MRU Now How To:

Disable iOS App Offloading

Verify That Your iOS Device Can Receive Push Notifications

iOS 11 introduced a feature that will "offload" unused apps if device storage becomes low. While user data is maintained, the app will not be visible unless the user restores it to their device via the App Store. If an app is offloaded, it may still receive push notifications, but opening the push will direct the user to the App Store as opposed to opening the full content of message within the app.

This is a global setting and cannot be turned off on a per-app basis. To disable this behavior, perform the following steps:

1. Open the 'Settings' application on your iOS device.
2. Scroll down and click the 'App Store' settings option.
3. Set the 'Offload Unused Apps' switch to off.
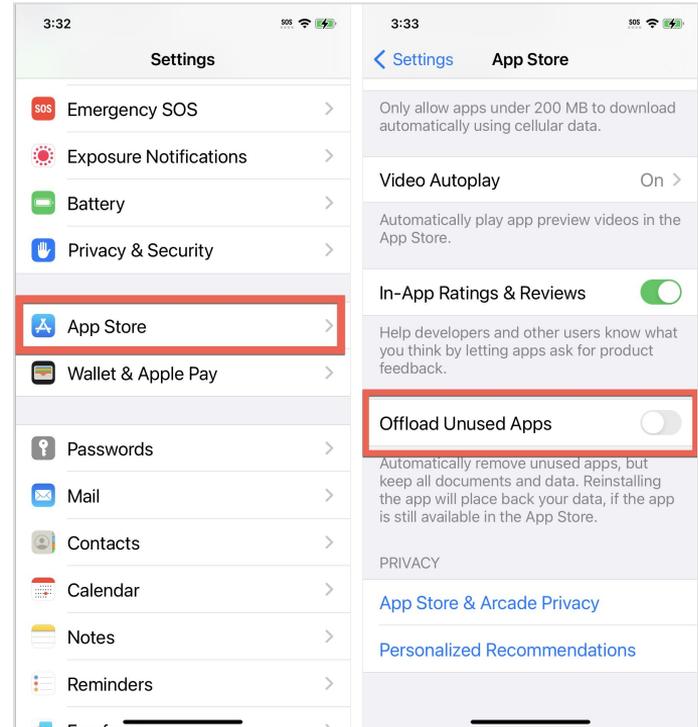
Verify That Your iOS Device Can Receive Push Notifications

