Updated: 2023-June

PushBox Mobile App Installation Guide

CG PushBox

CG PushBox is built on MACH Push-Messaging technology to leverage on smartphone Push Notifications. It is designed for businesses to reduce their SMS cost and protect their data.

Thousands of users already use CommzGate for mission-critical alerts, customer notifications, booking confirmations, dispatch services, logistics tracking, event reminders, and many more applications.
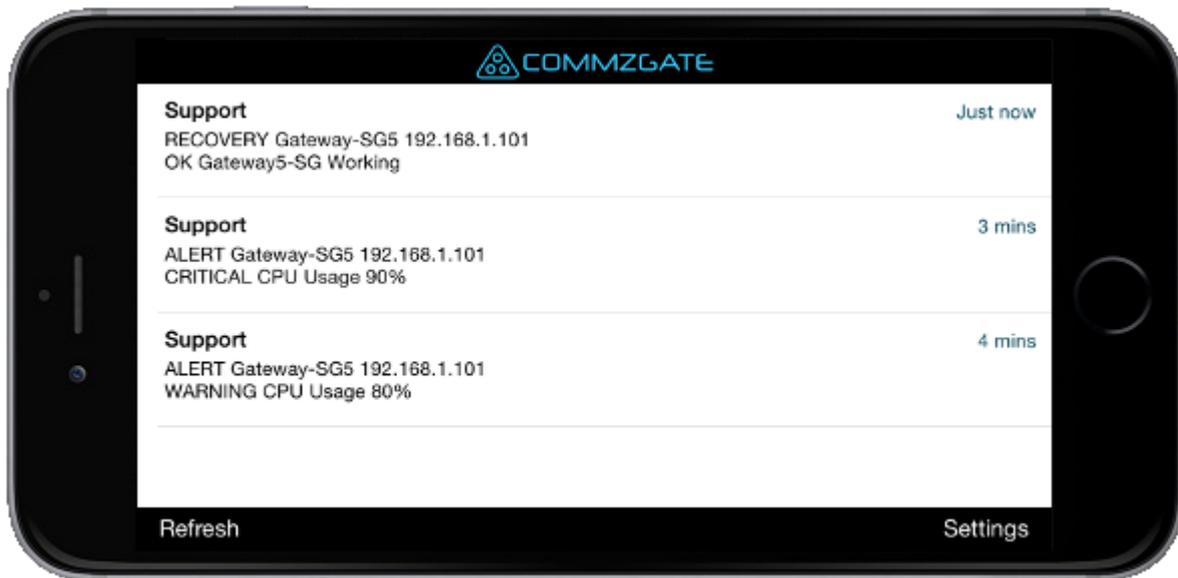
1. MOBILE APP INSTALLATION

To receive OTP via CGPushBox, users must install the **CG PushBox** mobile app from App Store or Google Play.

Step 1: Install **CGPushBox** mobile app from App Store or Google Play.

App Store (for iOS devices):
https://apps.apple.com/us/app/cg-pushbox/id890743143

Google Play (for Android devices):

Step 2: Launch CG PushBox mobile app and follow instructions to register mobile number.

A verification code would be sent via SMS to the registered mobile number.
Enter verification code as instructed.

Note: If you are not able to receive the verification code via SMS, please try again using the 'Request for Voice OTP' option. You will received a phone call containing the verification code
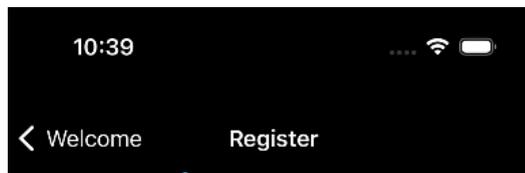
CGPushBox mobile app registration is complete

If needed, users should check their Notifications settings to ensure **CGPushBox** notifications are enabled for their respective device.

iOS - https://support.apple.com/en-sg/guide/iphone/iph7c3d96bab/ios
Android - https://support.google.com/android/answer/9079661?hl=en

2. CHANGE OF MOBILE DEVICES

For changing of Mobile Devices, users should de-link their old mobile device from the **CG PushBox** mobile app before installing the **CG PushBox** mobile app in the new device.

The steps to de-link the device are:
1. Launch **CGPushBox** mobile app
2. Select **Settings** (in the bottom right corner)
3. Select **Account & Feedback**
4. Select **Unlink Device**
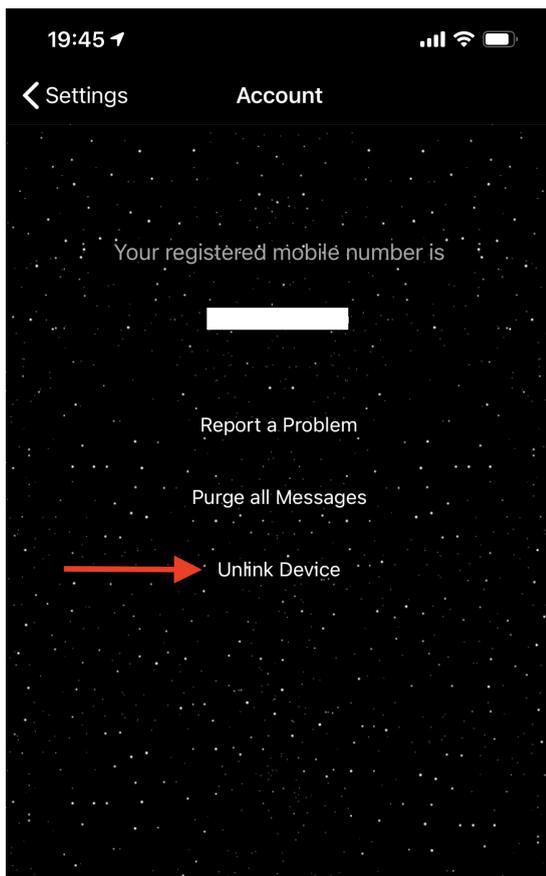
3. CHANGE OF MOBILE NUMBER

COMMZGATE

In the event of a change of mobile numbers, users must do the following to continue receiving OTP via CGPushBox.

1. Install **CGPushBox** mobile app in the device with the new mobile number.
2. Update your system with the new mobile number.