My device stopped getting push notifications, what do I do?

- Your device may be having trouble deciding whether it should use a Wi-Fi or cellular data connection.
- Most of the time you can resolve this issue by putting your phone into airplane mode, waiting a few moments and switching back to standard mode. You may also resolve the problem by turning off the Wi-Fi to use cellular data only.
- If you are still having trouble, try using another method such as text message or generating a passcode.
- If you continue to be unable to use your device, make sure the time and date on your phone are set correctly.

Request Support

EITS Help Desk
706-542-3106
helpdesk@uga.edu
Chat with a Help Desk Consultant

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