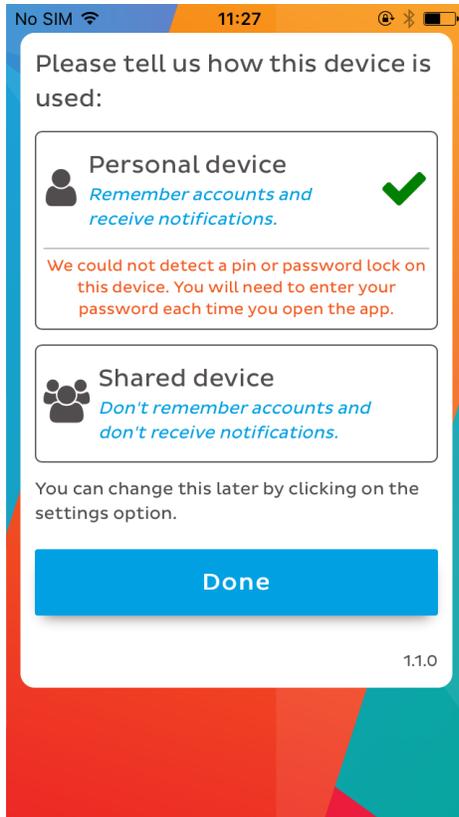




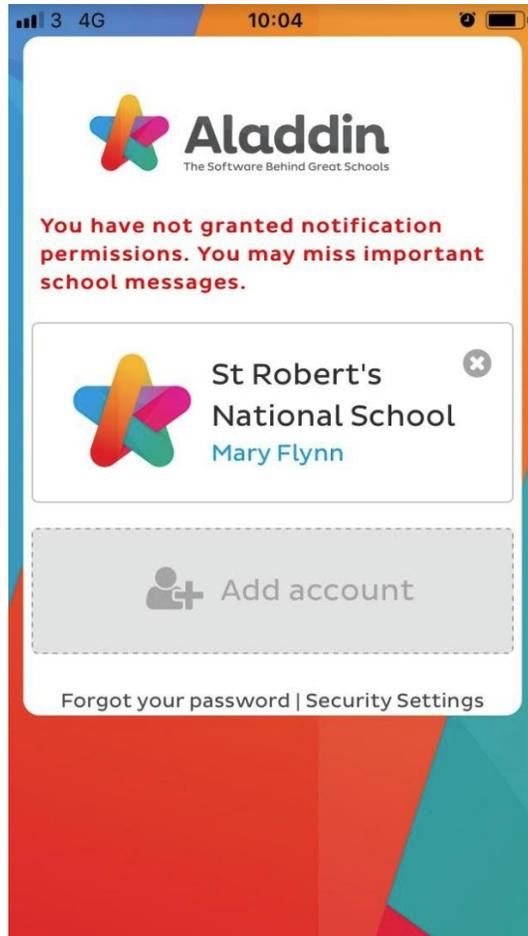
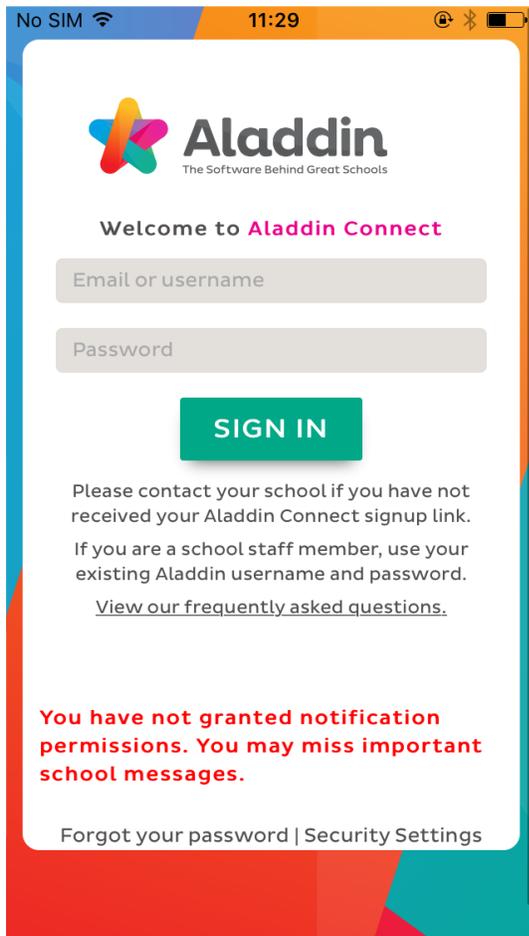
Aladdin Connect Quick Guide Notifications

