Notifications

Which notifications Battery Monitor sends, the in-app bell, the emails we send, and what to do when nothing arrives.

Battery Monitor sends few notifications, on purpose: only when someone needs your answer or has answered you.

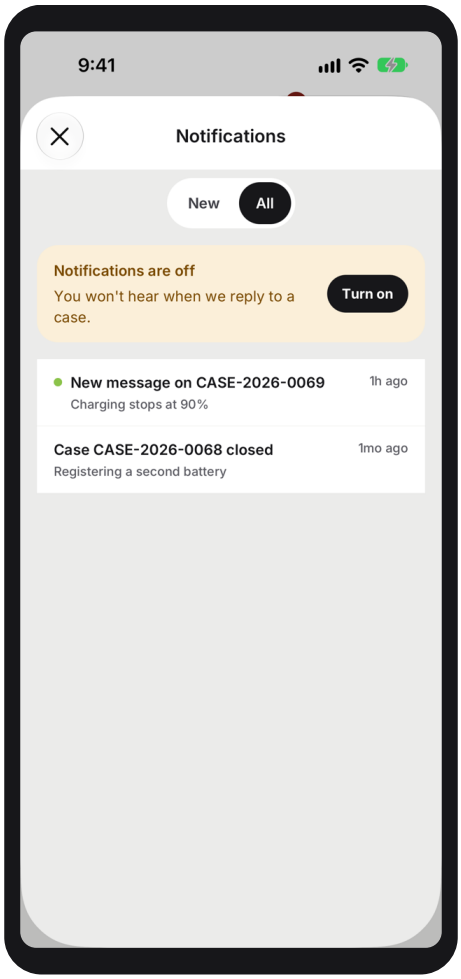
What we notify you about

When	Notification
A support case is opened on your battery	**New case** with its number
Someone replies on your case	**New message on** the case, with the start of the reply
A case is closed	**Case … closed**
Batterieslab support asks to check your battery	**Batterieslab support** — open the app to answer
Your Ermis Cloud request is decided	**Ermis Cloud access approved** or **not approved**

There are no notifications for alarms, low charge or anything the battery reports: open the app to see those. Tapping a notification opens the case or the request. Notifications come in the language you chose in the app.

The bell

The bell at the top of the home screen is your inbox. **New** holds what you haven't read, **All** everything from the last two months and anything unread.



Notifications

If notifications are off for Battery Monitor, the bell shows **Notifications are off** with a button to turn them on, or to open the phone's settings when only the phone can change it.

> **Note**
> Guests get no notifications. Signing out stops notifications to that phone until you sign in again.

Emails

We email you only for your account and for Ermis Cloud:

- confirming your email address when you sign up;
- resetting your password, and a code when you change it on a phone signed in for a long time;
- the code to delete your account;
- the decision on an Ermis Cloud request;
- if Batterieslab removes a battery from your account.

Replies on support cases come as notifications and in the app, not by email. Our emails come from **no-reply@batterieslab.gr**.

Nothing arrives?

- Check the bell for **Notifications are off** and turn them on.
- Make sure you are signed in with an account, not as a guest.
- On Android, check that the **Cases and support** notification category is allowed.
- Remember: we only notify you about cases, remote support and Ermis Cloud.