How to Reopen and Test the Portal Notification Pop-Up

What Is This?

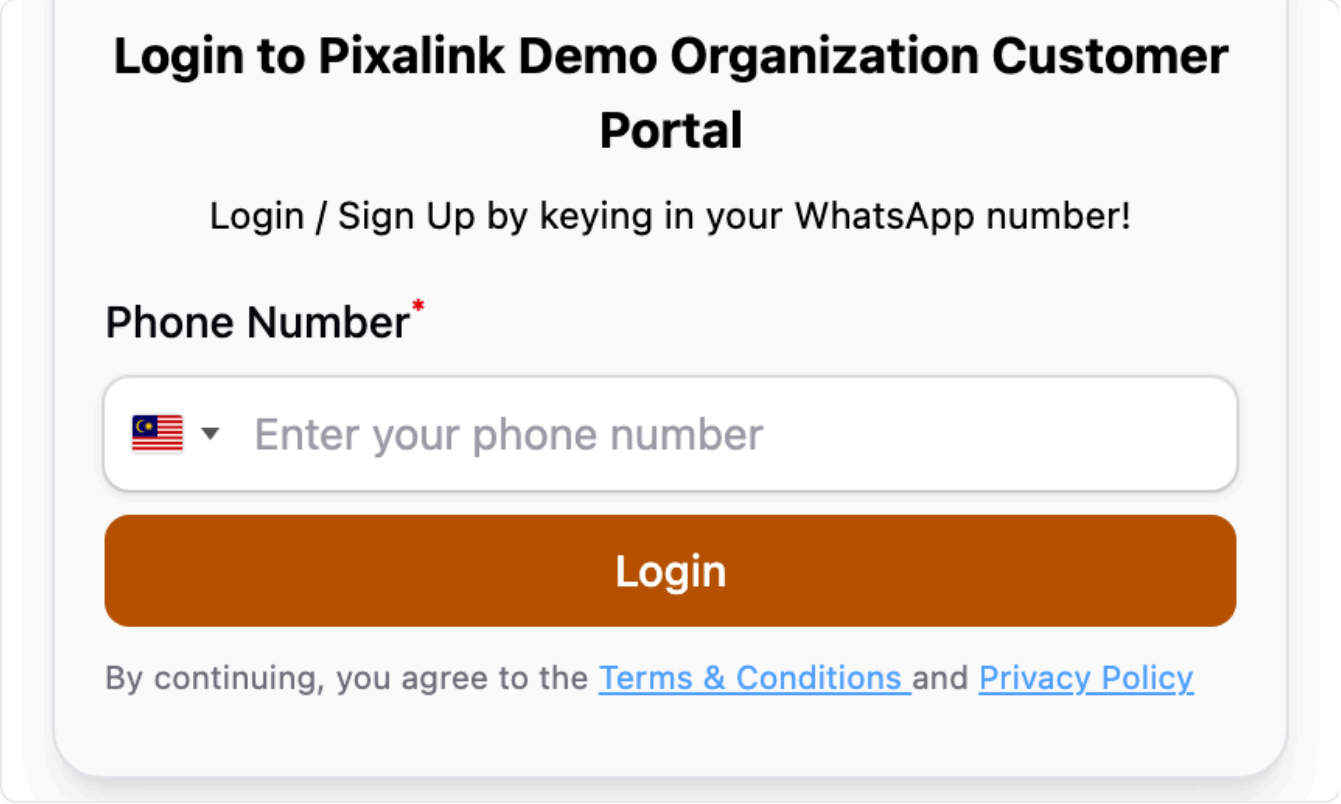
The **Stay in the loop** pop-up asks customers to turn on push notifications for your business. Check what it says and how it behaves before you tell staff to promote it.

Real-Life Example

Farah renamed her Shah Alam cafe outlet to "Kopi Farah" and wanted to see the pop-up with the new name. It never came back on her phone, because she had tapped **Maybe later** twice. She opened her portal in another browser and logged in with her own number. The pop-up showed the new name.

