

Setting location permissions on iOS 13

What has changed?

iOS 13 brings an important change about location sharing, compared to how it was on iOS 12, which used to give users a direct access to *Always Allow* location sharing in the background.

On a fresh installation or updating of existing apps, with iOS 13 users are no longer presented with this option immediately and will instead be presented with the following options:

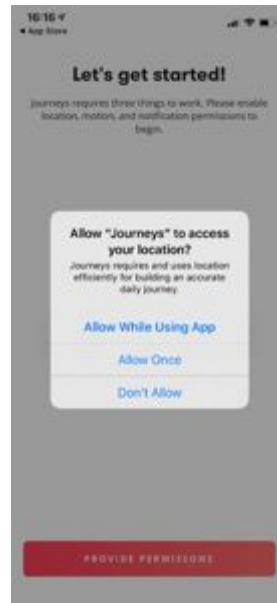
1. *Allow While Using App,*
2. *Allow Once, and*
3. *Don't Allow.*

If users choose *Allow While Using App*, the phone will wait until the app tries to access the location in the background and will then show a new pop-up. The following options will then be presented:

1. *Keep Only While Using*
2. *Always Allow*

When a user selects *Always Allow*, she will receive another pop-up at a certain point in time decided by the OS. This pop-up will include a small report of the locations that have been shared with the app in the background in the last 3 days. The user will be presented with the following options:

1. *Change to Only While Using*
2. *Always Allow*



Apple implemented this change to make sure users are more aware of the type of information they are sharing with apps in the background. Already installed apps which have not been updated are not immediately affected, but the OS will revalidate permissions at a currently unknown point in time.

Why is this important?

The Sentiance SDK relies heavily on location sharing in the background. It is therefore required to have location observation set to "Always" for the Sentiance SDK to work properly. As it is no longer enough for a user to give permissions once while initializing the app, there is a higher risk of getting denied permission on a second, third or later prompts. If location sharing is turned off by the user, the Sentiance SDK will temporarily stop working until access is granted again.

What can be done?

With the official release of iOS 13 on September 19th, 2019, **it is highly recommended to take some precautions to make sure your app(s) will work after users update their operating system. We currently suggest that app developers ask their users to manually set**

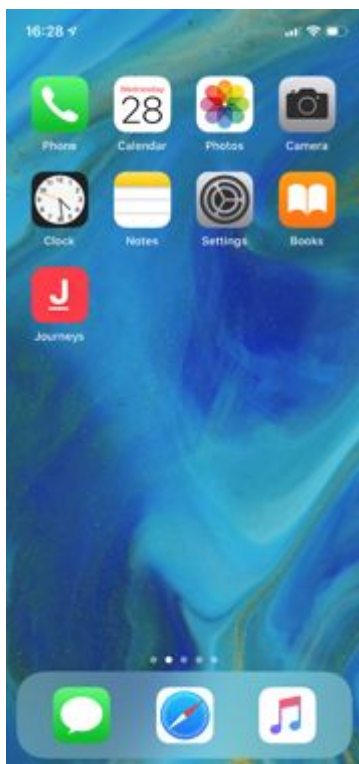
permissions for location sharing in their settings right after installation. This mitigates the risk of users revoking permissions during the second, third or later prompts. In the following section we provide a step-by-step process on how users can manually give an app "Always" permissions in iOS 13. The solution we provide is currently being used by Apple (e.g. "Shortcuts" app) and other app developers to make sure location sharing is always on. We haven't noticed any significant push-back from users.

User workflow for setting location tracking to "Always"

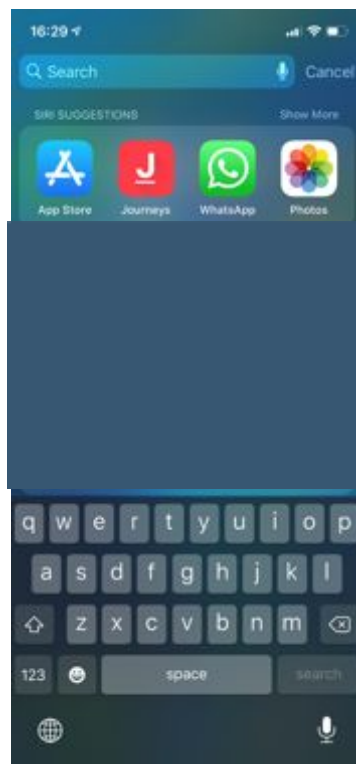
Setting permissions to "Always"

Using our Journeys app as an example, we will provide you with a user workflow to turn on permissions for your app. We will suggest a way to implement this in your app in the next section.