1. Open MRU Now on your device. Tap the **Preferences/About** button, and then press the **Notification Settings** button.
2. The **Notification Settings** menu will display the status of your device's ability to receive Push Notifications
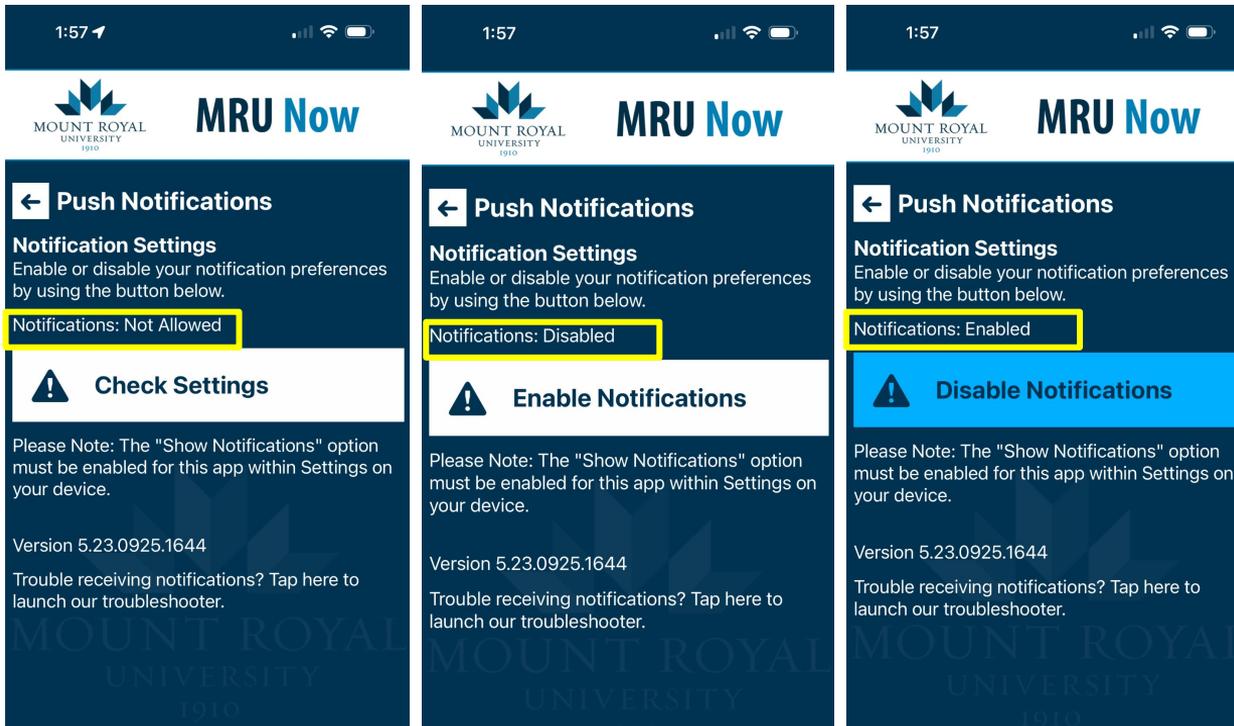
3. If Push Notifications are Not Allowed, then the app has not been given permission to receive Push Notifications or the permission has been revoked. Press the Check Settings button. You will be pushed out to the MRU Now notification settings, where you can enable Push Notifications.
