# [Mobile] How can I troubleshoot issues for Broadcasts/Notifications in the Mobile App?

Robin N. - 2025-10-15 - ClubRunner Mobile App

With the ClubRunner mobile app, club executives will be able to send out a broadcast message to other members of your club who are also using the ClubRunner mobile app.

In certain cases, some users will not be able to see the broadcast on their device. You can find instructions on steps about how to resolve the error below.

When a user is unable to receive the broadcast notifications, there are several main factors to consider, which are:

1. Does the user has the app installed?
2. Is the user logged into the app?
3. Has the user allowed notifications for the app?

### Does the user has the app installed?

The user will only receive the broadcast notification if they have the ClubRunner app downloaded to their mobile device. You can find the direct links to download the app from the Apple iOS Store and the Google Play Store respectively, below.

ClubRunner - iOS Store

Android - Google Play Store

Note

If the user does not have the app downloaded, they will NOT see the broadcast.

### Is the user logged into the app?

The user will need to make sure that they are logged into the app. Even if they have the app downloaded, unless they're logged in, they won't see the broadcast notification.

Not sure what your login information is? Refer to this article on how to recover your login information.

We also have a helpful Knowledgebase article that goes into greater detail on "How to login to the ClubRunner Mobile App"

### Has the user has allowed notifications for the app?

The user will need to ensure that they've enabled notifications on their mobile device. Without it, the notifications will not appear on their device.

We have a Knowledgebase article that goes into greater detail on how to make sure you've enabled notifications via the app: How to manage app settings?

If you have any further questions or concerns, please contact the ClubRunner Support team here!

## Related Content

- [Mobile] How can I send a broadcast message with Notifications?