

# TROUBLESHOOTING GUIDE

## NOTIFICATIONS (CHROME)

**Version 2.5**

### **Abstract**

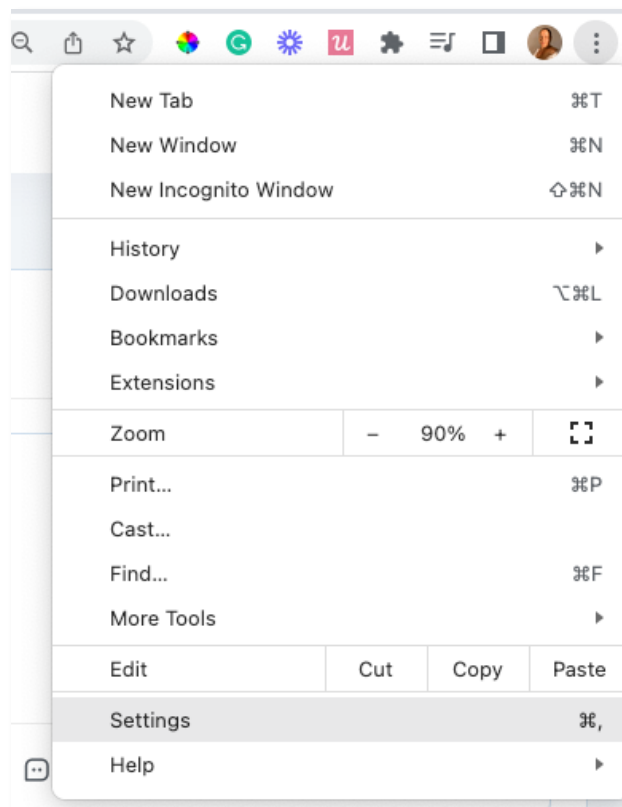
This document is a troubleshooting guide, specifically designed to address notification-related challenges on Futr's new platform. With its step-by-step instructions, the guide simplifies the process of rectifying notification issues specifically for the Chrome browser.

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](https://portal.futr.ai) site. The guide empowers users to ensure smooth and consistent notification services on our platform.

