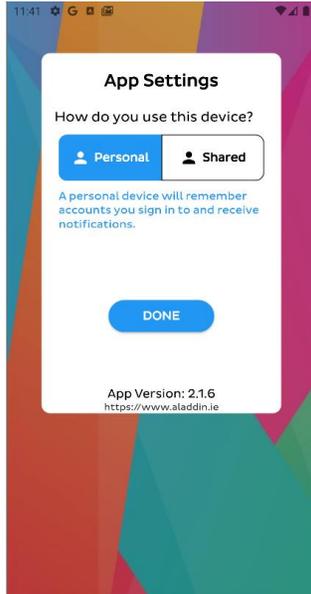




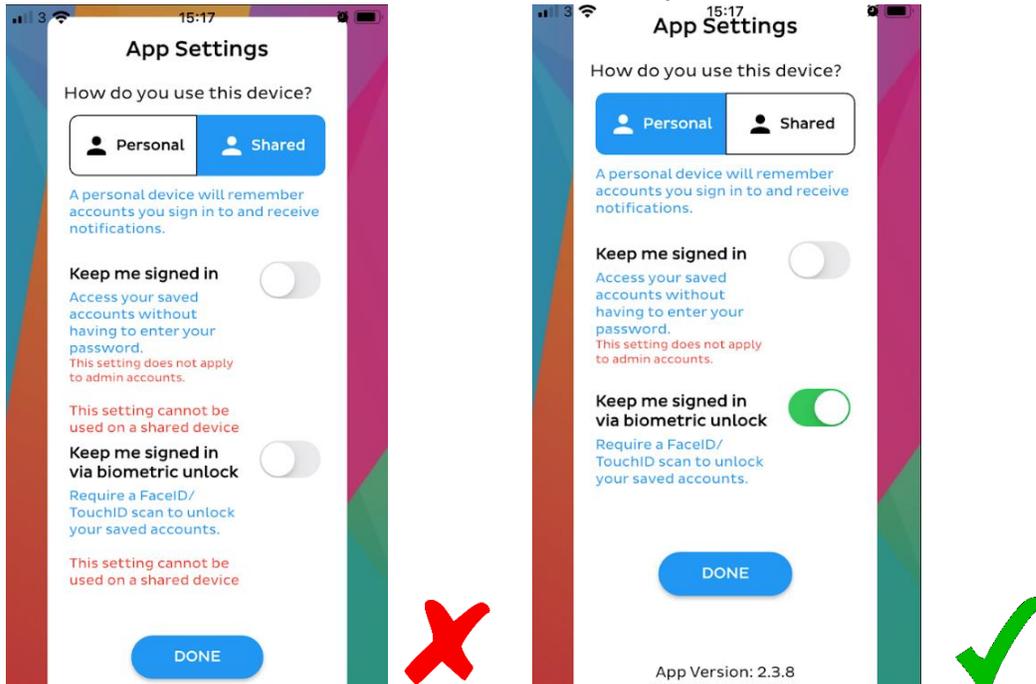
Aladdin Connect Quick Guide Notifications

Quick guide - If a parent is not receiving App notifications

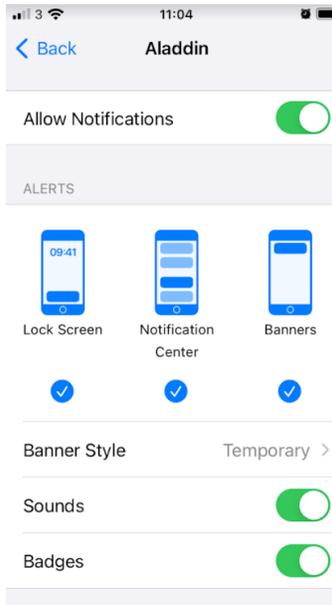
1. Check that their phone/device is pin/password protected. If there is no PIN or other equivalent lock on their phone, **parents can get notifications but** they will need to enter their password every time to access the app. They will not see the option to “Keep me signed in” or “Keep me signed in via biometric unlock”.



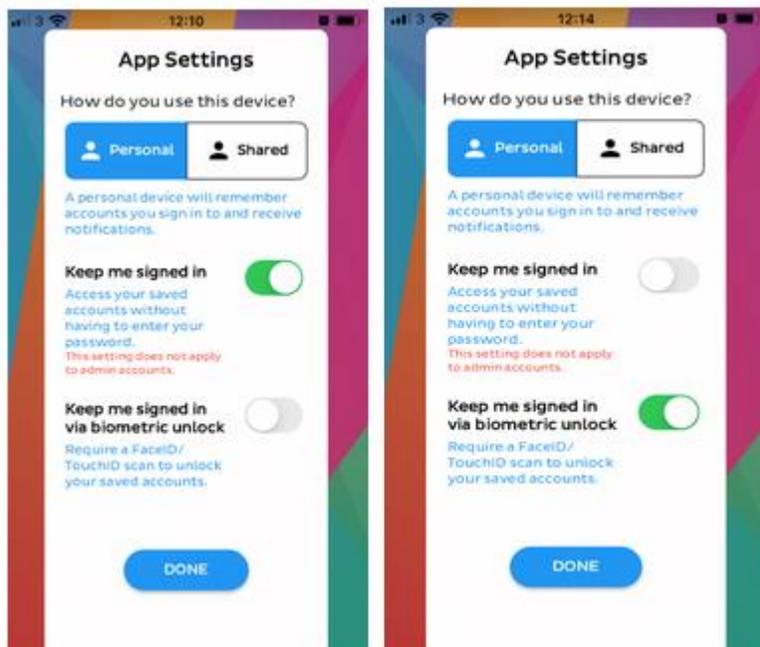
2. Notifications **cannot** be received on a **shared device**. Parents using a personal device need to make sure that “Personal” is selected if they want to receive notifications.



