

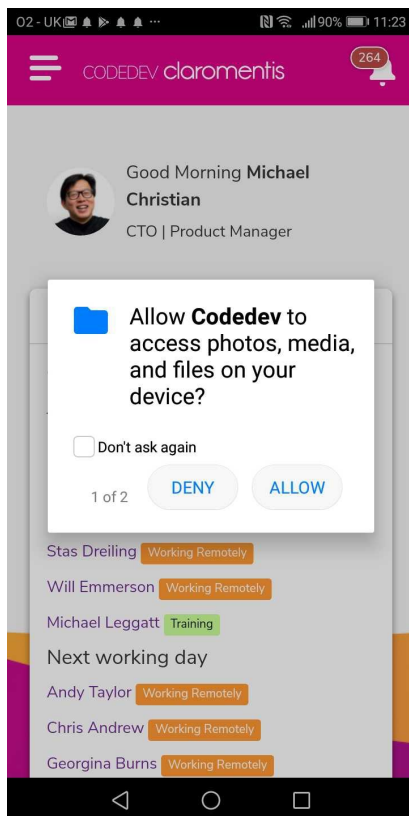


Security Prompts to Access Photos, Files, and Push Notification on Mobile App

Android

Allow Claromentis to access photos, media, and files on your device?

When launching the app, you might be asked permission to access photos, media, and files.

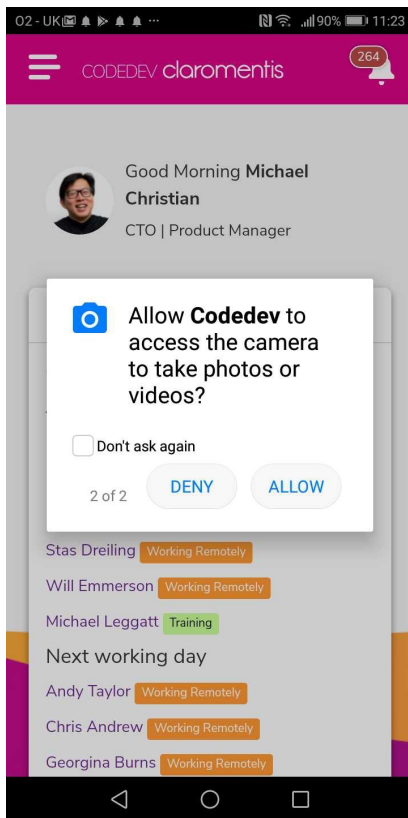


Allowing access will enable you to attach or upload file anywhere within Claromentis for example:

- Uploading file to Documents
- Uploading images to Image Gallery

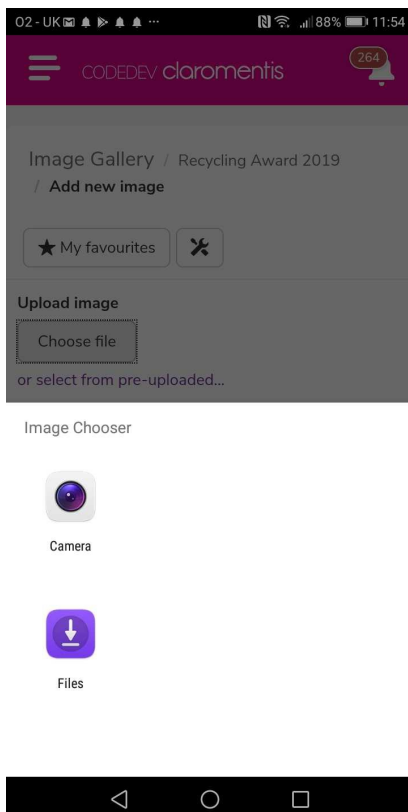
- Attaching a file in Discussion
- Attaching a file in InfoCapture ticket

Allow Claromentis to access photos, media, and files on your device?



Allowing this access will enable you to take a photo or video and attach them directly to Claromentis app anywhere on the system using upload button without the need of saving it first into your phone.

