

aBulletin Notifications

App Design

When developing **aBulletin**, we considered two notification mechanisms in order to best facilitate this:

Google Notifications

These essentially send a notification that can be received by the device regardless of whether the **App** is running or not. This method was abandoned early in the design phase of **aBulletin**, however, as if the user were to swipe away a notification, it is lost forever and the **App** never knows it existed.

In-App Notifications

These are received by the **App**, and so are only received and displayed when the **App** is running, which means that the notifications do not get lost. However, there is the drawback with this method that means if a user forgets to start the **App** when they start their phone or subsequently kill the **App**, they will not see the notification.

Current Implementation

Of the two options, we felt **In-App Notifications** to be the best fit for this type of **App**, as we feel it is imperative that a record of the notification is maintained at all times.

Use Cases

If App is running

A notification will be received to the device to confirm that a new **Bulletin** is available to be downloaded, read, signed, or shared, and that this is available within **aBulletin**. The **App** will retain a copy of the notification until this has been acted upon, ensuring that **Bulletins** cannot be easily missed. If a user were to receive an urgent **Bulletin**, this method prevents the user from swiping away the notification, and therefore, never knowing that an urgent **Bulletin** needed to be signed off.

If App is not running

No notifications will be received to the device until the **App** is started. However, upon doing so, all notifications received whilst **App** was 'off' will be displayed and retained in-**App**. As set out below, there are ways in which we can direct attention toward new **Bulletins** to assist here.

Further Options

Having chosen the **In-App Notification** method as our notification mechanism, there are further developments we can make to improve performance:

Configuring web notifications from ACMS

These can be utilised to send the user an email when they receive a notification that tells them to start the **App** to read it.

Configuring MDM to push App to start on devices

This depends on the MDM's capabilities and will need to be set up by the customer's IT department.

AssessTech Development

We are currently working on separating the part of the **App** that receives the notification from the main **App**, so that this can be always running as a service regardless of the status of the main **App**.