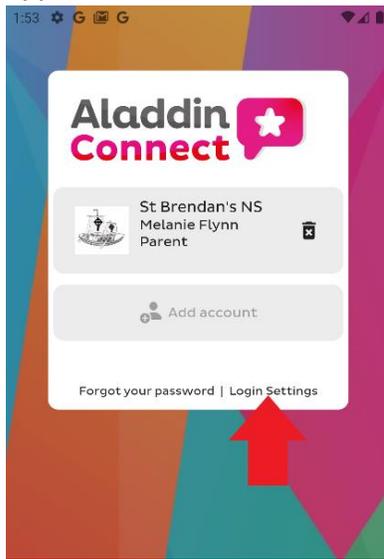
- Parents should check in their phone settings that notifications for their Aladdin app is enabled /allowed.



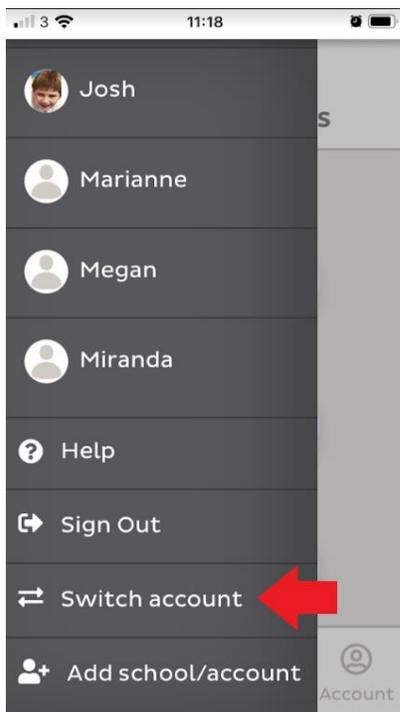
- Parents should double-check within their Aladdin app that they have chosen the option in "Login Settings" for "Personal" device, and have turned on the "Keep me signed in" option or the "Keep me signed in via biometric unlock" option.



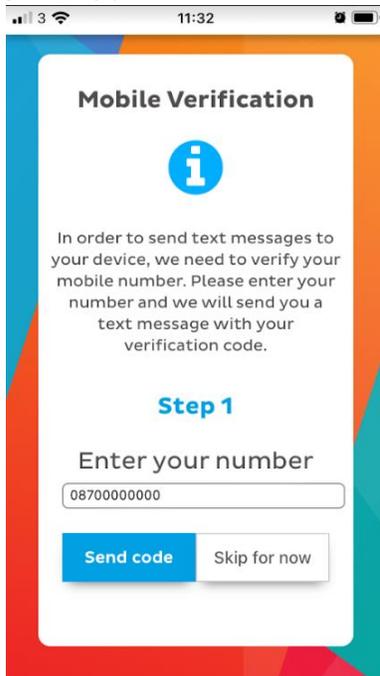
Parents can get to this screen by pressing “Login Settings” on the sign-in screen of their app.



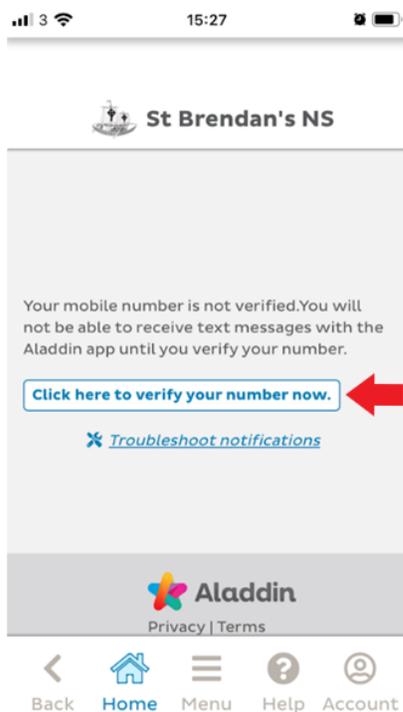
Alternatively, parents can get to the “Login Settings” when they are signed into the app by choosing “Switch account” or “Add school/account” from the main menu in the app – this will bring them directly to the sign-in screen.



