

Troubleshooting Connect App Notifications

Make sure your device is PIN protected



To receive Aladdin app notifications, you need to make sure your phone is secure (PIN/password/pattern locked). This is a security feature. If there is no PIN set on your device you will not see the Biometrics option on your Login Settings page. Make sure notifications for the Aladdin Connect app are enabled



You also need to check in your phone settings that you have notifications enabled for the Aladdin Connect app. This would be the same as enabling notifications for any app on your phone, but the procedure may differ per phone.



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Check your Login Settings are set to 'Personal'



Make sure that your mobile number is verified

t. St Brendan's NS Student Search Q Mobile Verification In order to send text messages to you 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 Skip for now Send code d You will not be able to Your mobile nu receive text me your number. he Ataciclin app until you verify 0 0

From the sign-in page of your Aladdin Connect app click on the Login Settings and check that you have chosen the option for 'Personal' device. If you chose 'Skip for now' on the Mobile Validation process when setting up your Aladdin Connect app you will see a button reminding you to do at the bottom of your app homepage. Click this and follow the instructions to verify your mobile number.