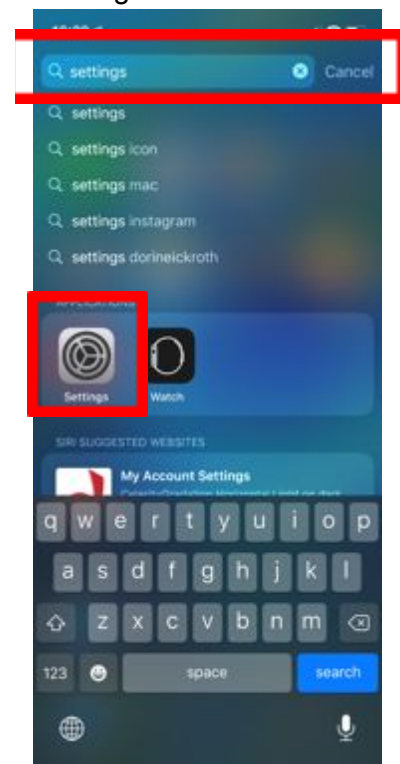
1. Go to your home screen.



2. Swipe down.



3. In the search bar, type: "Settings"



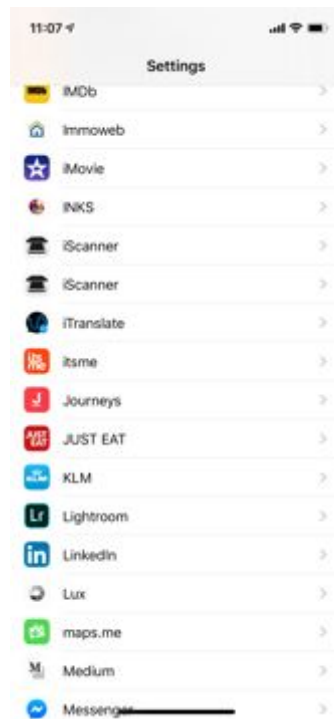
4. Tap on the icon of "Settings"

5. Scroll all the way down until you see a list of apps.

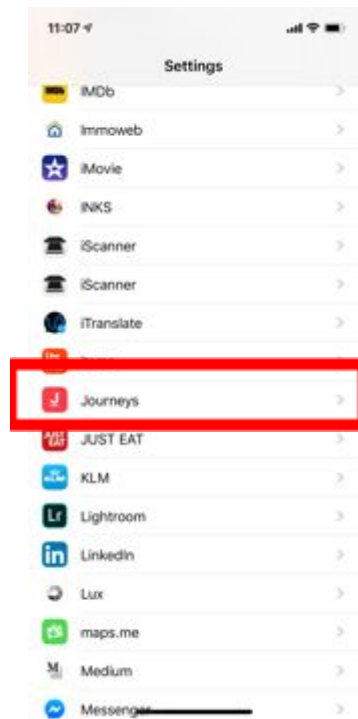
6. Search for "Journeys" and tap on it.



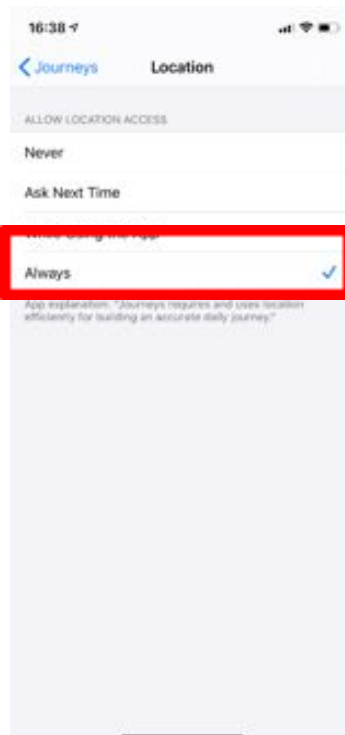
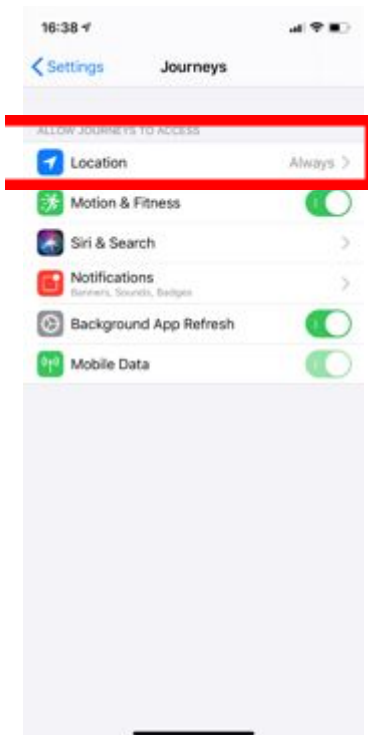
7. Search for "Location" and tap on it.