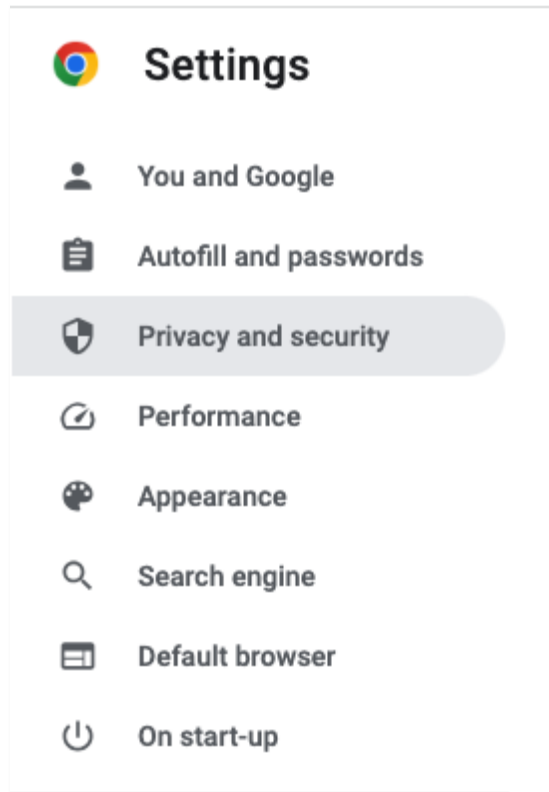
# Step-by-step Guide

*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.*

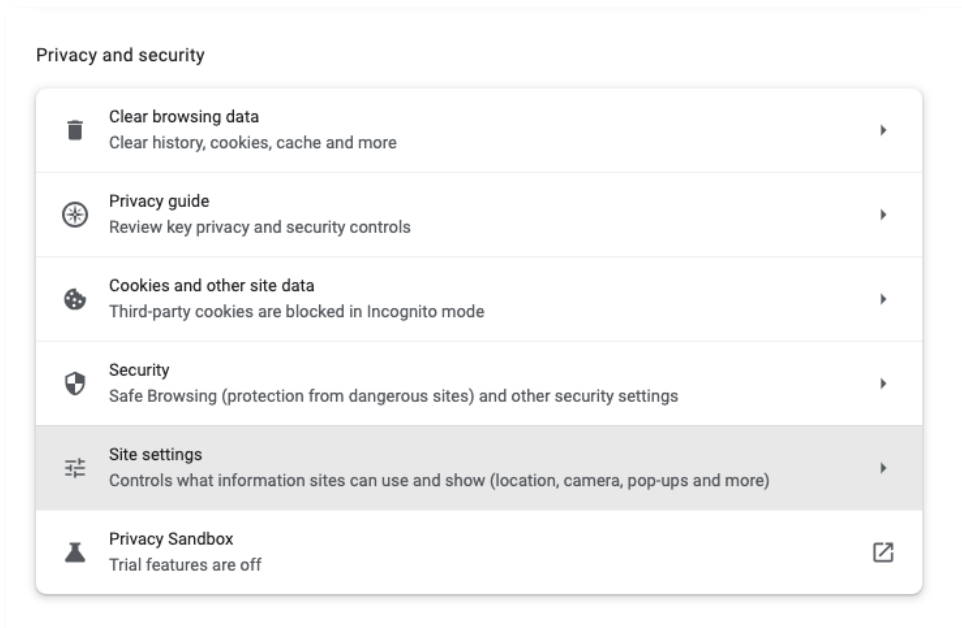
1. In your browser, navigate to the top right side of and click on the **3 dots** and click **Settings**. It'll open a new tab so don't worry.



