

Confirming App Permissions

These instructions are based on an Android P device. Your device screens may appear slightly different, but the menu options should still be available on your device.

Direct method when app is open

1. Open up the app on your device. You should have a badge in the top banner of your screen.
2. Swipe your screen down from the top to get your notifications and menu. You should see a "JDispatch is running" or "AAG Dispatch is running" message.

*** Also confirm that the **Location** icon is enabled in this screen

3. Tap the "JDispatch is running" / "AAGDispatch is running" message
4. You will be presented with the app options
5. Tap the 'Permissions' option
6. Ensure that all of the permissions are 'Allowed all the time'

When unavailable from top bar

1. Go into your device Settings by swiping down from the top of the screen
2. Go into the **Apps** section
3. Find the JDispatch app
4. Select the **Permissions** option
5. Ensure that **Location** permissions are 'Allowed all the time'

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