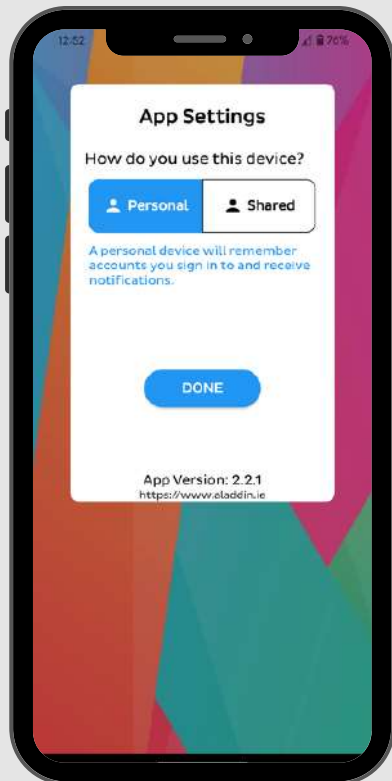




Troubleshooting Connect App Notifications

1

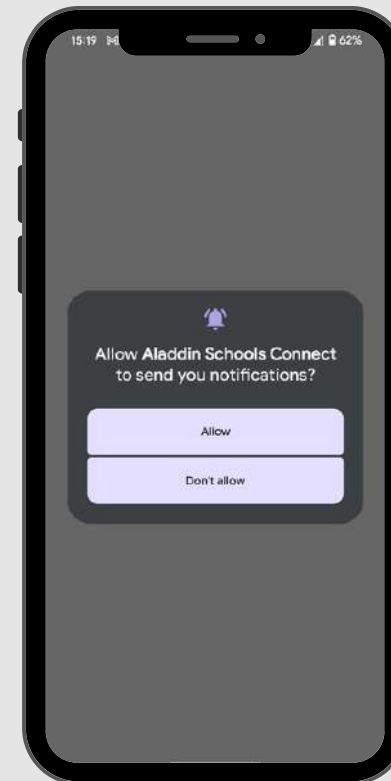
Make sure your device is PIN protected



To receive Aladdin app notifications, you need to make sure your phone is secure (PIN/password/pattern locked). If there is no PIN set on your device you will not see the Biometrics option or the Keep me signed in option on your Login Settings page.

2

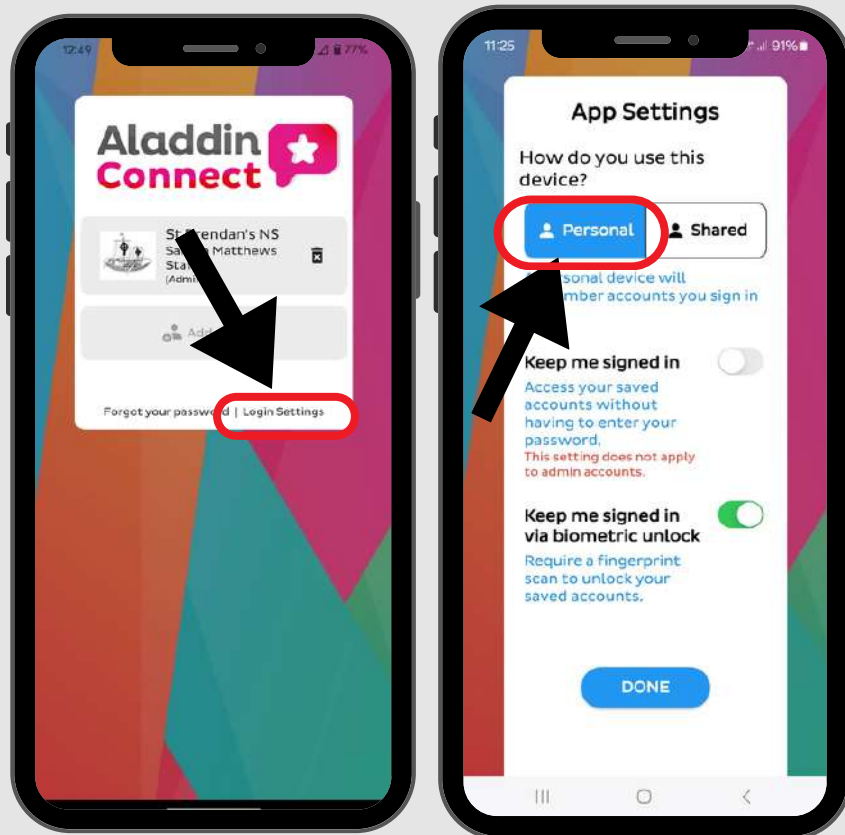
Make sure notifications for the Aladdin Connect app are enabled



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.

3

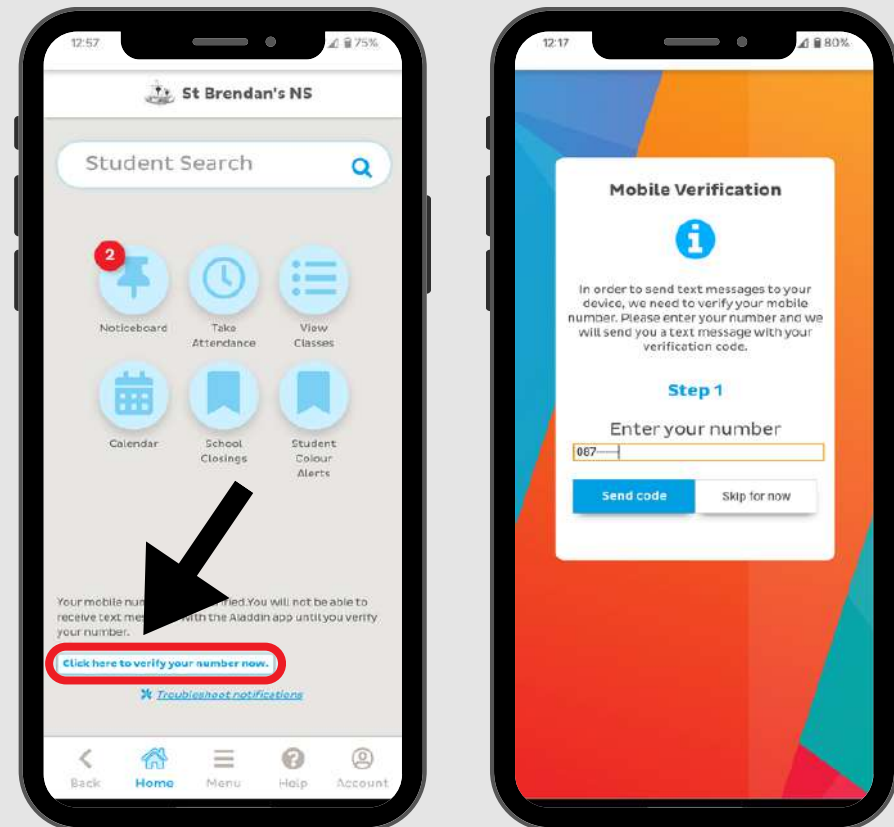
Check your Login Settings are set to 'Personal'



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.

4

Make sure that your mobile number is verified



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.