

Microsoft Teams: Terms of Use

Source: <https://support.office.com/en-us/article/troubleshoot-notifications-for-teams-mobile-apps-6d125ac2-e440-4fab-8e4c-2227a52d460c?ui=en-US&rs=en-CA&ad=CA#ID0EABAAA=iOS>

If Teams notifications are enabled on your mobile device, you'll get several types of notifications by default:

- **Chat notifications**—when someone sends you a message in a one-on-one or group chat.
- **@mention notifications**—when you or one of your teams is @mentioned.
- **Reply notifications**—when someone replies to a message you've posted in a channel, or to a channel message you've already commented on.

Not getting any notifications?

If you're not getting your default notifications, there are a few things to take a look at.

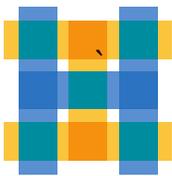
Teams notifications might be disabled

Push notifications are disabled by default on iOS devices. We ask for permission when you first download the app, but you may have skipped this step, or turned off notifications from your Settings app.

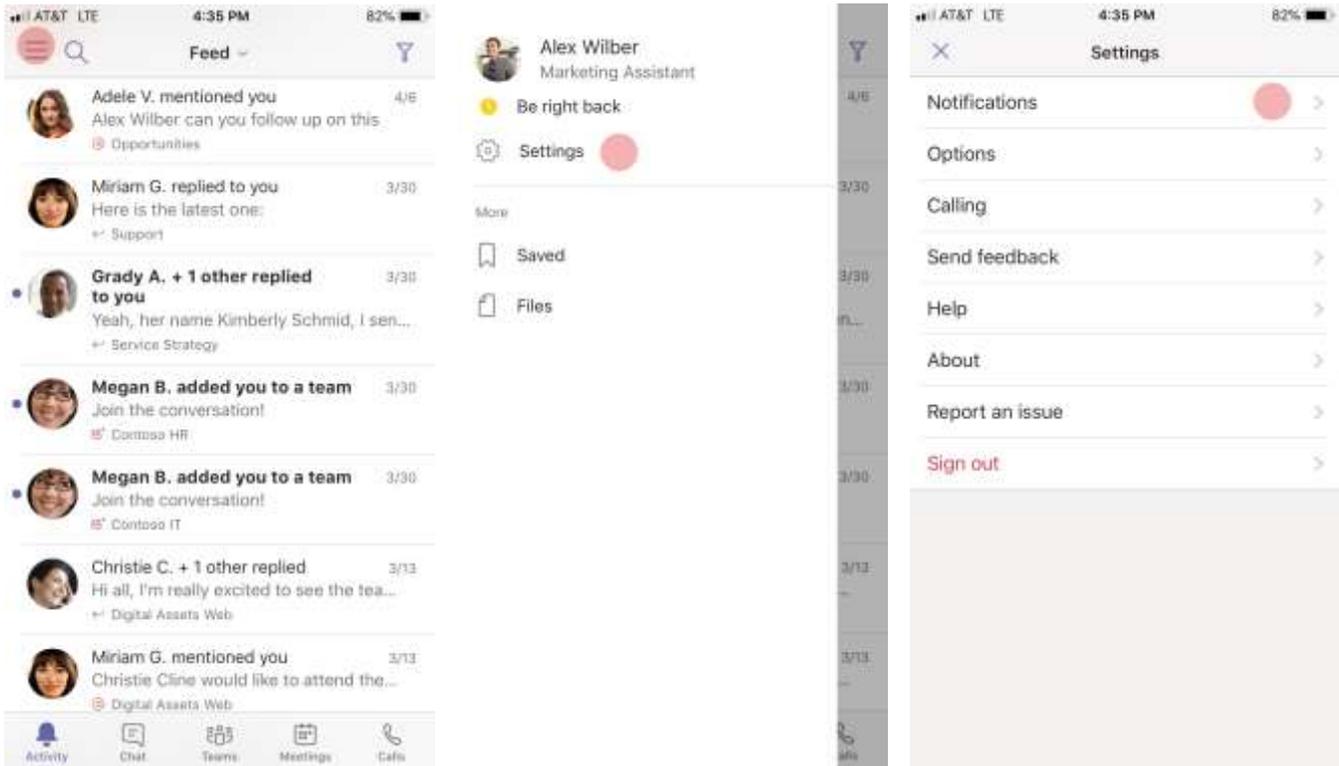
In Teams, go to **More** ≡, and tap on **Notifications**, which should say "**off**".

This pulls up a page that asks you to open your device settings. Tap on **Open settings**.