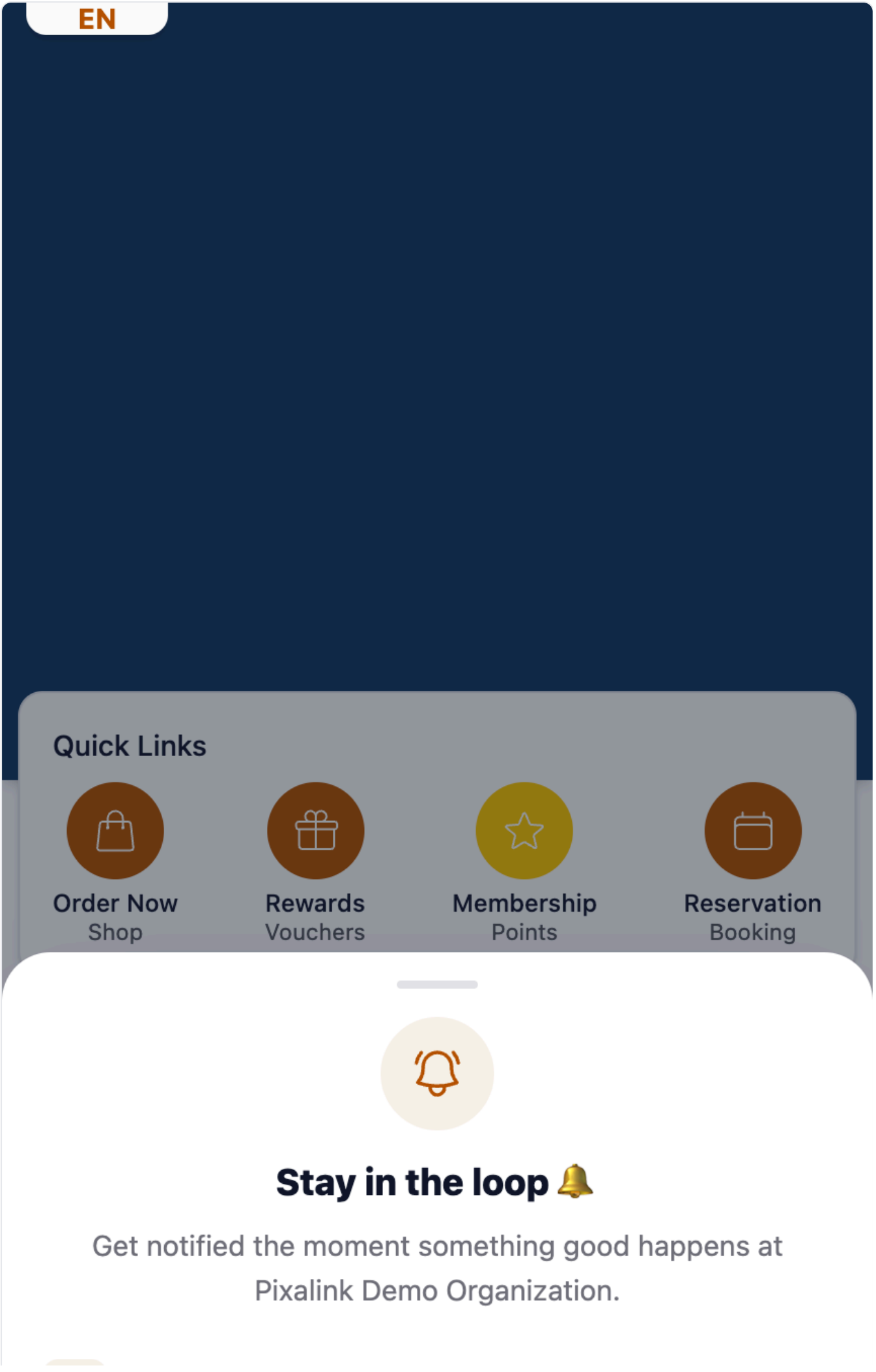
How to Set It Up

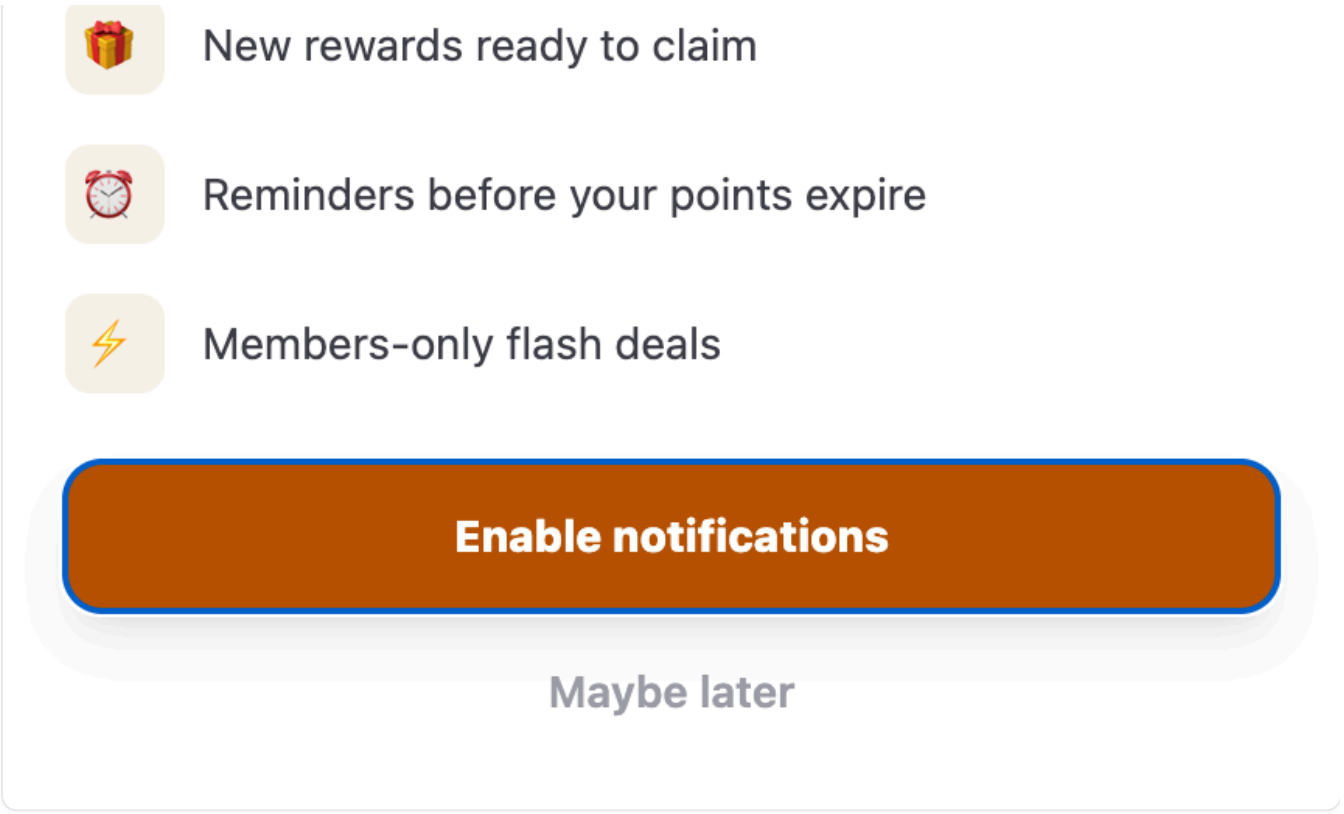
1. Open your portal link in a browser you don't normally use.