5. In order to receive notifications to their phone, parents need to **verify their mobile number**. A verification code will only be received if the number the parent enters is saved against the student in Aladdin. Schools need to ensure that they have the correct mobile number for the parent(s).

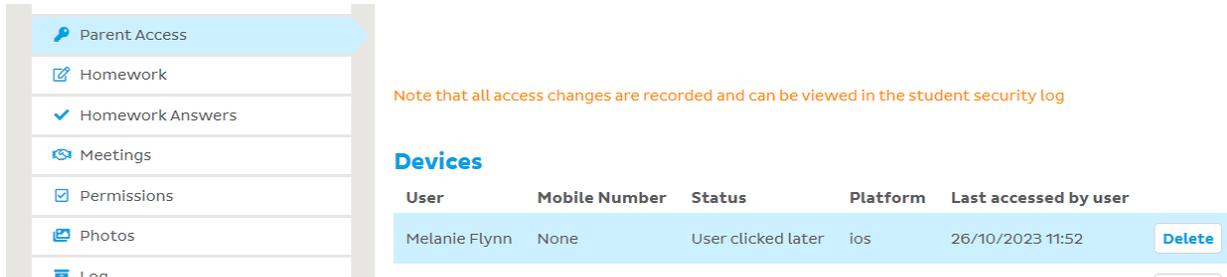


If a user has chosen “Skip for now” they can get back to this page from their **Home** page on the app by clicking the option at the very end of the screen “Your mobile number is not verified. You will not be able to receive messages with the Aladdin app until you verify your number **Click here to enter a number now**”.



How schools can see if a parent is receiving notifications

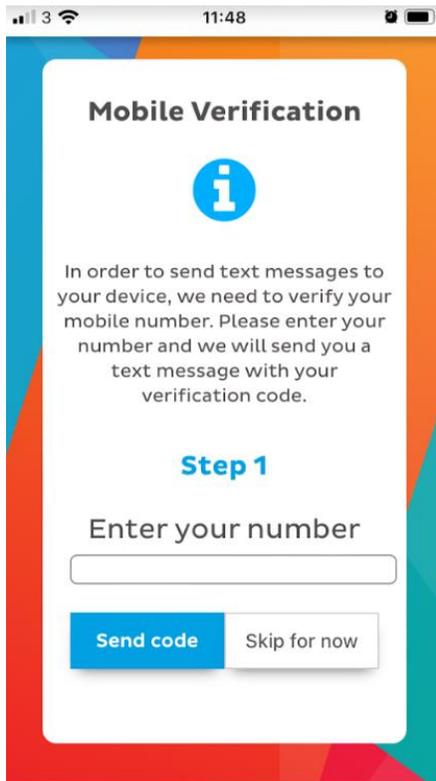
Schools can see the status of a parent's app from the student profile page under the "Parent Access" tab..



The screenshot shows a sidebar menu on the left with the following items: Parent Access (highlighted), Homework, Homework Answers, Meetings, Permissions, Photos, and Log. To the right of the sidebar, there is a note: "Note that all access changes are recorded and can be viewed in the student security log". Below the note is a section titled "Devices" which contains a table with the following data:

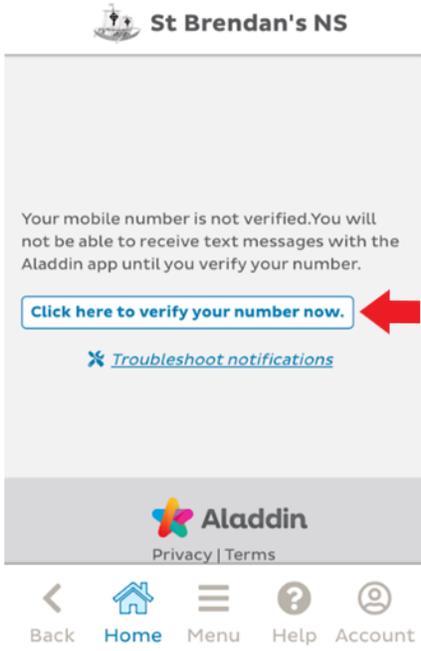
User	Mobile Number	Status	Platform	Last accessed by user	
Melanie Flynn	None	User clicked later	ios	26/10/2023 11:52	Delete

In the example above, the status for the user is displaying as "User clicked later". This means that the parent tapped the "Skip for now" option and **has not yet validated their mobile number**.



If the parent tapped "Skip for now", they **will** get Noticeboard app messages but will **not get text messages as app messages** until they have verified their mobile number. Text messages cannot be sent as app messages until the parent validates their mobile number.

The parent can go back and enter and validate their mobile number by tapping the option at the bottom of the app Home page, "Click here to verify your number now".



Number	Status	Platform	Last accessed by user	
051008	Validated	android	08/09/2023 13:00	Delete

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

This User Guide was last updated on 03/12/2024