

## **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.

3:32		3:33		
Settings		Settings App Store		
Emergency SOS	>	Only allow apps under 200 MB to download automatically using cellular data.		
Exposure Notifications	>			
Battery	>			
🖐 Privacy & Security	>	Automatically play app preview videos in the App Store.		
	_	In-App Ratings & Reviews		
🛃 App Store	>	Help developers and other users know what you think by letting apps ask for product feedback.		
📃 Wallet & Apple Pay	>			
		Offload Unused Apps		
Passwords	>	Automatically remove unused apps, but keep all documents and data. Reinstalling the app will place back your data, if the app is still available in the App Store. PRIVACY		
🖂 Mail	>			
Contacts	>			
Calendar	>	App Store & Arcade Privacy		
Notes	>	Personalized Recommendations		
Reminders	>			

## 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are Not Allowed, then the app has not been given permission to receive Push Notifications or the permission has been revoked.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.

	2:18 ∢ MRU Now		2:19 ≺ MRU Now	
MOUNT ROYAL UNIVERSITY 1910	Settings MR	U Now	<pre> MRU Now Notif</pre>	ications
← Push Notifications	ALLOW MRU NOW TO ACCESS		Allow Notifications	
Notification Settings	Location	While Using >		
Enable or disable your notification preferences	Camera		ALERTS	
Notifications: Not Allowed	Siri & Search	>	9:41	
Check Settings	Notifications	>		
	Background App	Refresh	Lock Screen Notifica	tion Center Banners
Please Note: The "Show Notifications" option must be enabled for this app within Settings on your device	ঞ্জি Cellular Data		Banner Style	Temporary >
Version 5.23.0925.1644			Sounds	
Trouble receiving notifications? Tap here to launch our troubleshooter.			Badges	
			LOCK SCREEN APPEARANC	CE
			Show Previews	Always (Default) >
0101			Notification Grouping	Automatic >

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!

