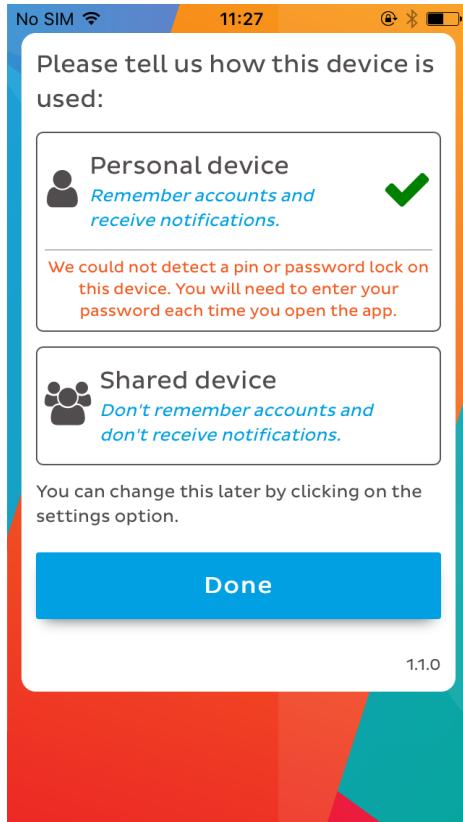




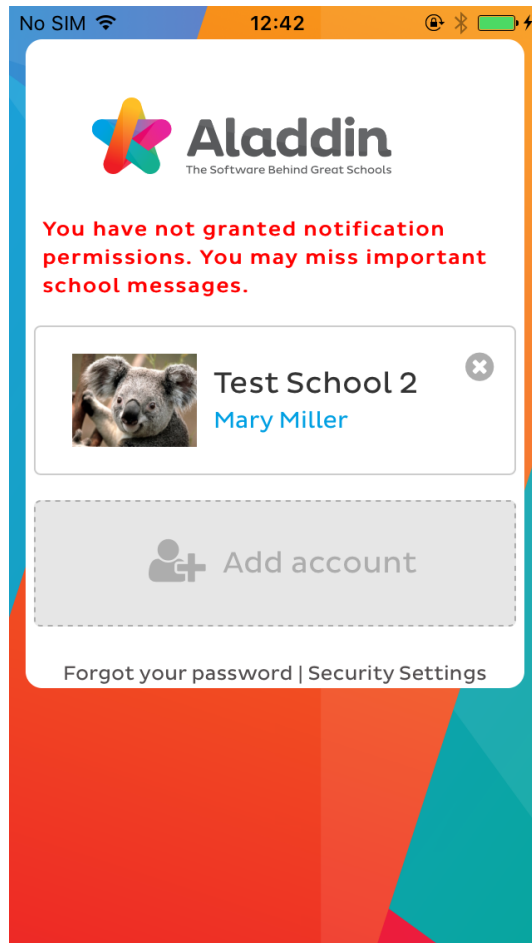
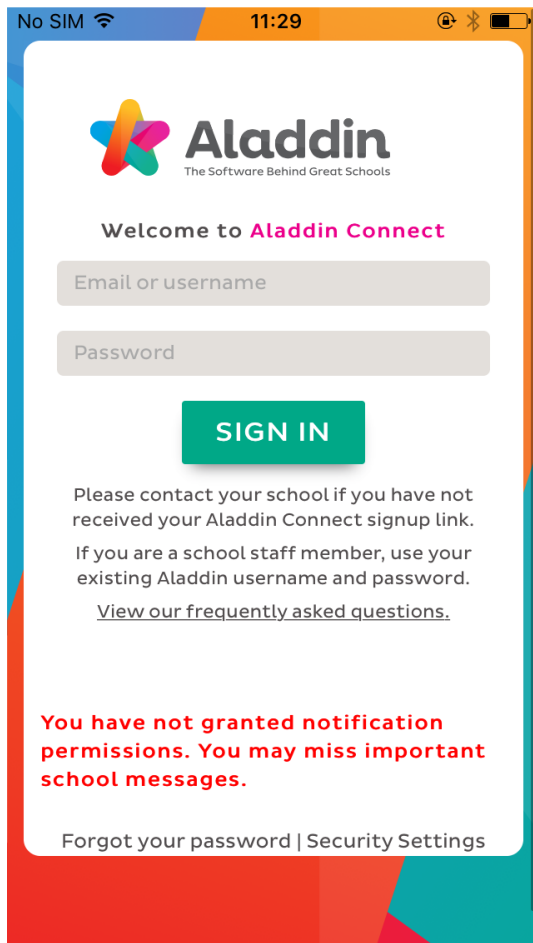
# **Aladdin Connect Quick Guide Notifications**

## Quick guide - If a parent is not receiving App notifications

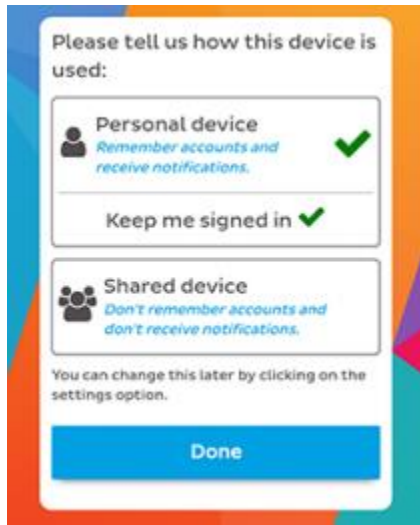
1. Check that their phone/device is pin/password protected. If there is no PIN on their phone they can get notifications but they will need to enter their password every time to access the app.



2. Check in their phone settings that notifications for their Aladdin app is enabled. If notifications is unticked for Aladdin in phone settings, the user will see the following when they sign in:



3. Double check within their Aladdin app that they have chosen the option in security settings for “Personal device, remember accounts and receive notifications.”.

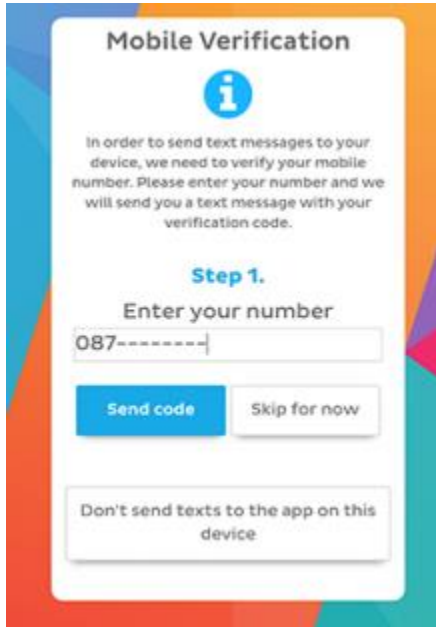


Can get to this page by pressing security settings on the sign in screen of their app.



Can get here within the App login by choosing “switch to other user” from main menu”.

4. Verify their number. Code will only be received if the number entered is saved against the student in Aladdin.



If a user has chosen “skip for now” they can get back to this page from their home page on the APP by clicking the option at the very end of the screen “You have chosen to enter a mobile number for this device at a later time. Click here to enter a number now.”

5. School can see from a student’s profile page under the parent access tab the status of a parents app.

Devices				
User	Mobile Number	Status	Platform	Last updated by user
Mary Miller	None	l	ios	03/09/2018 12:04 <span>Delete</span>

In the example here, the status is l for “later”. This parent will not receive notifications until they verify their number.

Status of v is for verified and in that case the parent would be receiving notifications.