



[Knowledgebase](#) > [Mobil app](#) > [Afdelinger](#) > [Alarm reception for a citizen](#)

Alarm reception for a citizen

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Alarm reception for a citizen

This guide explains how alarm reception works in the Stella Care app, and how you can view or change who receives alarms for a citizen.

How to view alarm receivers for a citizen

1. Go to **Departments** in the app.
2. Select the department the citizen belongs to.
3. Tap the citizen's name to open their page.
4. Tap the **Alarm receivers** button.
5. You will now see a list of all users who receive alarms for the citizen.

The list shows:

- Name of the alarm receiver
- Whether the person is an active alarm receiver
- Whether primary and secondary roles are used (if enabled in your organization)
- Whether the alarm receiver is currently logged into the app or not

How to enable or disable yourself as an alarm receiver

1. Find the citizen under **Departments**.
2. Tap on the citizens name.
3. Tap the **Alarm receivers** button.
4. Enable or disable alarm reception.

If your organization uses roles, you will be asked to choose:

- **Primary alarm receiver**
- **Secondary alarm receiver**

Primary alarm receivers are typically contacted first in the alarm chain.

What happens when an alarm is triggered?

- The primary alarm receiver is notified immediately.
- After 1 minute and 30 seconds, all secondary alarm receivers are notified.
- After another 1 minute and 30 seconds, the primary alarm receiver is notified again.
- This sequence is repeated up to four times.
- The alarm chain stops as soon as one person handles the alarm.

Tips

- If you temporarily do not want to receive alarms, you can disable this via the bell icon.
- Alarm receivers can only be viewed and managed on the citizen's page in the app.
- If you cannot select yourself as an alarm receiver, this may be due to internal permissions or configuration.

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