A new browser has no saved answer.

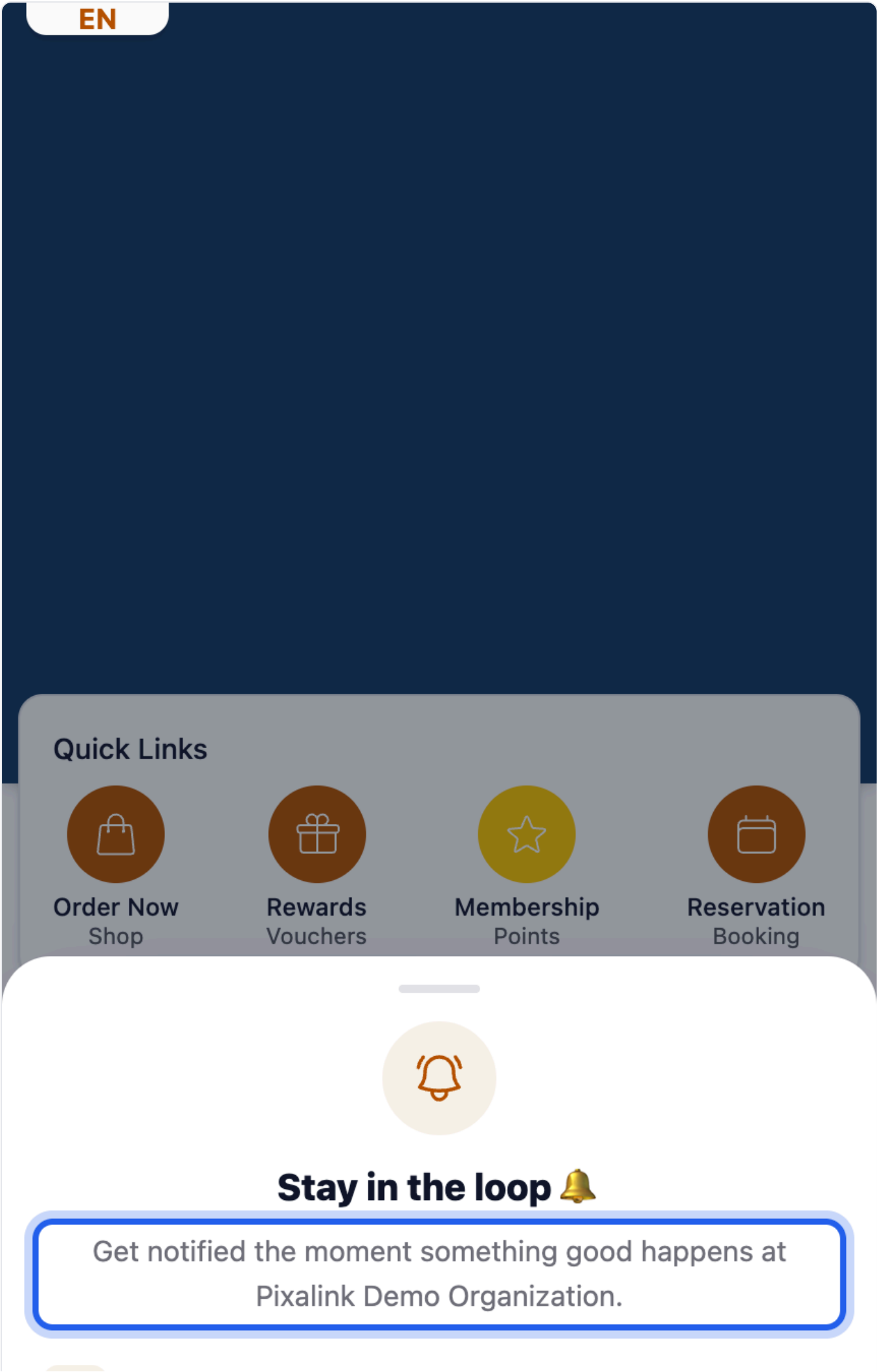
2. Log in with your own phone number and stay on **Home** for about 4 seconds.

