



COUNTY OF ERIE

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IAM RESPONDING UPDATE MOBILE APP NOTIFICATIONS

Our team is aware of an issue where, in some cases, users are not receiving push notifications from the lamResponding app when an incident is received. Our engineering team is actively investigating and working to resolve this issue as quickly as possible. Please note that all other functions within the lamResponding app are working as expected.

Steps to Resolve App Notification Issues:

If you are experiencing this issue, please follow these steps, as they have been effective in resolving this issue for most users:

1. Ensure your Device's Operating System is Up to Date

- Check for and install any available updates for your device's operating system.

2. Delete All Agencies within your lamResponding App

- Access the agency list by selecting the agency name at the top of the app menu.
- Delete each agency shown on the list. This will disconnect your device from your member profile for each agency.

3. Delete and Reinstall the lamResponding App

- Uninstall the lamResponding app from your device.
- From the App Store (iOS) or Google Play Store (Android), download and reinstall the latest version of the lamResponding App.
- Open the lamResponding app and log back into your account(s).

If issues persist after completing these steps, please refer to our [laR App Help Article](#), or contact our support team [here](#).

Alternative Notification Methods:

To ensure that users continue to receive incident notifications, we encourage users to utilize multiple notification methods supported by lamResponding. In addition to app push notifications, IaR will also send alerts via email and text (SMS).

These alternative methods help to ensure users are receiving critical notifications in a timely manner.

Contact your department administrator for assistance with app credentials

Schedule free training. We offer free training at your convenience so that you can get the most out of your IaR system. Fill out the training form [here](#) to set up a customized training session! You can also reach out to our training coordinators directly by emailing Training@Emergencysmc.com or calling our office at (315) 701-1372.

Please stay tuned for additional updates on the system!

The Help Desk is here to assist the First Responders of Erie County with any questions or issues they may have with the Erie County Alerting Network. Email at alert@erie.gov you will reach a staff member to address your specific issue.

When possible we ask that individual members please contact their Agency Administrator for assistance prior to contacting the help desk so that they too are aware of any issues within their department. You may also submit your requests electronically by completing an Alerting Equipment Service Request by clicking <http://www2.erie.gov/alert/>