Notifications: Setup and Defaults

Getting Started · https://coreel.ai/help/notifications-setup-and-defaults/

coReel keeps you in the loop the moment something happens — when a recipient watches your video, clicks your CTA, or replies. This article covers how notifications work, how to enable them, and how to set defaults so you only get pinged for the things that matter.

Types of notifications

There are three delivery channels for notifications:

- **In-app notifications** — a bell icon in the coReel nav with an unread count and a dropdown showing recent events.
- **Email notifications** — sent to your account email.
- **Push notifications (mobile)** — sent to your phone via the coReel mobile app.
- **Browser push notifications (desktop)** — sent to your computer via your browser's notification system.

You can mix and match — for example, push for replies but only in-app for opens.

Event types

Notifications fire on these events:

- **Video watched** — recipient opened the watch page
- **Video watched in full** — recipient watched all the way through
- **CTA clicked** — recipient clicked your watch page CTA
- **Reply received** — recipient sent you a text or video reply
- **Send failed** — an email or SMS send failed
- **Integration expired** — one of your connected OAuth providers needs reconnection

- **Account activity** — admin-relevant events (new user joined team, MFA enrolled, etc.)

Different events make sense on different channels. Replies and CTAs are usually worth a push; opens are usually best as in-app only (otherwise you'll get pinged for every open across every send).

Setting your notification defaults

Defaults control what notifications you get for each event, on each channel.

1. Sign in to coReel at app.coreel.ai.
2. Go to **Settings → Notifications**.
3. You'll see a grid: rows are event types, columns are channels (In-app, Email, Push, Browser).
4. Toggle each cell on or off based on what you want.
5. Click **Save**.

Suggested starting defaults:

Event	In-app	Email	Push	Browser
Video watched				
Watched in full				
CTA clicked				
Reply received				
Send failed				
Integration expired				

Adjust to taste.

Enabling browser push notifications

For desktop browser push, you need to grant your browser permission once.

1. Go to **Settings → Notifications**.

2. Make sure **Browser** is toggled on for at least one event.
3. Your browser will prompt: **"coReel wants to send notifications."**
4. Click **Allow**.

If you accidentally clicked **Block**, you'll need to re-enable notifications in your browser settings:

- **Chrome:** click the lock/site-info icon in the address bar → Notifications → Allow → reload.
- **Safari:** Safari → Settings → Websites → Notifications → set coReel to Allow.
- **Firefox:** click the lock icon → Connection Secure → More Information → Permissions → Notifications → Allow.

Enabling push notifications on mobile

On the mobile app:

1. Open the app and tap **Profile**.
2. Tap **Notifications**.
3. Toggle **Push notifications** on.
4. The system will prompt for permission — tap **Allow**.

If you've already declined the system prompt, go to your phone's Settings, find coReel, and enable Notifications there.

The first time you visit the notifications area in the app, you're asked for permission — not on install or first login, so you can opt in when you actually want it.

Per-email notification overrides

Notification defaults apply to every send by default. But sometimes you want different behavior on a single email — for example, an important send to a high-value client where you want a push on *every* event including opens.

1. On the send screen, find the **Alert configuration** section in Watch Page Options.
2. Adjust the per-event toggles for this send only.

3. Send.

These overrides last only for the lifetime of this specific send — they don't change your account defaults.

Notification inbox (in-app)

The bell icon in the coReel nav shows your in-app notifications.

- The **red badge** shows the unread count (combined replies + notifications).
- Click the bell to open the dropdown.
- Each notification shows the event, the recipient, and a timestamp.
- Click any notification to jump to the relevant email/reply.
- Notifications stay in the inbox until you click them or mark them read.

The badge doesn't cap at "9+" — it shows the real count, even if that's 47.

Mute or pause notifications

If you're going on vacation or just need a quiet day:

1. Go to **Settings → Notifications**.
2. Toggle **Pause all notifications** on.
3. Set an optional end date (the toggle auto-flips back off then).

While paused, events still happen and are recorded — you just don't get pinged.

Notification email deliverability

If notification emails are going to spam:

- Mark a couple as **Not spam** in your inbox.
- Add `notifications@coreel.ai` (or whichever address shows in the From field) to your contacts.

- Create a filter in Gmail/Outlook to label them and skip the inbox if you'd rather they live in their own folder.

Troubleshooting

I'm not getting any notifications. First, check **Settings → Notifications** — is **Pause all notifications** accidentally on? Then check the per-event/per-channel grid. Then check your browser/OS-level permission for the channels you want.

Push notifications work on my phone but not my desktop browser. Browser push requires explicit permission. If you declined the prompt, see Enabling browser push notifications above to re-enable.

I'm getting too many notifications. Most users don't need a push on every Video Watched event — that's the highest-volume signal. Turn off Push for opens and Watched in full, and keep Push only on CTA Clicked and Reply Received.

Push notification arrived but the in-app badge didn't update. Refresh the page. If the issue is reproducible, contact support.

Notification badge is stuck on a count that doesn't match what I see in the inbox. Click any unread notification, or click "Mark all as read." If the badge stays out of sync, sign out and back in.