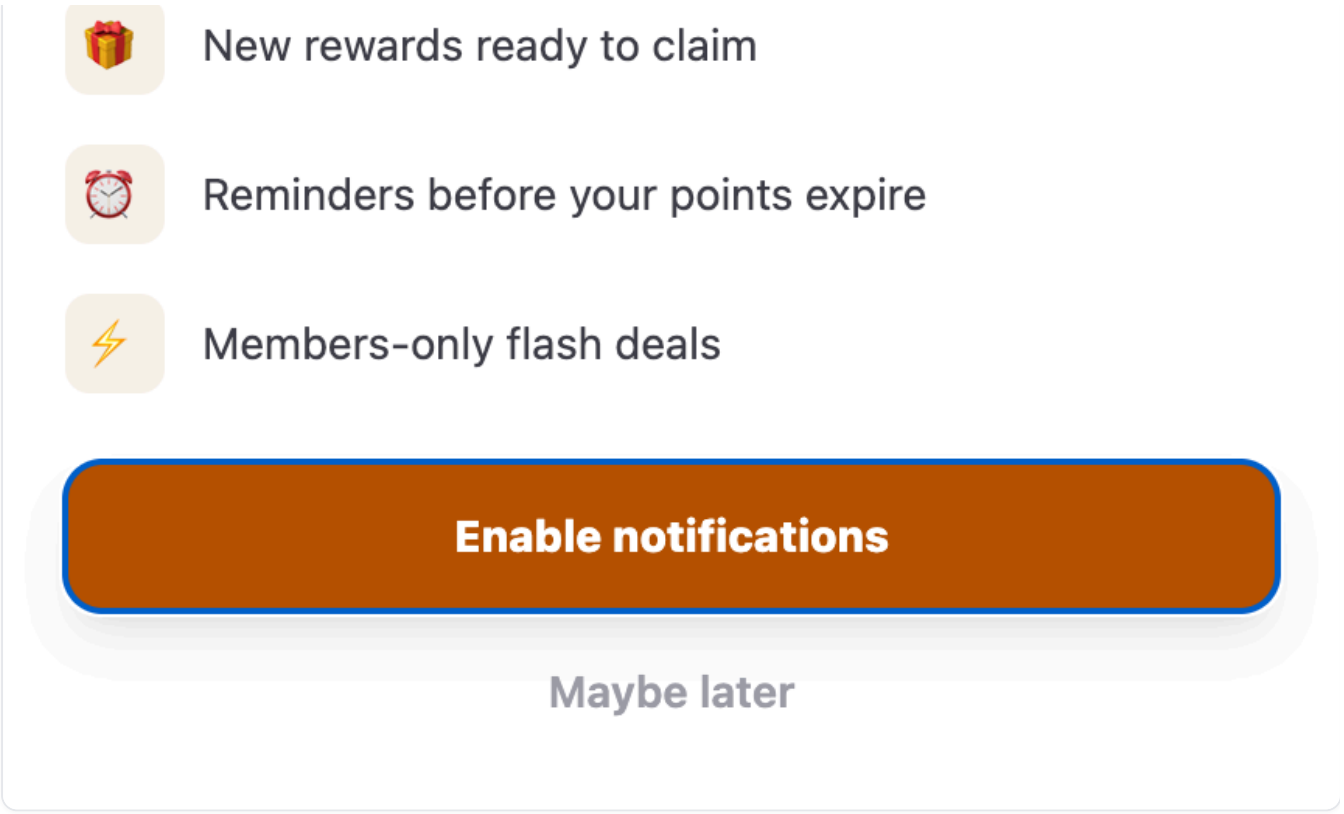

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The pop-up slides up from the bottom. It shows only on Home.