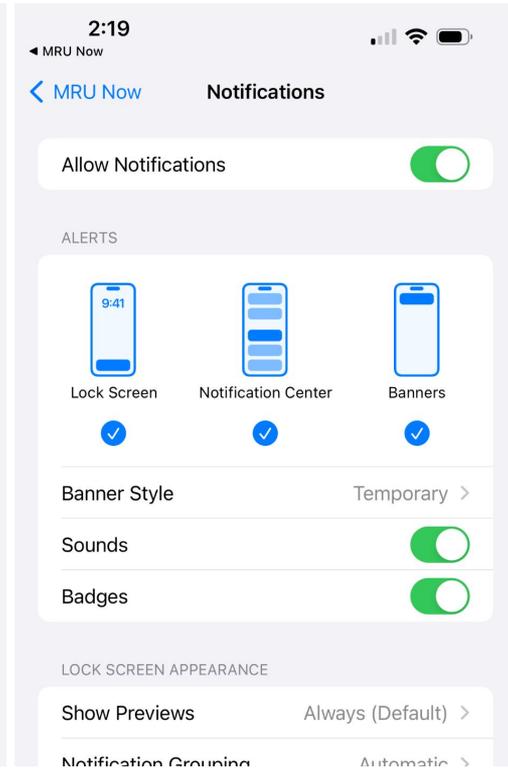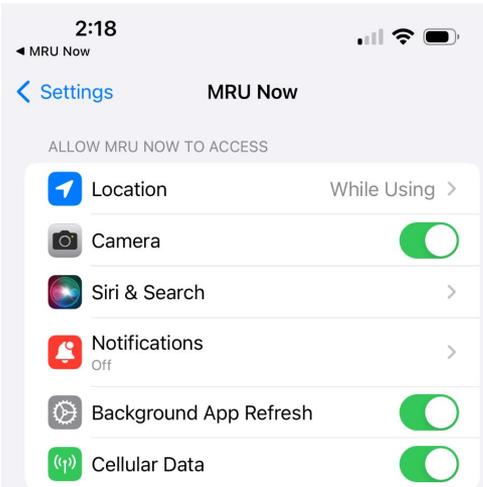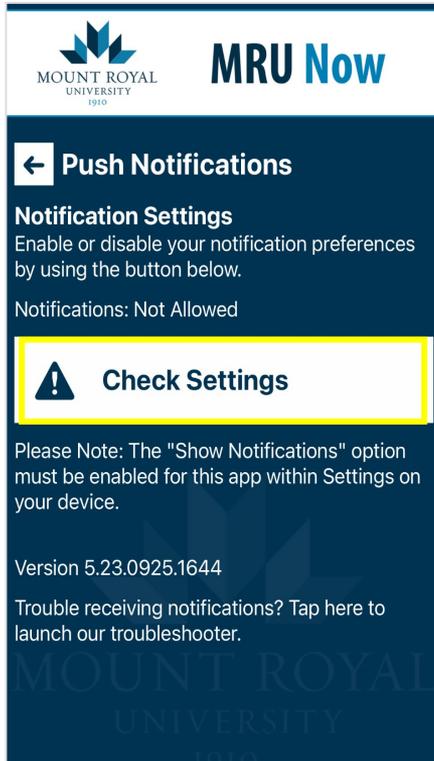
4. If Push Notifications are Disabled, then your app has been given permission to receive Push Notifications, but you *are not subscribed to a Push Notification channel.* Tap the Enable Notifications button to subscribe to a Push Notification channel.
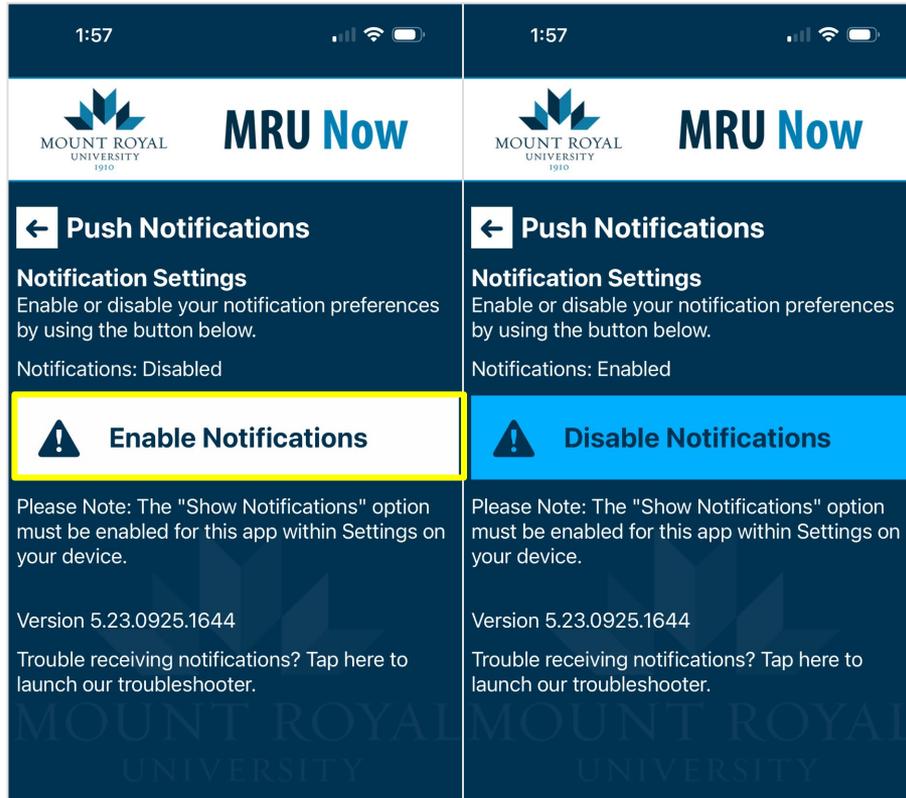
5. If Push Notifications are Enabled, then you should be good to go! Use the Push Notification Troubleshooter to send a notification directly to your device and test them out!