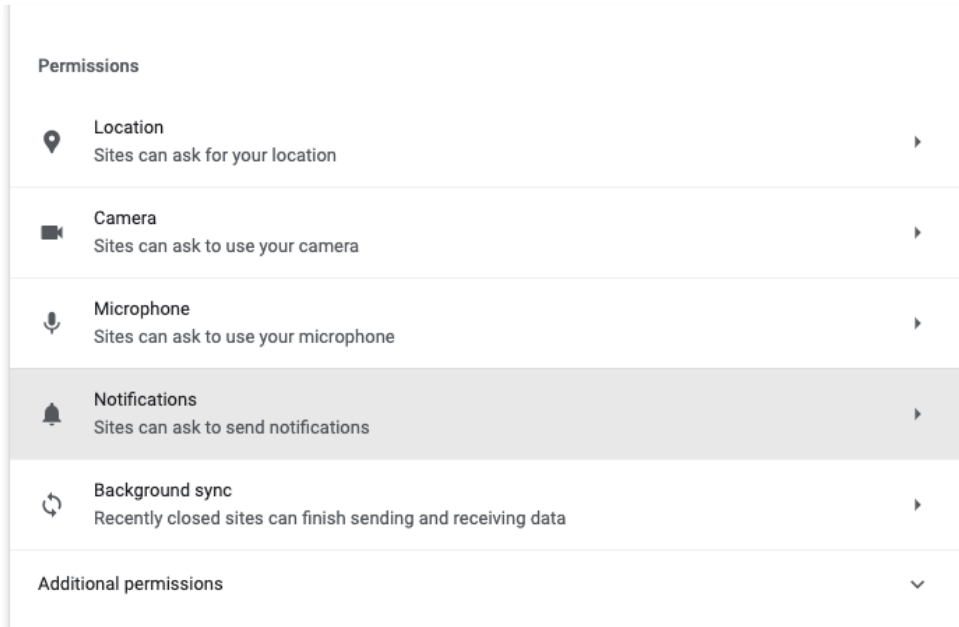
2. Select **Privacy and Security**



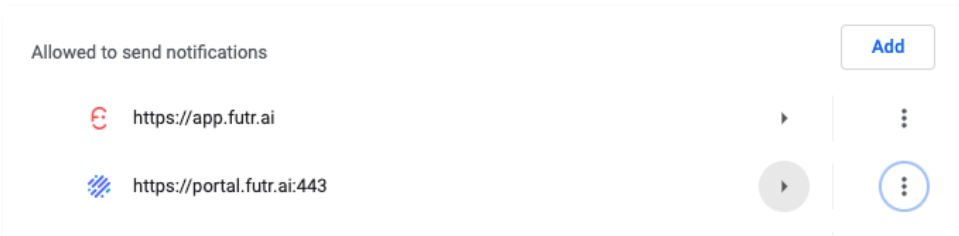
3. Select **Site Settings**



#### 4. Select **Notifications**



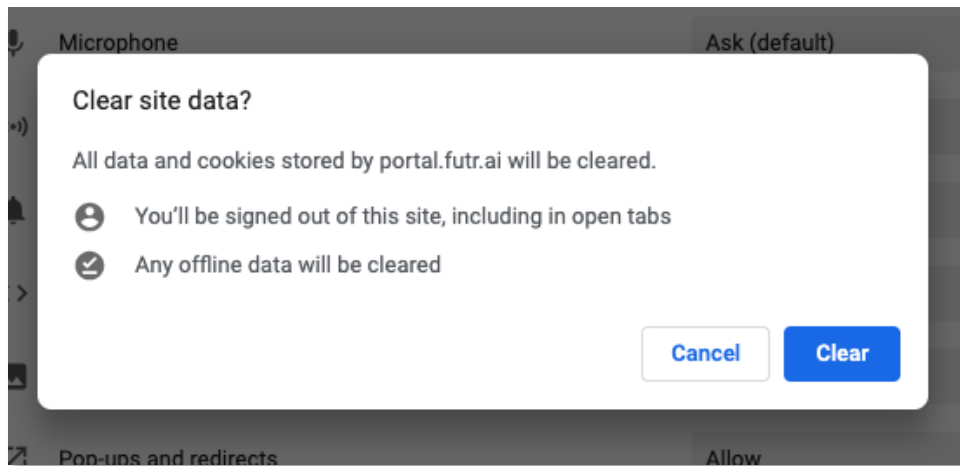
#### 5. Find **Portal.futr.ai** and **press the arrow**