Here is an example:



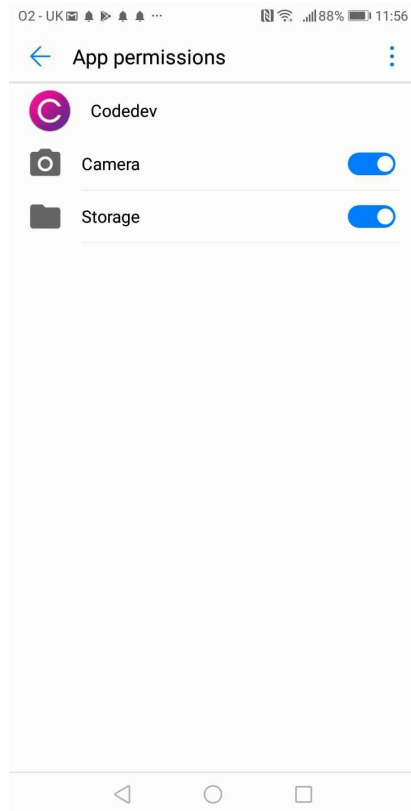
What if I select "DENY" and want to allow access?

1. You can re-enable this by navigating to (on your phone)

Settings > Apps & Notification > Apps

2. Search for the name of your app

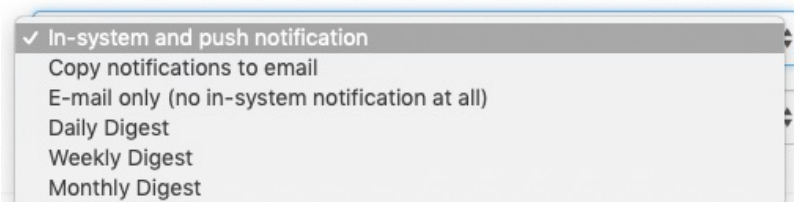
3. Under Permission > re-enable access

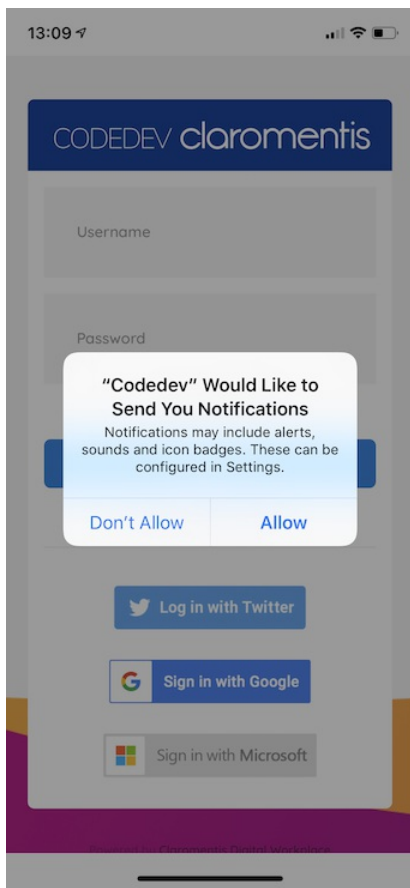


iOS

Claromentis Would like to Send You Notification?

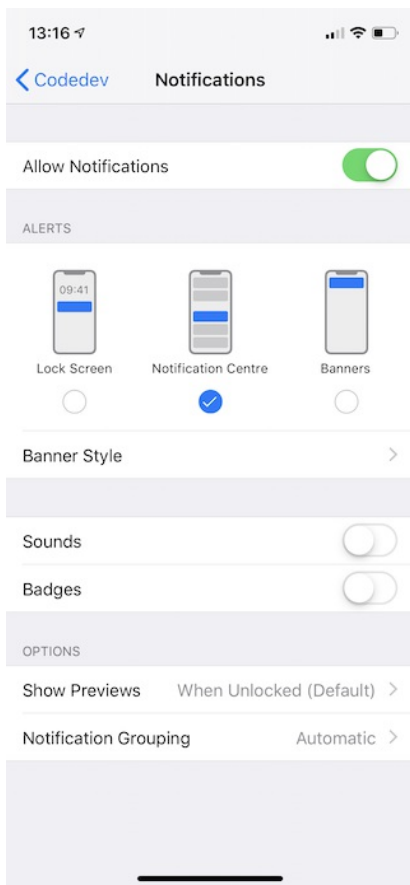
Allowing this access will enable you to receive notification on your mobile when your notification settings are set to "In System and Push Notification"





What if I select "Don't Allow" and want to re-enable push notification?

1. You can re-enable this by navigating to **Settings** (on your phone)
2. Scroll down to select your app
3. Tap on **Notifications**
4. Tap **Allow Notifications**



Where is push notification prompt on Android?

Android, on the other hand, automatically opts users in to receive notifications. When someone downloads an Android app, they're informed that the app will be given certain permissions, including the ability to send a push notification.

Last modified on 6 December 2023 by [Hannah Door](#)

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