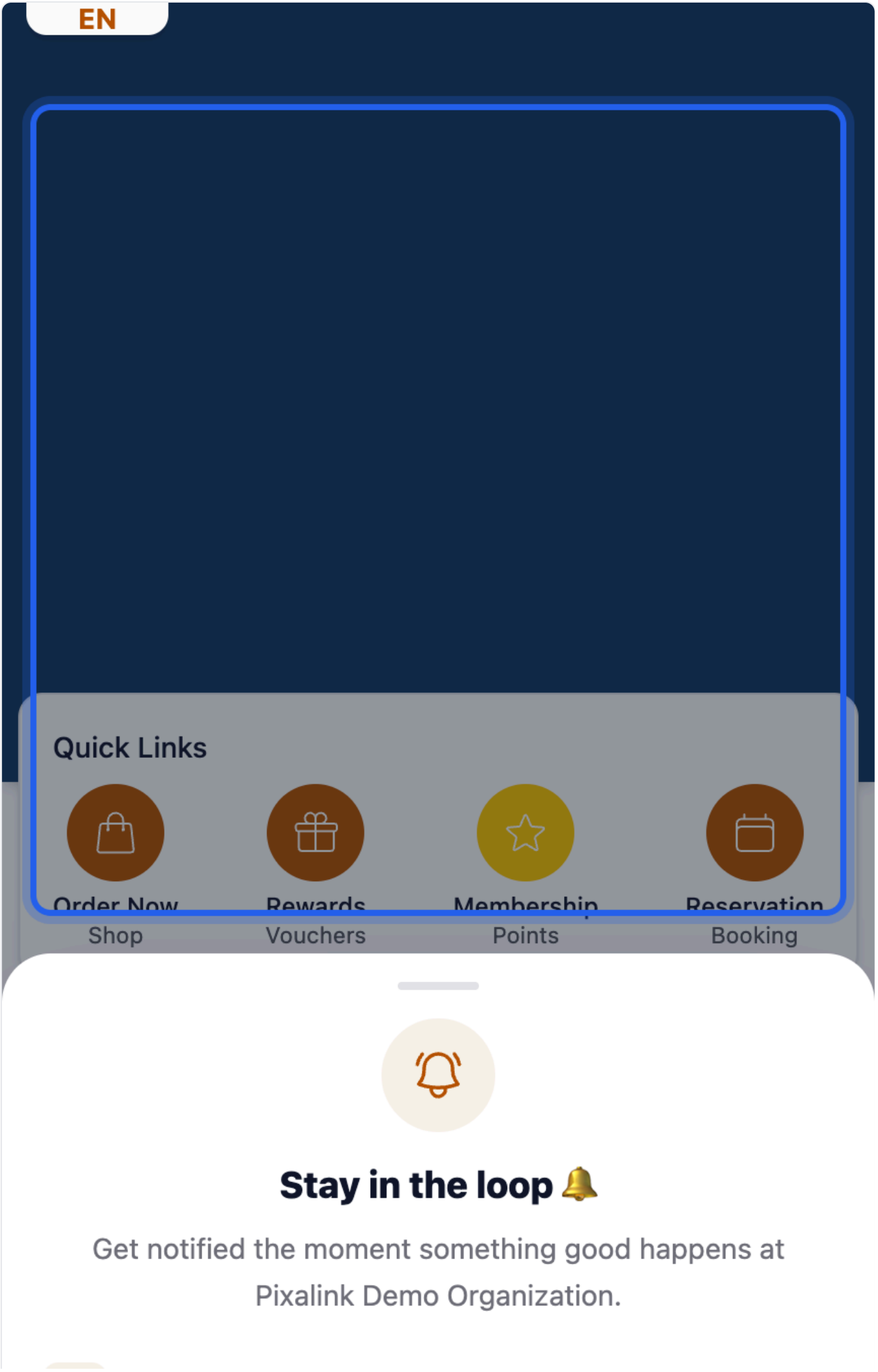
3. Read the line under **Stay in the loop**.