Quick guide - If a parent is not receiving App notifications

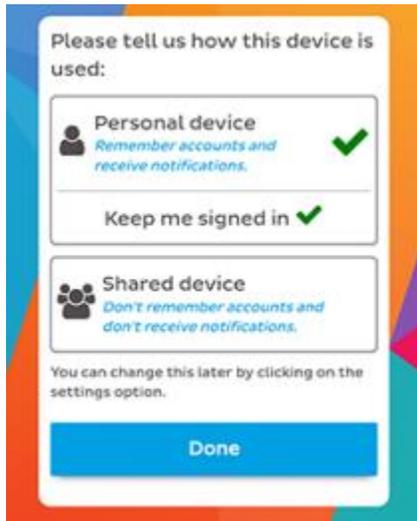
1. Check that their phone/device is pin/password protected. If there is no PIN on their phone, **they can get notifications but** they will need to enter their password every time to access the app.



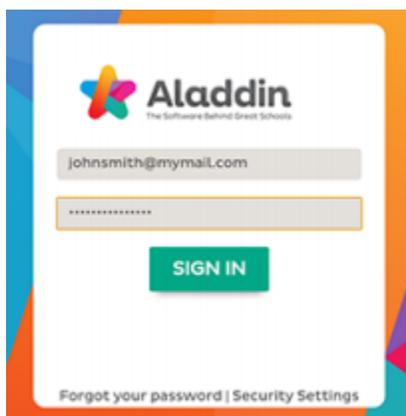
2. Check in their phone settings that notifications for their Aladdin app is enabled. If notifications is unticked for Aladdin in phone settings, the user will see the following when they sign in:



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.

Mobile Verification

i

In order to send text messages to your device, we need to verify your mobile number. Please enter your number and we will send you a text message with your verification code.

Step 1.

Enter your number

087-----|

Send code **Skip for now**

Don't send texts to the app on this device

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.

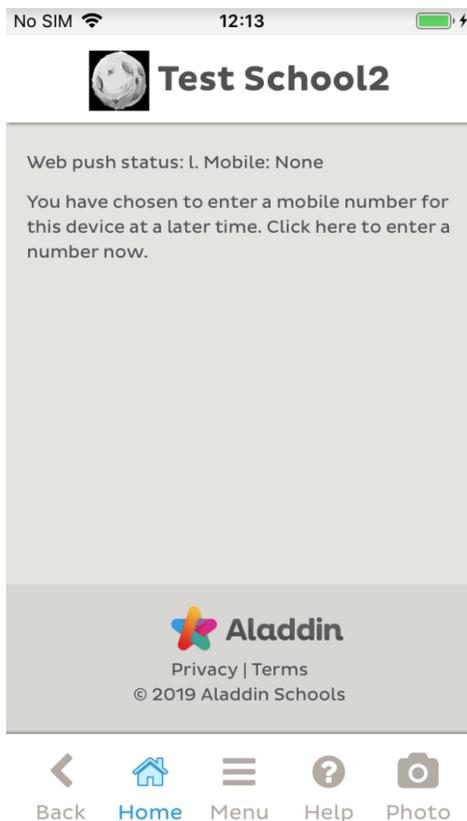
5. School can see from a student's profile page under the parent access tab the status of a parents app.

Devices

User	Mobile Number	Status	Platform	Last updated by user	
Mary Flynn	None	User clicked later	android	04/02/2019 10:30	Delete

In the example above, the status is "User clicked later". This means that the parent **will** get Noticeboard app messages but will **not get text messages as app messages** until they have verified their number.

If the parent chooses the later option for their number validation, they can go back and enter it by clicking the link at the bottom of the home page.



Devices

User	Mobile Number	Status	Platform	Last updated by user	
Mary Flynn	3538767	Validated	ios	05/04/2019 10:48	Delete

Status of "Validated" means that the parent has validated their mobile number and, in this case, the parent **would be** receiving all app notifications.