#### 6. Click **Clear Data**

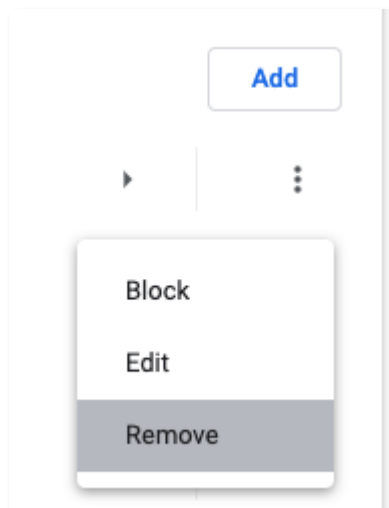


7. Click the **Clear** button



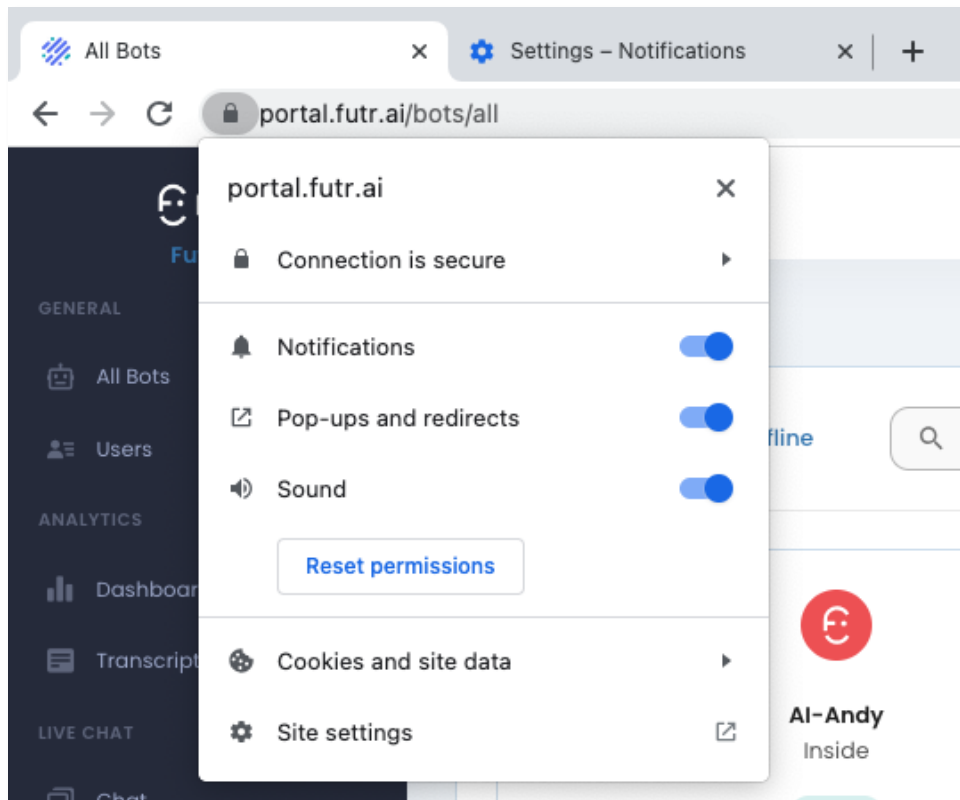
8. Press the Back Arrow at the top of the screen