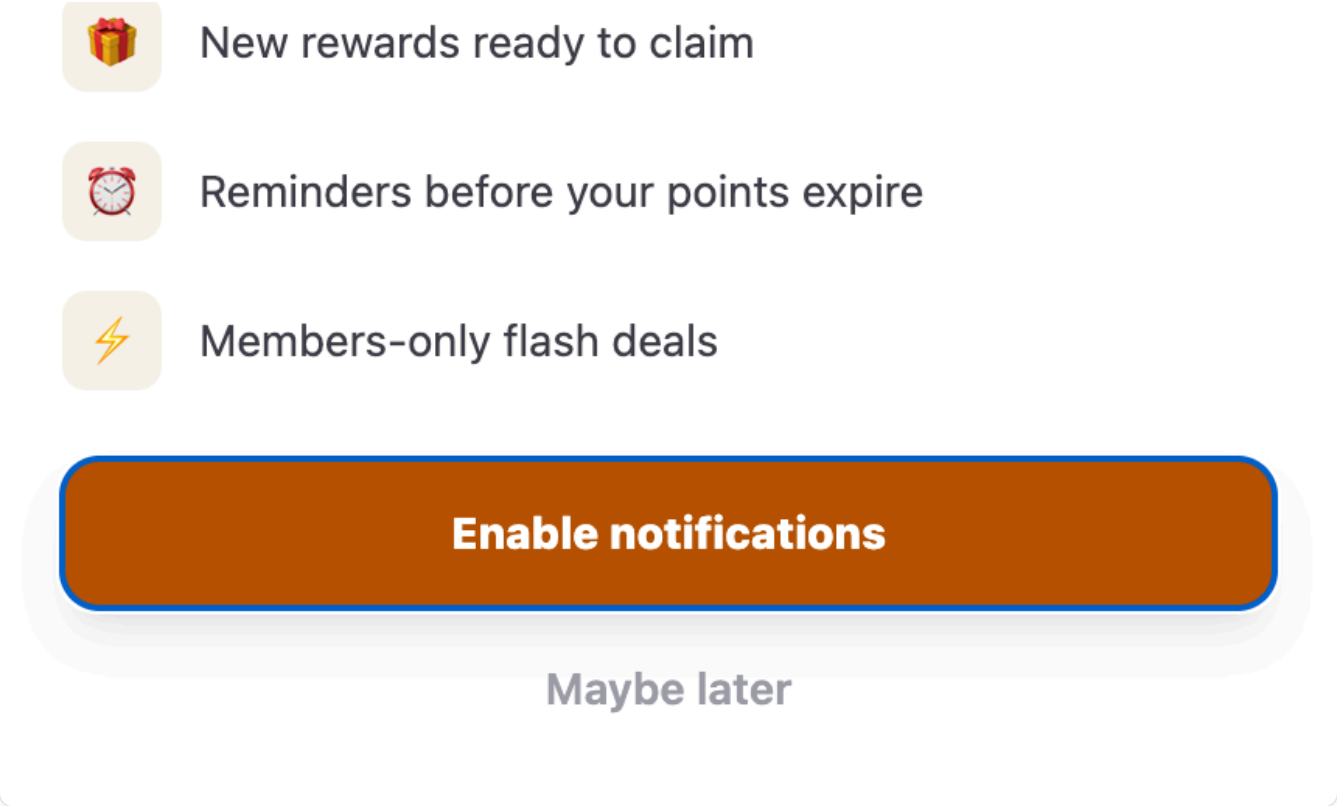

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*This line uses your outlet's name. To change it, rename the outlet under **Spaces**.*

4. Tap the dark area above the pop-up to close it.


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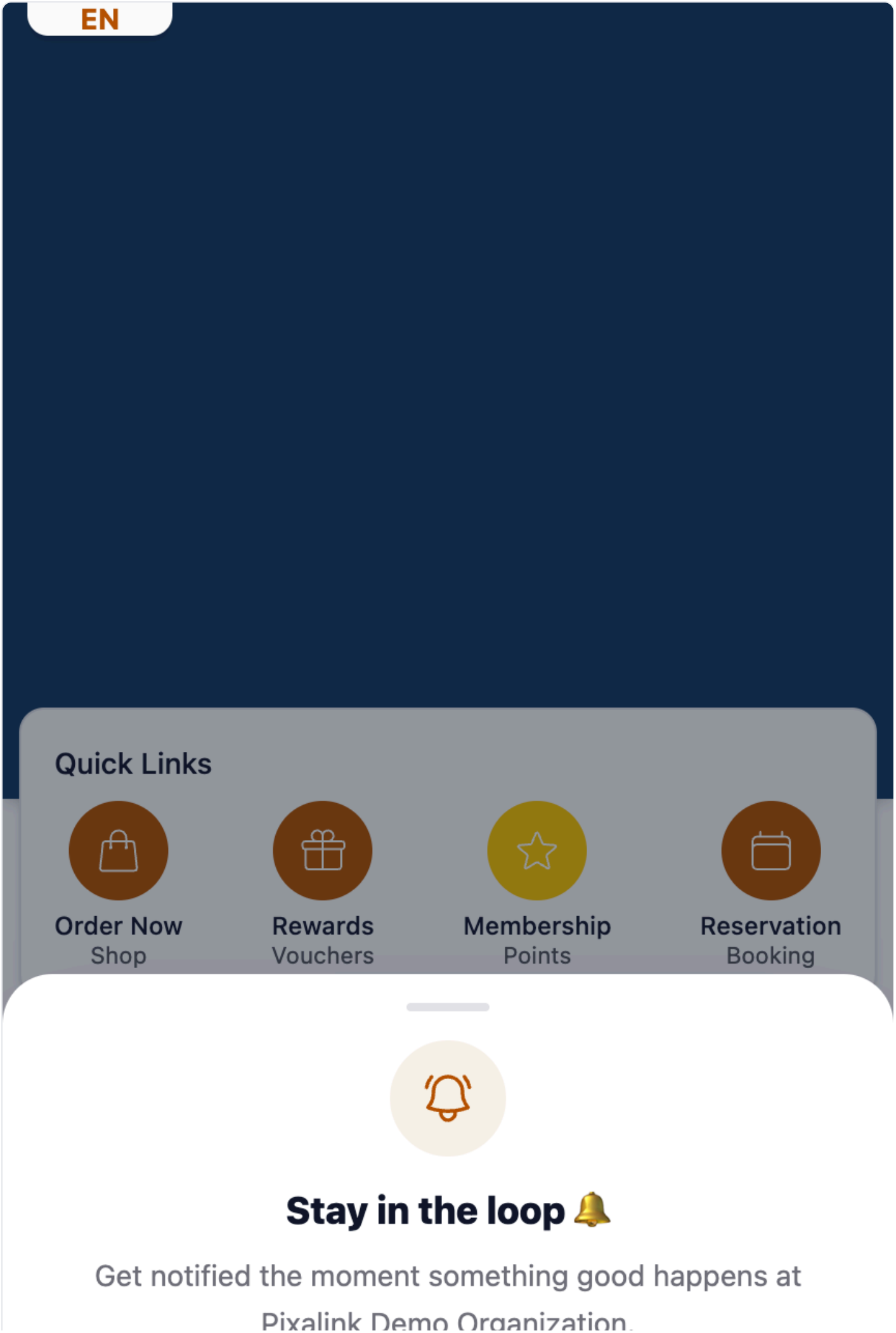


