There have been some changes to the Crisis24 notification delivery infrastructure behind the Horizon Mobile App, beginning with app version 2.9.21 (released April 6, 2026). The previous system will be retired on November 2, 2026.

After November 2, users on version 2.9.20 or older will no longer receive push notifications. This includes:

- Real-time alerts
- Mass notification messages
- Other time-critical communications

Importantly, this will happen without any error message or in-app warning. The app will appear to be functioning normally while these notifications stop arriving — which means affected users would have no way of knowing they are missing them.

What Action is Needed:

Please ensure all Horizon Mobile users update their app to the latest version before November 2, 2026. Updates are available through the Apple App Store and Google Play Store.

Any user who does not upgrade by this timeline will be prompted to update to the latest version when they next use the app.