How to ensure you receive notifications from the SkoolBag App

There are some known issues with phones turning off app notifications in favour of battery optimisation, which means that notifications are sometimes no longer received. Below is some advice on how to troubleshoot this:

Samsung Phones

Method 1. Enable the app to run in the background

If on the Samsung device notifications, ensure you have enabled the app to run in the background

1. Open Settings on your device > General > Scroll down and choose Apps/Application> Scroll down and select SkoolBag app > Battery> Allow background activity.

See screenshot below:
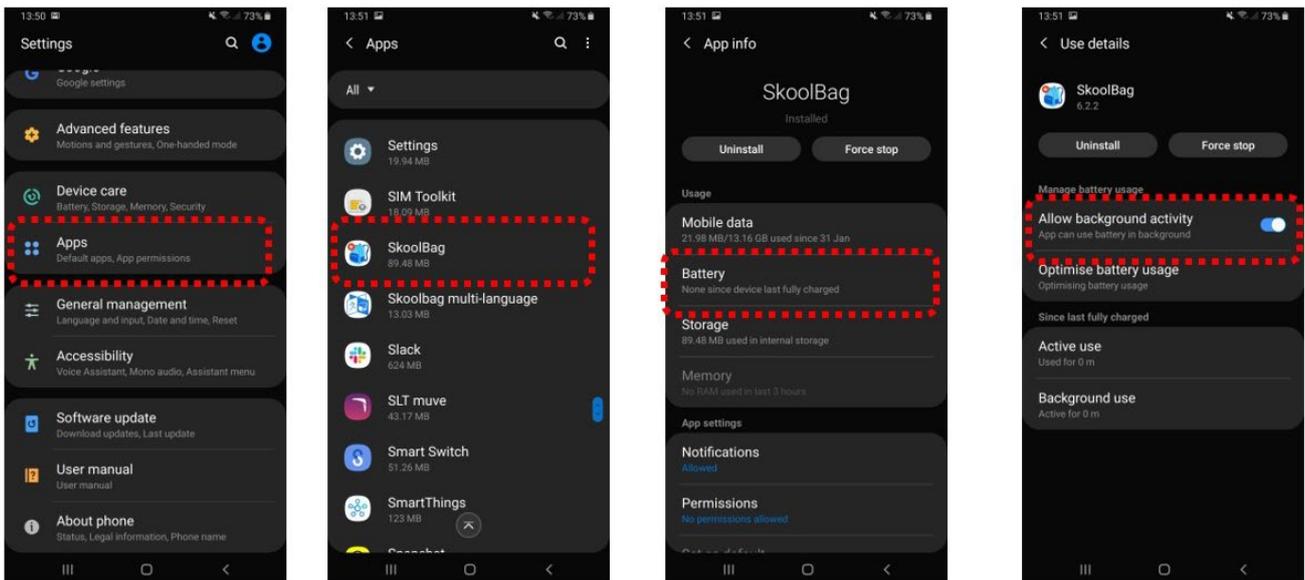
Oppo Phones

Step 1. Go to Settings > Advanced settings > Battery Manager > Protected Apps, look for SkoolBag App, and select to "protect" it. This means that the phone will stop closing the SkoolBag App so that you can continue to receive notifications.

Step 2: Go to Settings > Apps > Advanced > Ignore Battery Optimizations, then find the app and select to 'Ignore it'. This means the battery optimization function will "ignore" SkoolBag App, so that it can continue to run so you can receive notifications even when the battery is low.

Step 3: Go to Settings > Notification Panel & Status Bar > Notification Center, then find SkoolBag App, then activate "Allow Notifications" and "Priority Display".

iPhone

Method 1. Restart Your iPhone/iPad

The first way you should try is simply restarting your device. That means, try turning your device on and off again.