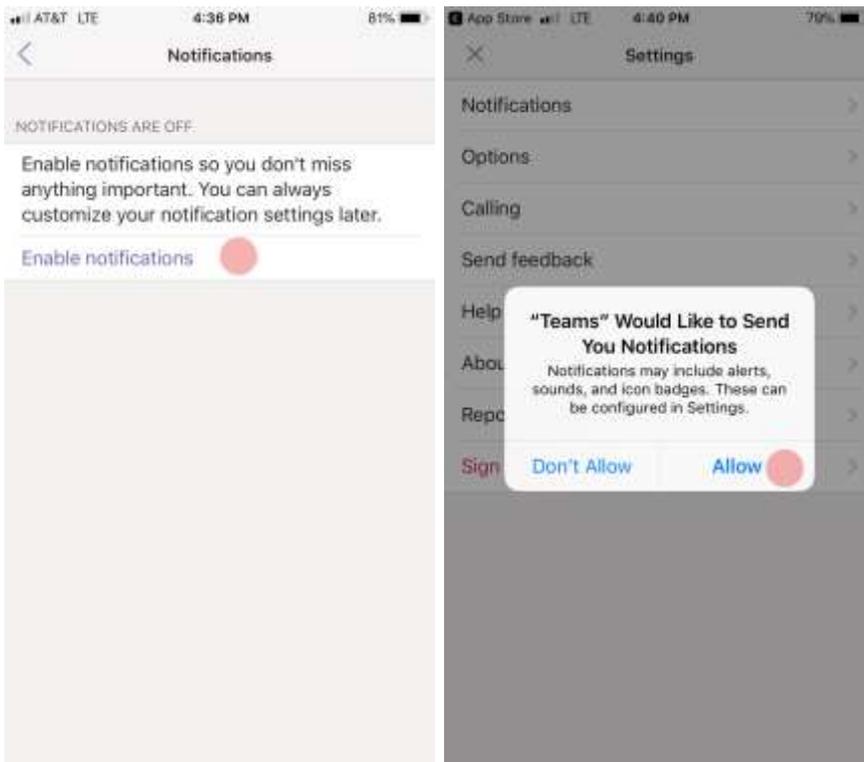
This pulls up your Teams settings in your device. Tap **Notifications**, then toggle **Allow Notifications** to on.

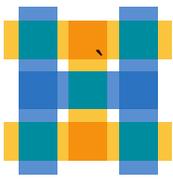


Troubleshoot notifications for Teams mobile apps (iOS Device)



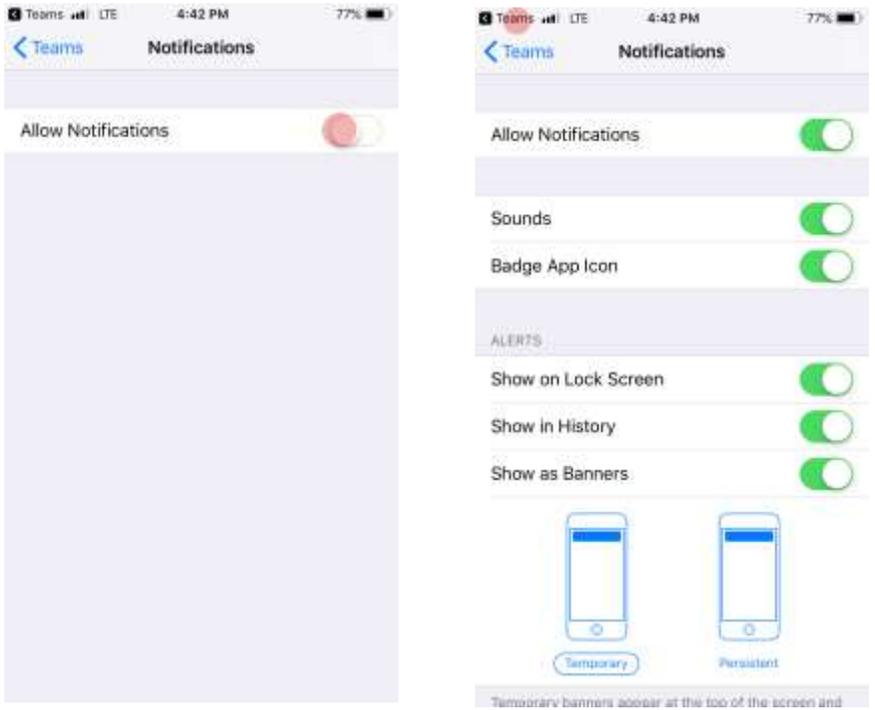
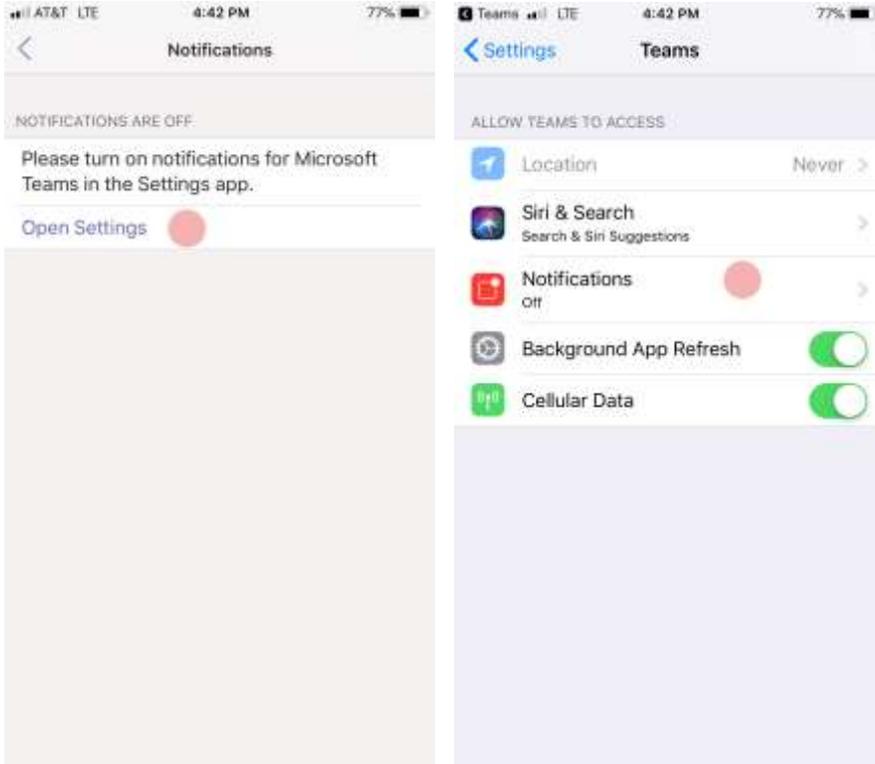
If you skipped this step previously, you can enable notifications within the app anytime:



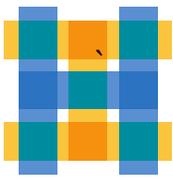


Troubleshoot notifications for Teams mobile apps (iOS Device)

If you disabled notifications before, you'll need to enable them from your device's **Settings** app:



While you're here, you can also customize the way you receive your notifications.

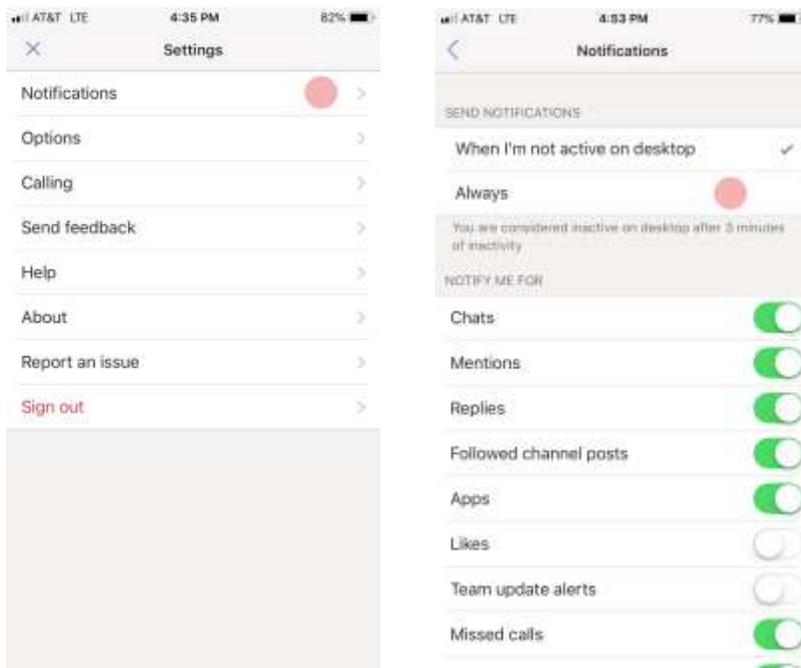


Troubleshoot notifications for Teams mobile apps (iOS Device)

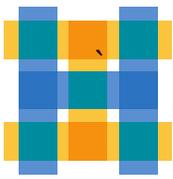
You might currently be active on the Teams web or desktop app

If you're using the Teams desktop or web app, we suppress notifications on your phone. You'll start receiving notifications on your mobile device once we detect that you're inactive on web or desktop for three minutes.

Change this setting if you'd prefer to always get notifications on your phone.



Tip: In the app's notification settings, select **Always** and have someone send you a chat message. If you still don't get a notification, let us know by selecting **Settings** > **Send feedback** in the app.



Getting some notifications but not others?

Notifications might be customized

If you're only getting alerts about certain kinds of things, some notifications might be disabled.

Go to **More** ≡ > **Settings** > **Notifications** and make sure the notifications you want are enabled.

