

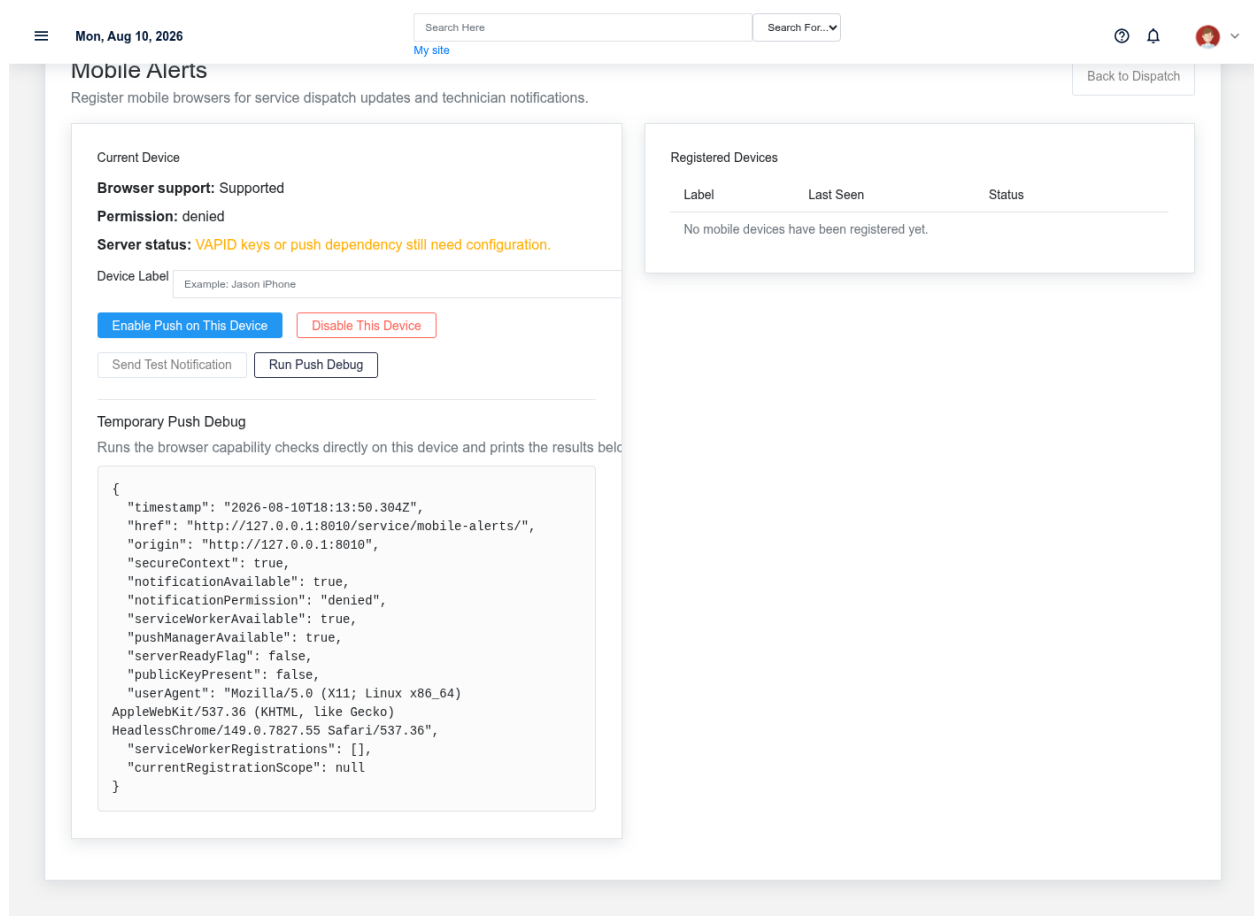
Service Mobile Alerts

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Purpose and when to use this screen

Mobile Alerts registers the current browser for service dispatch and technician push notifications. Registration is per browser/device, not per phone number, and depends on browser push support, notification permission, a service worker, and server-side VAPID configuration.

Review mobile alerts



The Service Mobile Alerts alerts screen in the Brisk documentation demo.

1. Open the page on the device and browser that should receive alerts.

2. Review **Browser support**, **Permission**, and **Server status**. If the server is not ready, an administrator must configure the push dependency and VAPID keys.
3. Enter a meaningful **Device Label**, such as `Jason iPhone`, so the subscription can be recognized later.
4. Select **Enable Push on This Device** and respond to the browser permission prompt.
5. Select **Send Test Notification** and confirm the notification appears while the browser is both open and in the background.

Manage registered devices

The Registered Devices table shows label, last-seen time, and active/disabled state. Remove an old subscription after a phone is replaced, a browser profile is reset, or a device should no longer receive work information. Use **Disable This Device** when working on the currently registered browser.

Act on an alert

Open the linked [Service Order](#) or booking and verify the customer, equipment, priority, schedule, technician, and current status. A push alert may be stale after reassignment or completion; the service record is the source of truth.

Troubleshoot delivery

Use **Run Push Debug** to capture browser capability results. Check operating-system notification settings, browser permission, network access, active subscription status, and server readiness. Record the device label and debug output when escalating, but do not include customer or job details in an external support ticket unless authorized.

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