Method 2. Ensure 'Do Not Disturb' mode is not active

If you have enabled Do Not Disturb mode on your iPhone or iPad, then it will prevent the device from alerting you each time there is a message, notification, call or other notifications. In this case, just disable this feature will easily fix the iOS 12 or iOS 12.1 notifications not working problem.
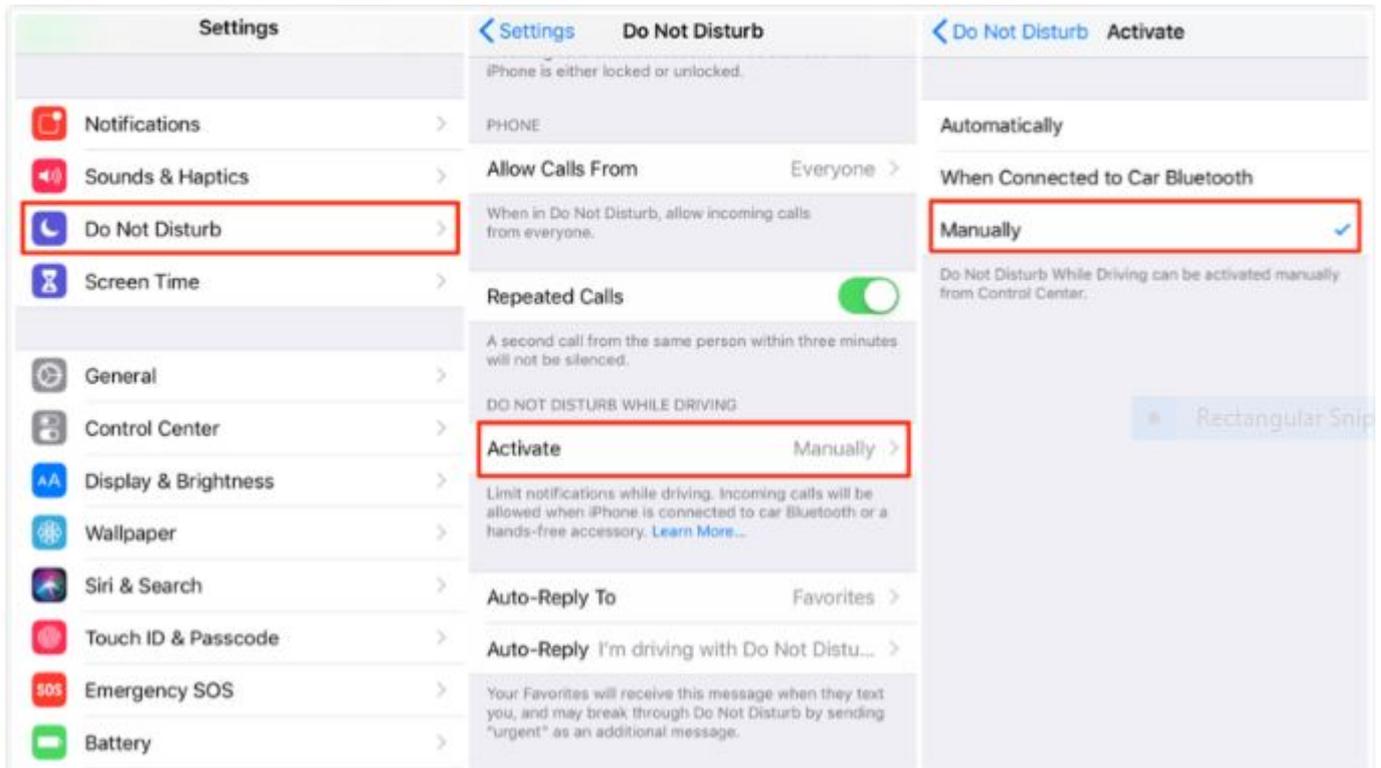
Method 2. Ensure Notifications have been switched on

Open 'Settings', select 'Notifications' scroll to the SkoolBag App and ensure the notifications are as below:
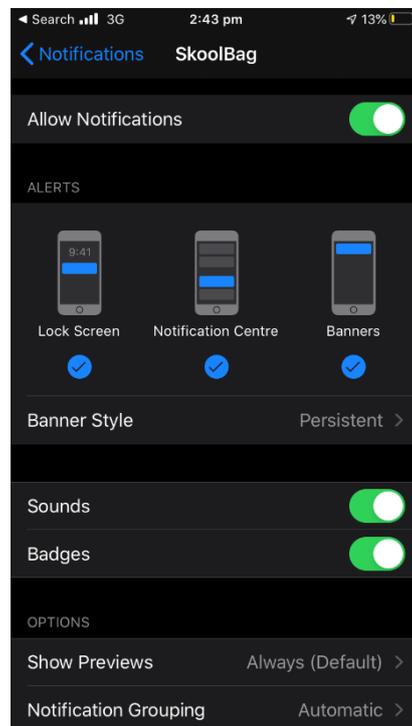
Method 3. Reset Network Settings