8. You will see a list of options, the last option will be: "Always". Tap on it.



9. You will see a blue checkmark next to "Always". You are done.

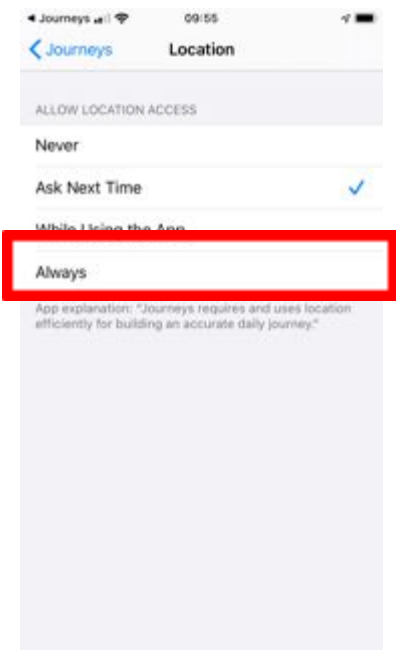
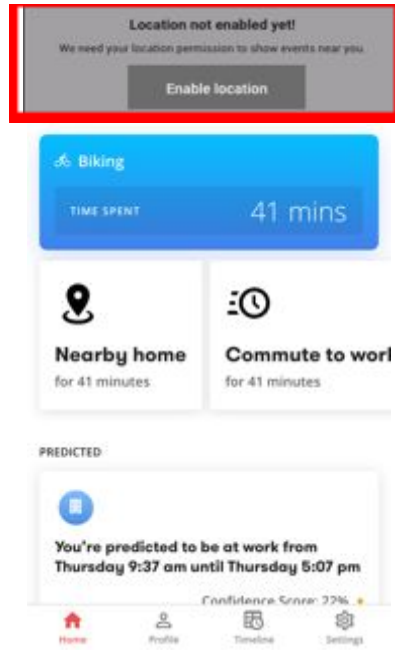
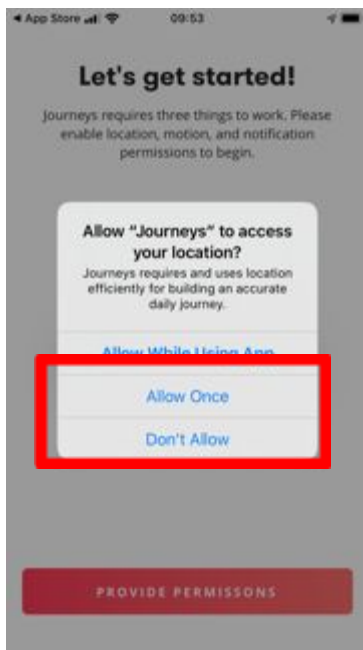


Our App implementation

1. If a user taps on **Allow Once** or **Don't Allow**

2. We propose showing a banner or notification in your app which asks your users to go to their settings and set permissions to **"Always"**

3. When they tap the banner they will be redirected to their location settings. They have to tap **Always**.



Some general best practices for location sharing permissions

When asking for location permissions, make sure to be clear about what is being accessed, why it's accessed, and how it is valuable for the users. Make sure to keep this description as concise as possible.

- Value proposition: have a short and clear description of what the app does and what value it brings to the user.
- Privacy policy: it helps to have it highly accessible to build trust with the user.
- Data usage: after the value proposition has been clarified, concisely describe the data that the app uses.