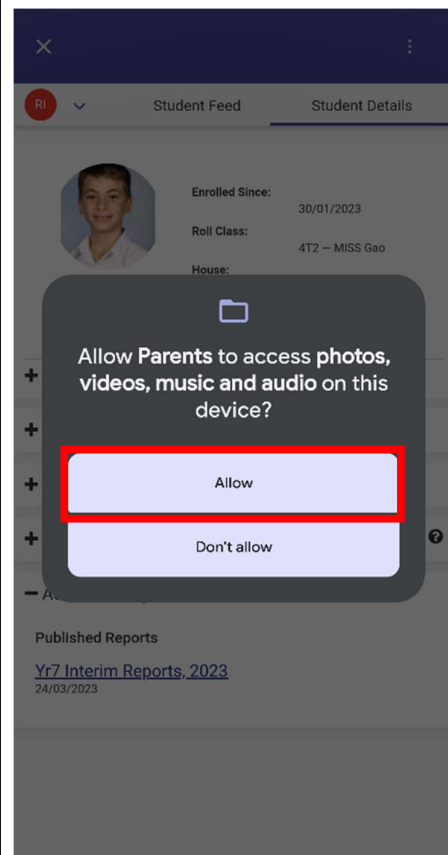


How to allow Parent Portal app permissions on Android phones

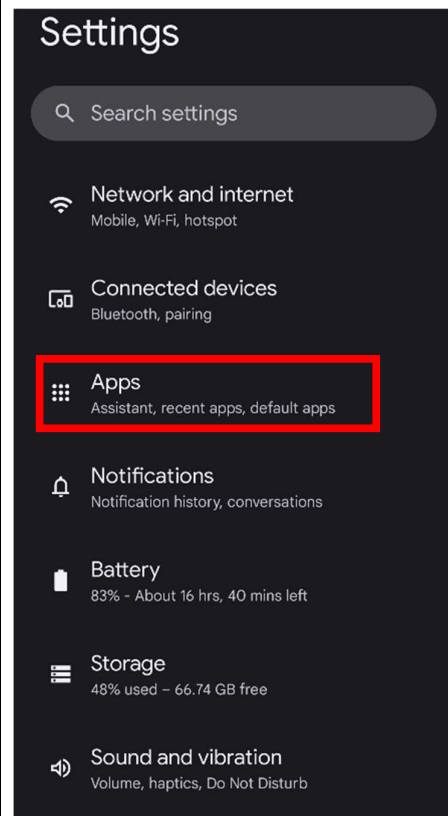
When attempting to download a report, a pop up will appear asking for permission for the app to access photos, videos, music and audio on your device.

After clicking **Allow**, the report will begin to download.

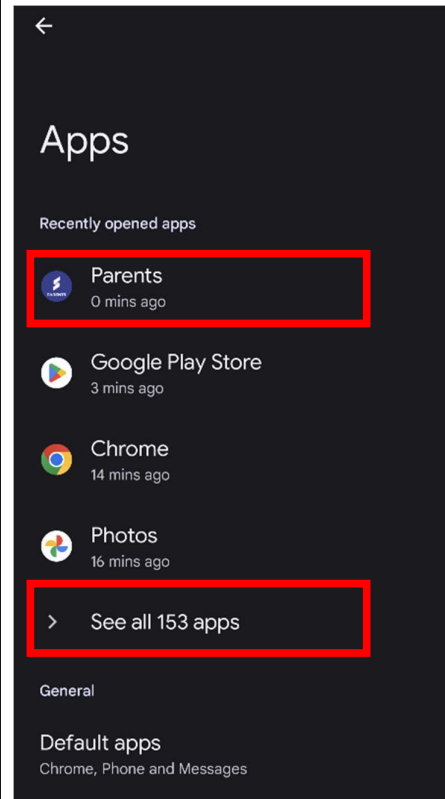


If the pop up does not appear, or you have previously clicked Don't allow, you can manually allow permissions.

