



Canal & River Trust

Making life better by water

Getting your smartphone to tell you about stoppages on your canal or river

The tech savvy among you may already know that you can set up your smartphone to notify you if a notice is issued for a canal or river that you're interested in. For those that didn't know, the guide below is for two of the more popular email smartphone applications.

First off, you need a MyTrust profile. If you're a boat licence holder then you're likely to already have one. If you don't here's how to do it in three easy steps.

1. Go to www.canalrivertrust.org.uk/my-trust/register and enter your details. You can read our full cookie and privacy policy, including how we use and handle your personal details [here](#).
2. Once you've registered and [signed in](#), you'll see a menu of options on the right hand side. Click on 'My notices & stoppages'.
3. Now you can select the types of notices you want to receive along with the canals and rivers that you'd like to receive them for.

That's it! Now you'll receive an email whenever we issue a notice for the canals and rivers you selected in step three above. It'll detail the location, explain more about the issue and its implications on navigation (if any) and the nearest winding holes.

Because there's such a range of smartphones and apps for email I can't cover every single one here (but the process is likely to be similar) so I'll focus on two popular ones – Mail on Apple devices and Outlook on Android devices:

Mail on Apple (on those with iOS 11 and above)

1. Once you've received a 'notice' email, tap on it to open the email in full.
2. At the top of the screen you'll see 'Canal & River Trust Notices' in blue. Tap on this and it'll open up a contact profile. A short way down you'll see 'Add to VIP'. Tap on it and you'll see a small star appear by the email. Tap on 'done' in the top left corner.
3. The next step is to get the emails from your VIP list to appear on your lock screen as a notification. To do this open your 'Settings' app.
4. Scroll down a little and select 'Mail'. On the new menu that appears select 'Notifications'.
5. One of the options that now appears is 'VIP'. Tap on it.
6. You now have a range of options to choose from. Make sure that the slider is pushed to the right for 'Show on Lock Screen' and 'Show as Banners'. You can then decide whether you want to select a specific sound just for emails from your VIPs and if you want the banner that appears on your lock screen to be temporary or persistent (meaning it'll stay on your screen until you dismiss it or unlock your phone).

Outlook on Android

When using Outlook you're likely to have already noticed that you have two 'tiers' of emails – 'Focused' and 'Other'. This is where Outlook is meant to intelligently pre-sort your most important emails in to the 'Focused' inbox, with the rest going in to 'Other'.



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Don't worry if you've turned this feature off or can't see it, it's quick to turn back on – tap on the three horizontal lines in the top left to access the menu. In the bottom left you'll now see the settings cog icon: tap on it. If you scroll down a little you'll see 'Focused Inbox', just push the slider to the right and hey presto, you've switched it back on!

What we want is for your notice emails to arrive in your 'Focused' inbox. This may not happen (they may be snubbed and sent to the 'Other' inbox). If it doesn't, just follow the steps below:

1. Open the email you received from notices@canalrivertrust.org.uk. Tap on the three vertically lined dots in the top right corner.
2. One of the options will be 'Move to Focused Inbox'. After tapping on this you'll be asked whether you want to move just this message or this message and all future ones. Tap the button next to the second option.

Now that all your notices are going to your 'Focused Inbox' we need to set your phone up to let you know when a new one arrives in there:

1. Go to 'Settings' again - tap on the three horizontal lines in the top left to access the menu. In the bottom left you'll now see the settings cog icon: tap on it.
2. On the new menu that appears you'll see 'Notifications': tap on it.
3. Another menu appears, select 'Notifications' again.
4. The final screen in this process now gives you options – you can tell it to make a sound depending on the importance of the email (all emails from notices@canalrivertrust.org.uk are sent with medium priority), how much information is shown on your lock screen (all, just the sender's name, or none) and whether you want them to continue even if you have set your phone to 'do not disturb'.
5. Once this is all done just press your back arrow until you arrive back at your emails.

While the above may seem like a bit of a faff, it does mean you'll be able rest easy knowing that even if you forget to check the latest [stoppages](#) you'll still get a nudge from your phone if we happen to send one out about your particular canal or river.

PS If you know how to do the above for Gmail or other email providers then do [please let me know!](#)

PPS Oh, and if all that was pretty straightforward for you, then why not add Boaters' Update to your VIP list or Focused Inbox?!