



Aladdin

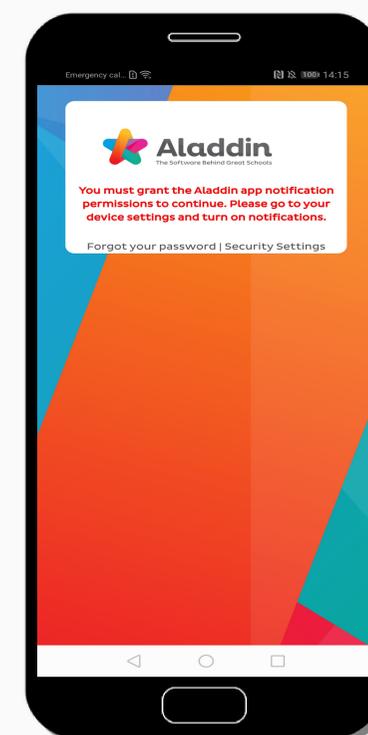
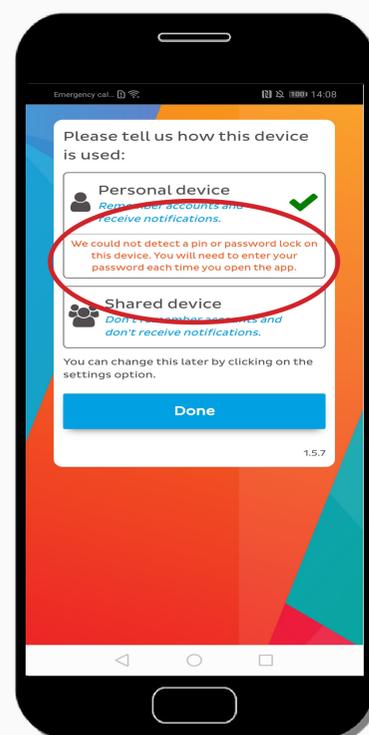
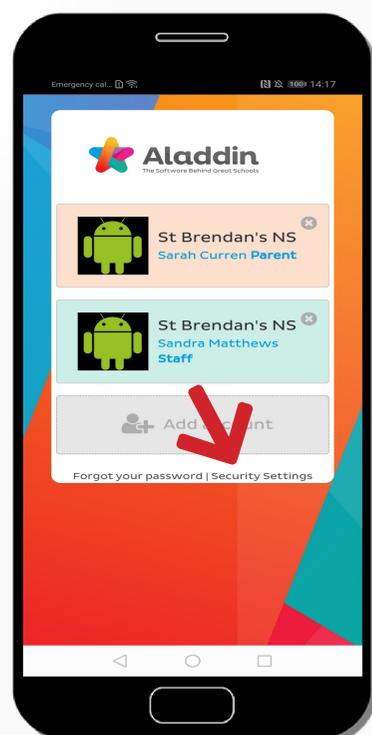
Connect



Tips when you are not receiving notification alerts on Connect

1. Make sure your device is PIN protected.

2. Make sure notifications for the Aladdin app are enabled.



If there is no PIN on your phone, you can get notifications but you will need to enter your password every time to access the app.

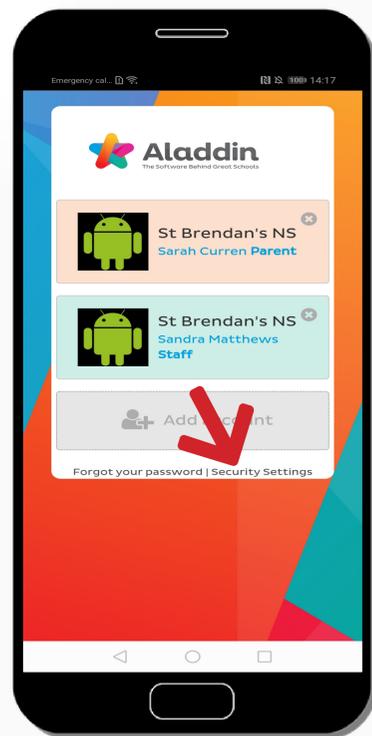
You can check security settings on the login screen (red arrow). If you have no PIN on your device you will see the error message (red circle).

Check in your phone settings that notifications for Aladdin Connect are enabled.

If notifications is unticked for Aladdin in phone settings, then you will see the following when you go to sign in on the app.

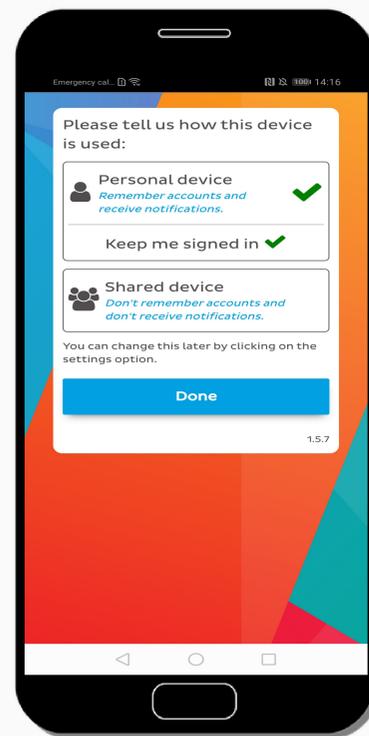
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3. Check your security settings are set to personal device.

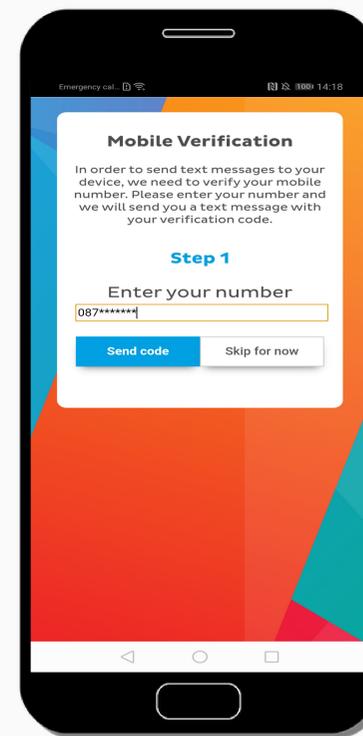


Double check within your Aladdin app that you have chosen the option in security settings for “Personal device, remember accounts and receive notifications.”

Can get to this page by pressing security settings on the sign in screen of your app. (indicated by the red arrow)



4. Make sure that your mobile number is verified.



When you sign in you will be prompted to validate your mobile number. Simply enter your mobile number and you will receive a code by text you will be asked to enter.

If you had chosen “skip for now” you can also validate your mobile number by clicking the button on the bottom of the app home-screen (red arrow).