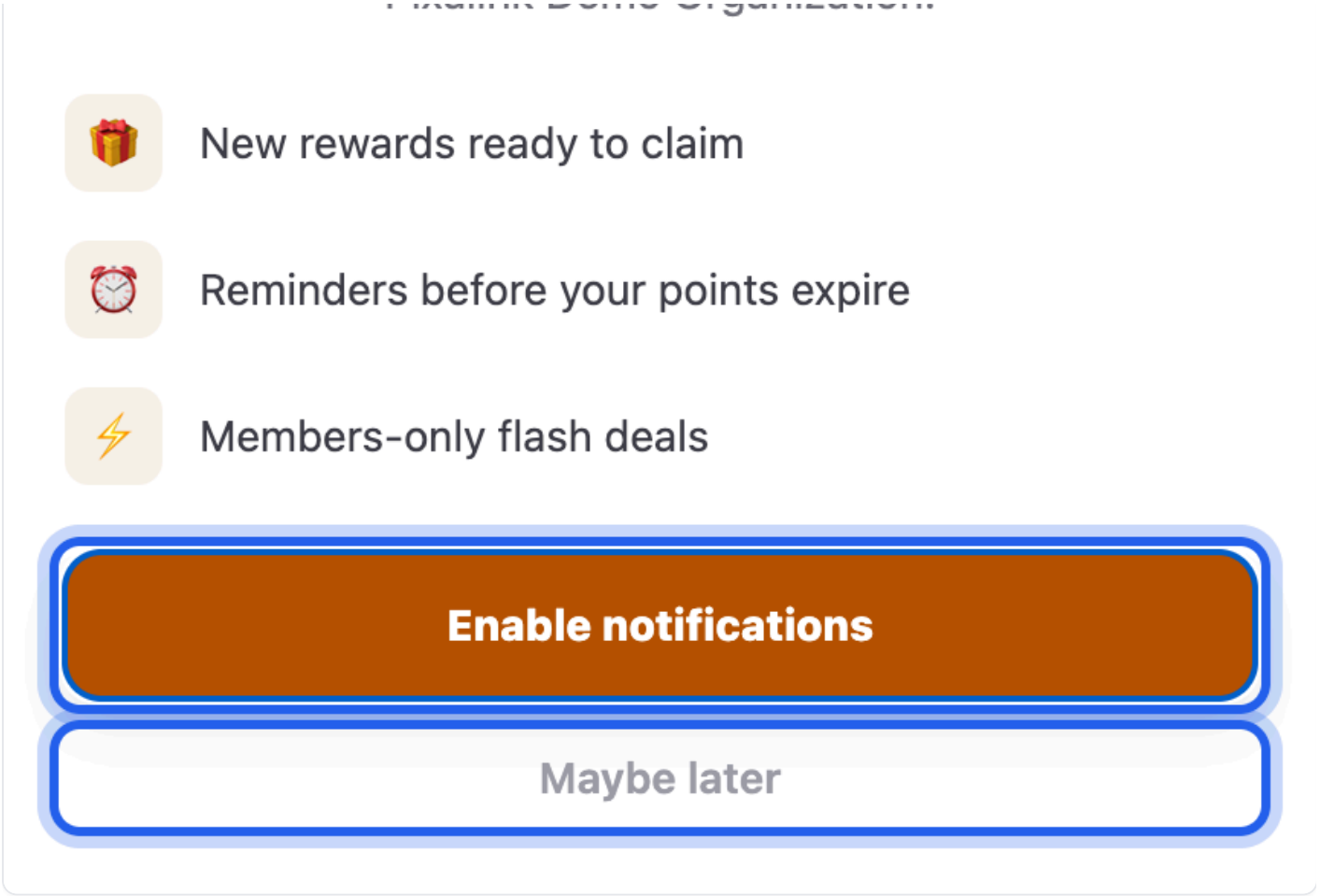
This hides it for 7 days in this browser. To see it again sooner, clear this browser's site data for your portal.

What Your Customers Will See

On Android phones and computers, customers get two buttons:

- **Enable notifications** asks for the browser's permission. Once the phone is signed up, the pop-up doesn't show again in that browser.
- **Maybe later** hides it for 7 days. After the second **Maybe later**, it stops showing in that browser.

