notification issues specifically for the Chrome browser.

From navigating your browser's settings to subscribing and managing cookie data, this guide covers it all, leading to optimal notification settings on the portal.futr.ai site. The guide empowers users to ensure smooth and consistent notification services on our platform.



Step-by-step Guide

Congrats on transitioning to Futr's new platform!!! If, however, you are having some issues getting your notifications sorted in the Chrome browser, I have a solution.

1. In your browser, navigate to the top right side of and click on the **3 dots** and click **Settings.** It'll open a new tab so don't worry.

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		New Tab			ЖТ
		New Window			₩N
		New Incognito Window			Ġ₩Ν
		History			•
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		Zoom	-	90% +	53
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		More Tools			►
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		Settings			¥,
		Help			+
	-				

2. Select Privacy and Security

0	Settings	
•	You and Google	
Ê	Autofill and passwords	
0	Privacy and security	
Ø	Performance	
۲	Appearance	
Q	Search engine	
	Default browser	
()	On start-up	

3. Select Site Settings



4. Select Notifications

Perm	issions	
9	Location Sites can ask for your location	۲
	Camera Sites can ask to use your camera	۲
Ŷ	Microphone Sites can ask to use your microphone	•
۰	Notifications Sites can ask to send notifications	•
¢	Background sync Recently closed sites can finish sending and receiving data	×
Addit	ional permissions	~

5. Find Portal.futr.ai and press the arrow



6. Click Clear Data

← portal.futr.ai	
Usage	
267 KB	Clear data
Permissions	Reset permissions

7. Click the **Clear** button



- 8. Press the Back Arrow at the top of the screen
- 9. Find **portal.futr.ai** and click the 3 dots next to it, then select **Remove**



10. Navigate back to the Futr Portal (portal.futr.ai) tab



11. Click on the lock on the URL bar and click Cookies and site data

12. Click Manage Cookies and Site Data



13. Click the trash icon next to **portal.futr.ai** AND to **Onesignal.com**

Cookies and site data		
From the site that you're viewing Including sites from the same domain, for example, googl and mail.google.com. Sites that you're viewing can save o your device.	e.com data or	1
🔁 futr.ai	Î	:
🐖 portal.futr.ai	Î	:
From other sites A site that you're viewing can embed content from other example, images, ads and text. These embedded sites ca data on your device.	sites, f In save	or
③ onesignal.com	Î	:
🔇 userpilot.io	Î	:
	Don	e

14. Do a hard refresh / reload of the page and log back into the platform



- 15. You'll be logged out, so log back in and on the All bots page select your bot
- 16. Navigate down and click on Chat



17. Once you've clicked on chat, you will get a drop-down asking you to Subscribe to notifications – **Click Subscribe.**

e	Can we send you notifications when a customer requests to speak to a live agent?		
	Later	Subscribe	

18. Then click Allow



19. Once you've pressed allow – you'll get a notification from Chrome with the following confirmation and your good to go!



Need more help? Please reach out to the team via our **Support Bot** inside the platform.