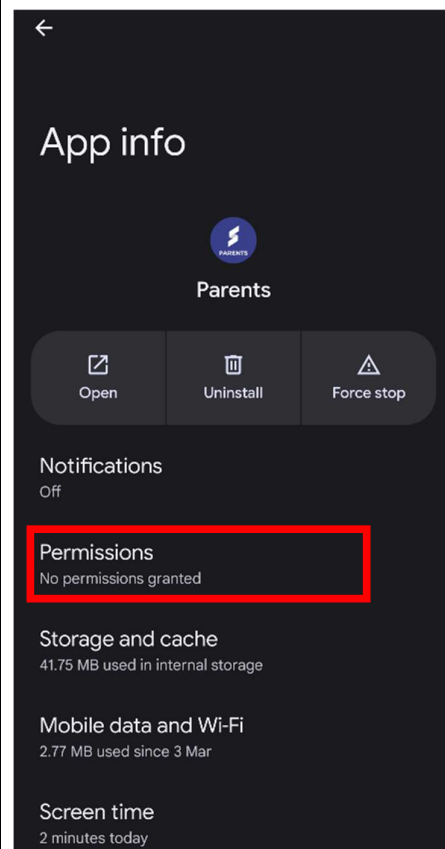
Open your phone **Settings** and click on **Apps**.



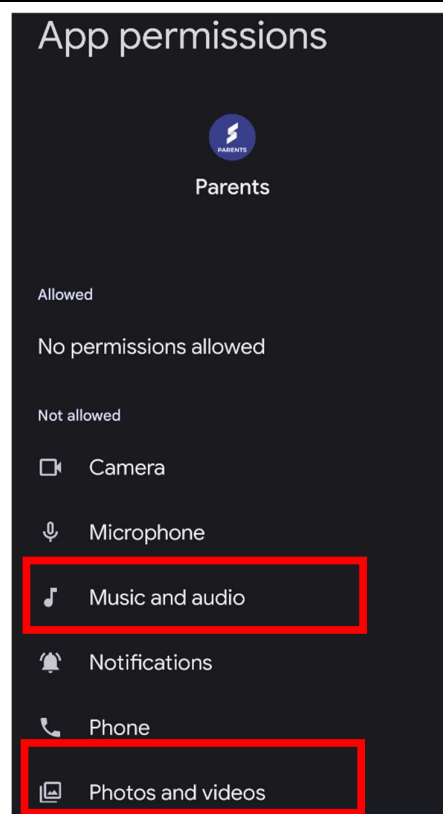
The **Parent Portal** app should be in your recently opened apps. If it is not, click **See all apps** and scroll down to the Parent Portal app to select it.



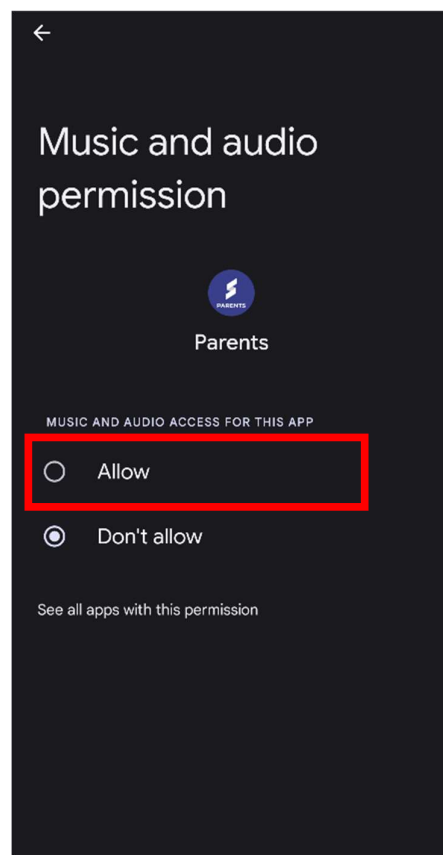
Click on **Permissions**.



Select **Music and audio** or **Photos and videos**, changing permissions on either of these will change permissions for both options at the same time.



Change the Music and audio access for this app from Don't allow to **Allow**.



After **Confirming** the change, you will now be able to download files from the Parent Portal app.

If you are still unable to download files after applying these settings, please *uninstall* the Parent Portal app and *reinstall* it from the **Play Store**.