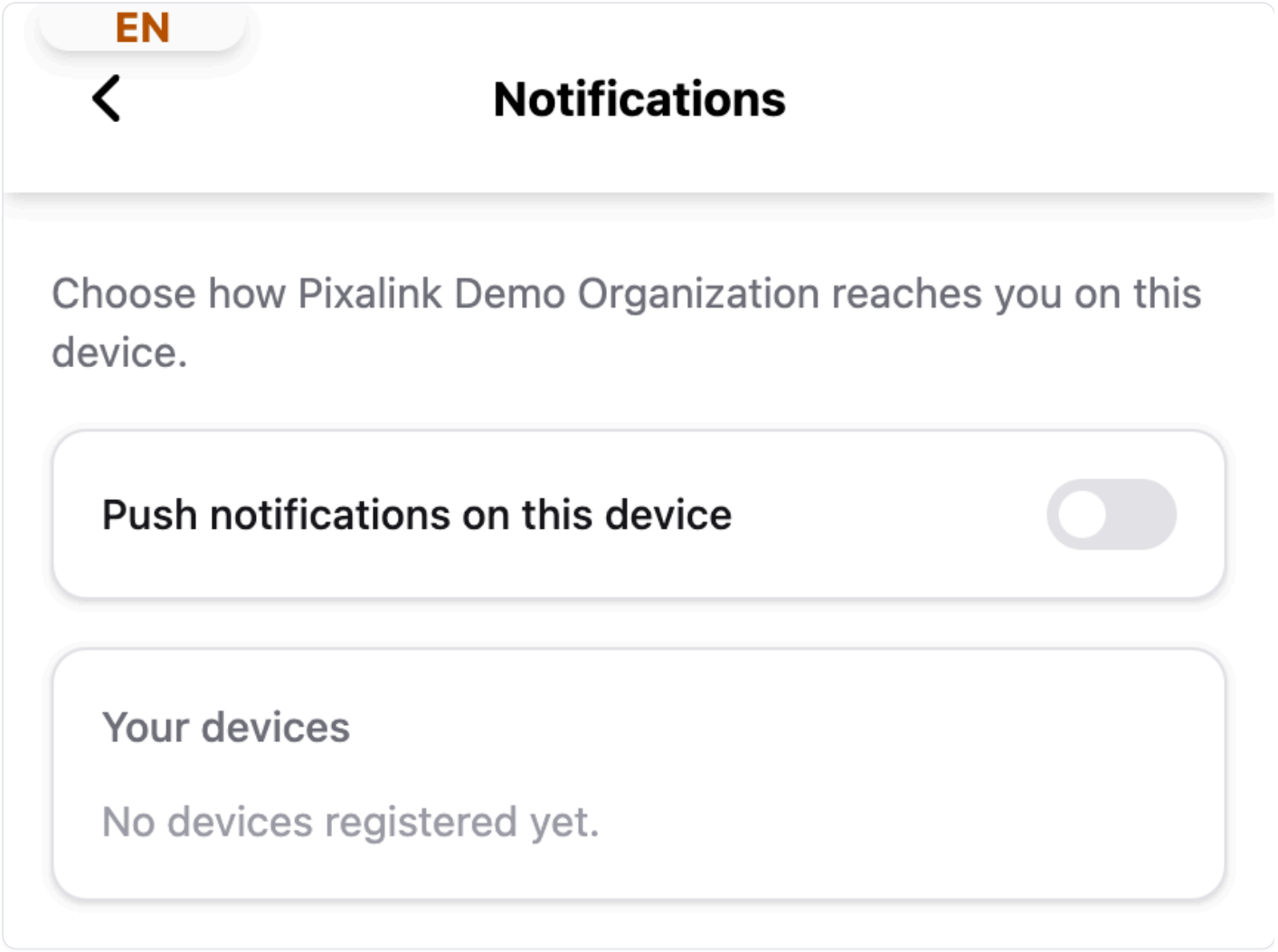

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Tapping outside or swiping down also hides it for 7 days.

On iPhone and iPad, customers see steps to add the portal to their Home Screen instead of **Enable notifications**.

Customers who tapped **Maybe later** can turn notifications on later from **Profile**, then **Account**, then **Notifications**.



Each phone is signed up separately.

Good to Know

- If a customer blocks notifications in the browser's own prompt, the pop-up stops showing. To turn them on later, they must allow notifications in the browser settings first.
- If a customer turns notifications off on the **Notifications** page, the pop-up can show again.
- Don't tap **Enable notifications** while testing unless you want your own phone to get your notifications.

Need Help?

If the pop-up never appears, even in a new browser, push notifications may be off for you. Ask Pixalink support to switch on push notifications for your portal.

What's Next?

- What Is the Account Settings Page in the Customer Portal? (https://kb.pixalink.io/articles/what-is-the-account-settings-page-in-the-customer-portal)
- How to Share Your Customer Portal and Get Your First Members (https://kb.pixalink.io/articles/how-to-share-your-customer-portal-and-get-your-first-members)