9. Find **portal.futr.ai** and click the 3 dots next to it, then select **Remove**

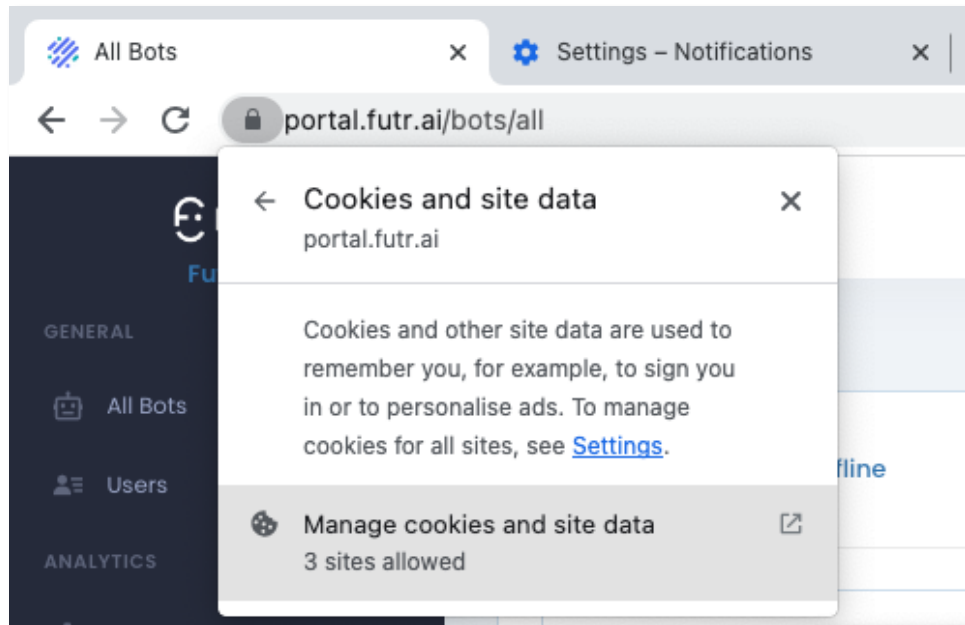


10. Navigate back to the **Futr Portal (portal.futr.ai)** tab

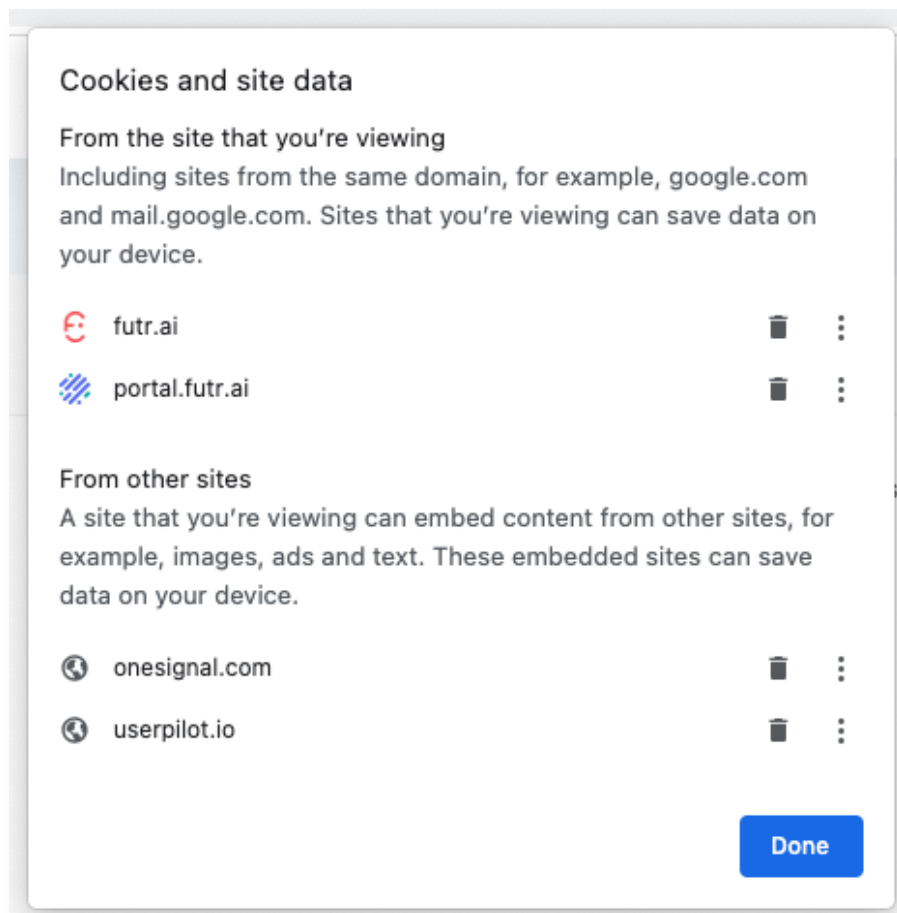
11. **Click on the lock** on the URL bar and click **Cookies and site data**



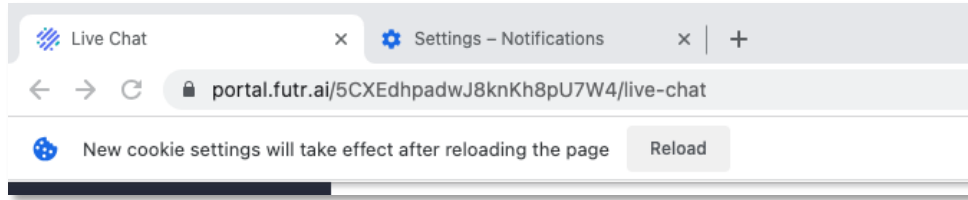
12. Click Manage **Cookies and Site Data**