If the iOS 12/12.1 notifications not working problem continues, resetting network settings can help you in some case. This method will not delete any data on your iPhone/iPad. It just resets all your network settings.
Open Settings on your device > General > Scroll down and choose Reset > Tap on Reset Network Settings option.
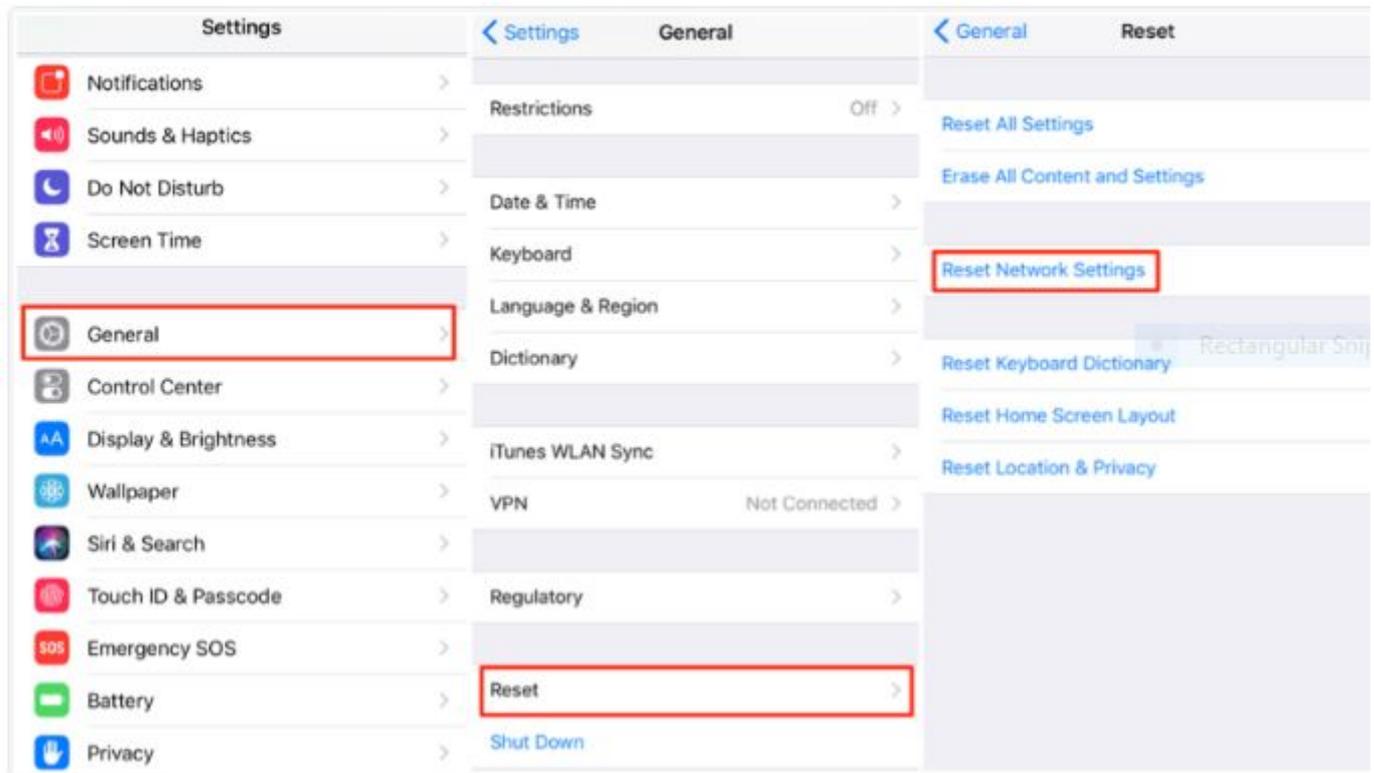
If you are still having issues or your phone is not listed, please contact Skoolbag on support@skoolbag.com.au.