

Printed by: Marshall Aldredge

Tags: Sent From PCA, Mobile, Home, AI Tag, Email delivery failures in Planning Center, Inbox, Open

Date: Thursday, July 16th 2026, 09:40:36 AM -04:00 EDT

Subject: Task notifications in planning center app

From: <chcarman@att.net>

To: <support@planningcenter.com>

For tasks it shows I can have a notification of a day to be reminded, but when I test it they do not pop up at all. I have notifications on in my phone settings and I get notified when I am updating event times and dates, but tasks do not come through. Also when I check the notifications in app, I do not see them listed there.

I only see it as overdue in the dashboard and task list, but I have to remember to go look.

Date: Thursday, July 16th 2026, 09:40:41 AM -04:00 EDT

Subject: Re: Task notifications in planning center app

From: Planning Center Support <support@planningcenter.com>

To: <chcarman@att.net>

✓ Help is on the way!

Thanks for contacting the Planning Center Support team! During work hours (**Monday - Friday, 6:00am - 5:00pm Pacific**), we'll normally reply within an hour. On the weekend we have a small team watching for any emergencies and will reply as soon as possible.

There's no need to share passwords or payment details with us — we can see what we need on our end, and keeping that info private protects you.

For more details on how we process your data and ensure its security, please refer to our [Privacy Notice](#).

Finding Your Answer

We have a lot of resources that might contain the answer to your question. The easiest one is the ? in the upper right corner of every app.

The lessons and videos that you find there will be specific to the page you're on.

You can also access our [Support Documentation](#) at any time!

Date: Thursday, July 16th 2026, 10:26:35 AM -04:00 EDT

Subject: Re: Task notifications in planning center app

From: Marshall Aldredge via support@planningcenter.com <support@planningcenter.com>

To: <chcarman@att.net>

Hi Hannah,

My name is Marshall with Planning Center Support. I'd be happy to help you today!

Are you viewing these on the Church Center app? Can you reinstall the app and let me know if that corrects it?

—

Marshall Aldredge

Support Agent - Planning Center

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Date: Thursday, July 16th 2026, 10:54:40 AM -04:00 EDT

Subject: Re: Task notifications in planning center app

From: chcarman@att.net <chcarman@att.net>

To: <support@planningcenter.com>

I was viewing tasks in the planning center app. Maybe I'm understanding things incorrectly.

I am working on setting up groups and tasks for our leadership for church. I would like to be able to have tasks be assigned and notify people about them and when they are due. We all are not in the church building on a regular basis and trying to make a workflow the fits with our on the go team.

Date: Thursday, July 16th 2026, 10:59:11 AM -04:00 EDT

Subject: Re: Task notifications in planning center app

From: Marshall Aldredge via support@planningcenter.com <support@planningcenter.com>

To: chcarman@att.net <chcarman@att.net>

Ok, thank you for clarifying. Yes, you should be getting push notifications for your tasks in the Planning Center App. Have you reinstalled that app yet? Can you let me know the version number for your app?

—

Marshall Aldredge

Support Agent - Planning Center

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Date: Thursday, July 16th 2026, 12:46:16 PM -04:00 EDT

Subject: Re: Task notifications in planning center app

From: chcarman@att.net <chcarman@att.net>

To: <support@planningcenter.com>

I just reinstalled it. It is version 2026.7.0

Date: Thursday, July 16th 2026, 12:58:41 PM -04:00 EDT

Subject: Re: Task notifications in planning center app

From: Marshall Aldredge via support@planningcenter.com <support@planningcenter.com>

To: chcarman@att.net <chcarman@att.net>

And can you confirm that notifications are turned in the phone's settings specifically?

—
Marshall Aldredge
Support Agent - Planning Center
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Date: Thursday, July 16th 2026, 01:46:05 PM -04:00 EDT

Subject: Re: Task notifications in planning center app

From: chcarman@att.net <chcarman@att.net>

To: <support@planningcenter.com>

Double checked and it is all on. I'll wait and see if they start to notify me. I also did find the the help doc to turn on the daily email of what is due in case that had an affect on it.

Date: Thursday, July 16th 2026, 02:41:18 PM -04:00 EDT

Subject: Re: Task notifications in planning center app

From: Marshall Aldredge via support@planningcenter.com <support@planningcenter.com>

To: chcarman@att.net <chcarman@att.net>

I'm going to forward this to our Technical Support Team, who will need a little extra time to investigate. They'll get back to you as soon as they have more information for you. We appreciate your patience!

—
Marshall Aldredge
Support Agent - Planning Center
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