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

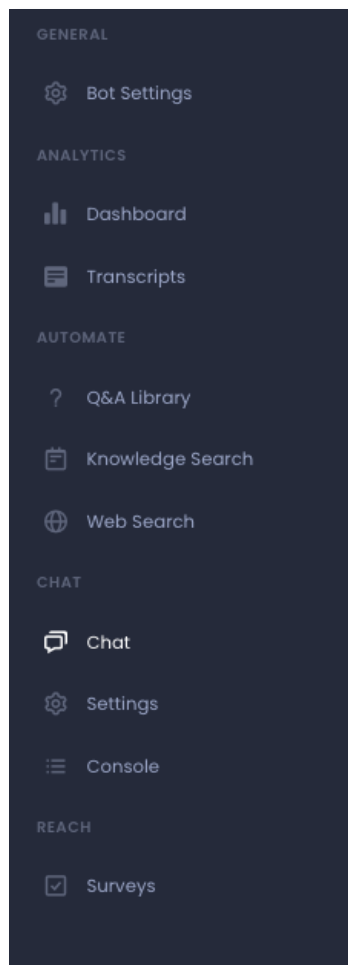


14. Do a **hard refresh / reload** of the page and log back into the platform



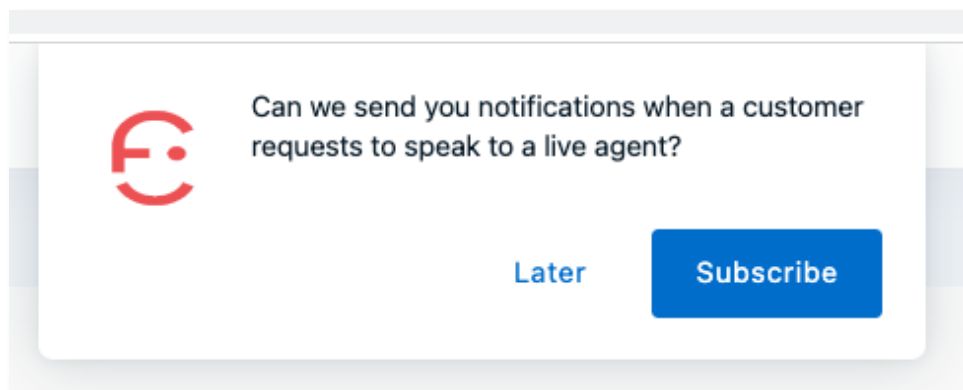
15. **You'll be logged out**, so log back in and on the **All bots** page select your bot

16. Navigate down and click on **Chat**

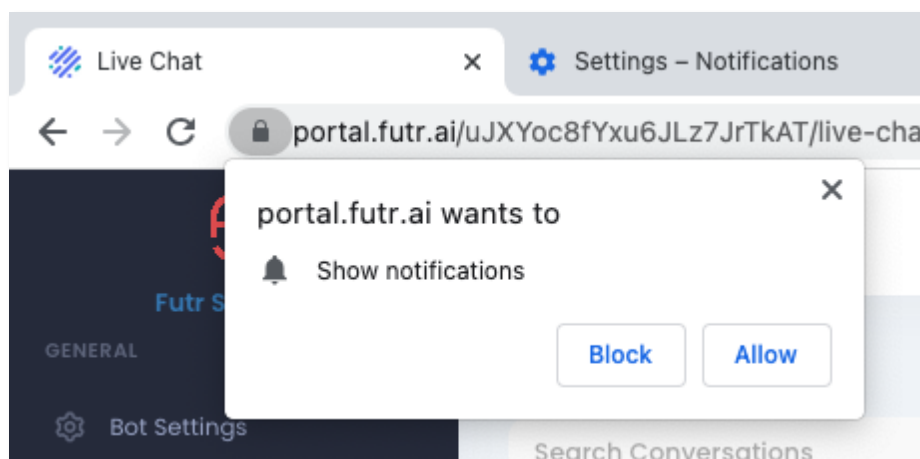




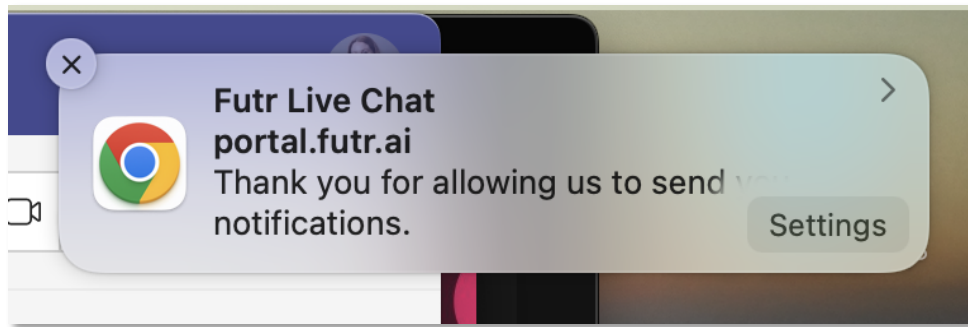
17. Once you've clicked on chat, you will get a drop-down asking you to Subscribe to notifications – **Click Subscribe.**



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.