

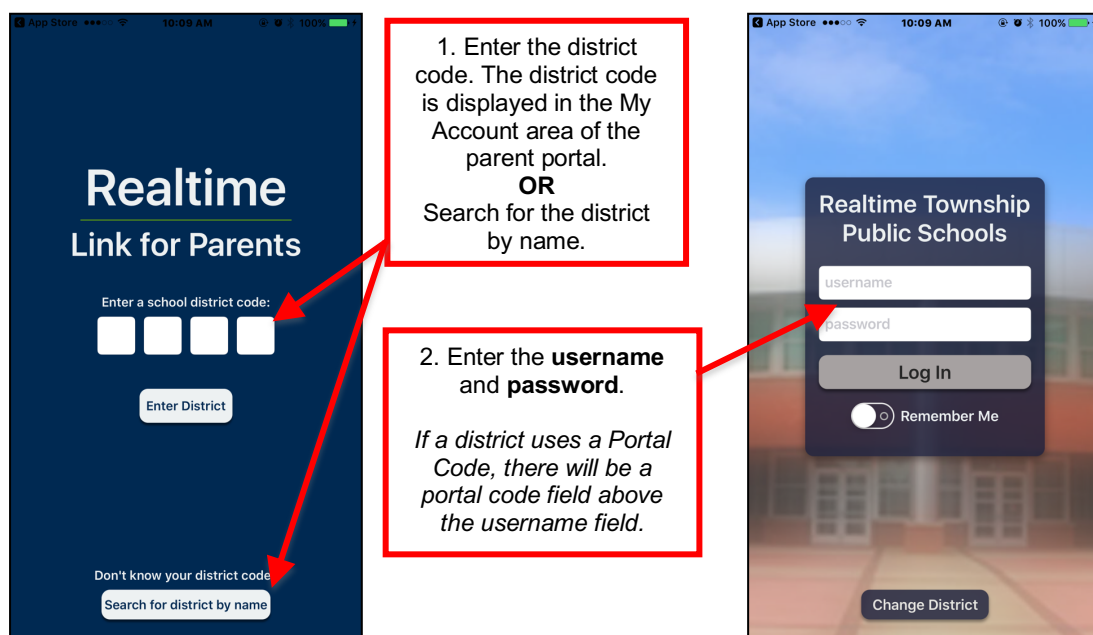
## Welcome to the Realtime Link for Parents Portal App

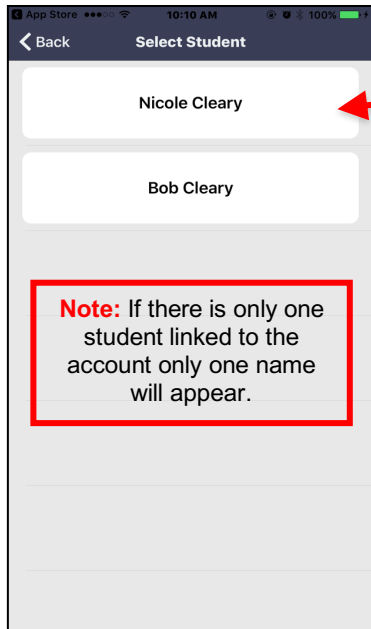
This document is intended to assist student's contacts in the use of the Realtime Mobile app on devices running iOS. Please read the following information before going using the Portal app.

The portal app is intended to accompany the Realtime Parent Portal, not replace it. The app allows users receive push notifications, attendance alerts, and access your parent portal. In order to receive push notifications

**Note:** The graphics used in this guide are not an exact representation of the presentation to the user. Slight variations in color and layout differ depending on the phone and district customizations.

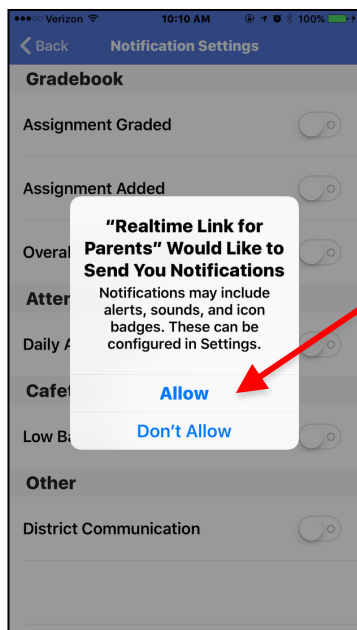
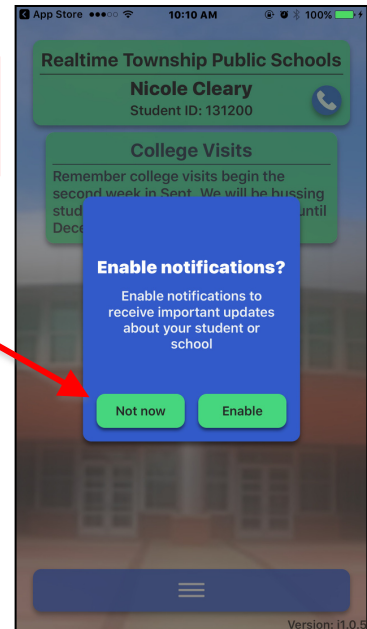
1. **Before** Using the App complete the following:
  - Log into the parent portal for each active student.
  - Establish your unique password
  - Link student accounts
2. Go to the Apple store or Android store and download the “**Realtime Link for Parents**” app.
3. To log into the app the following information is needed
  - District code (found in the My Account area of the parent portal)
  - Portal Code (if district requires it)
  - Portal username
  - Portal password





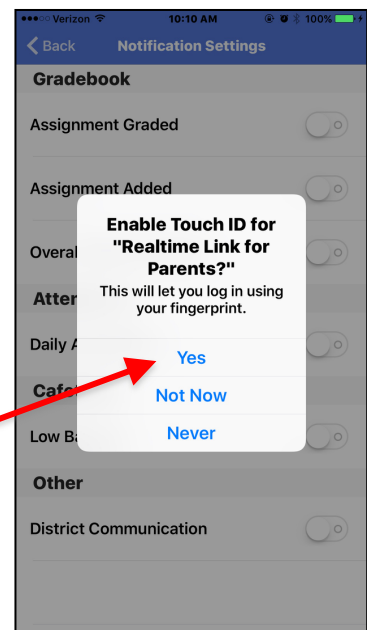
3. Select a student.  
This shows linked students

4. Enable notifications on the device.

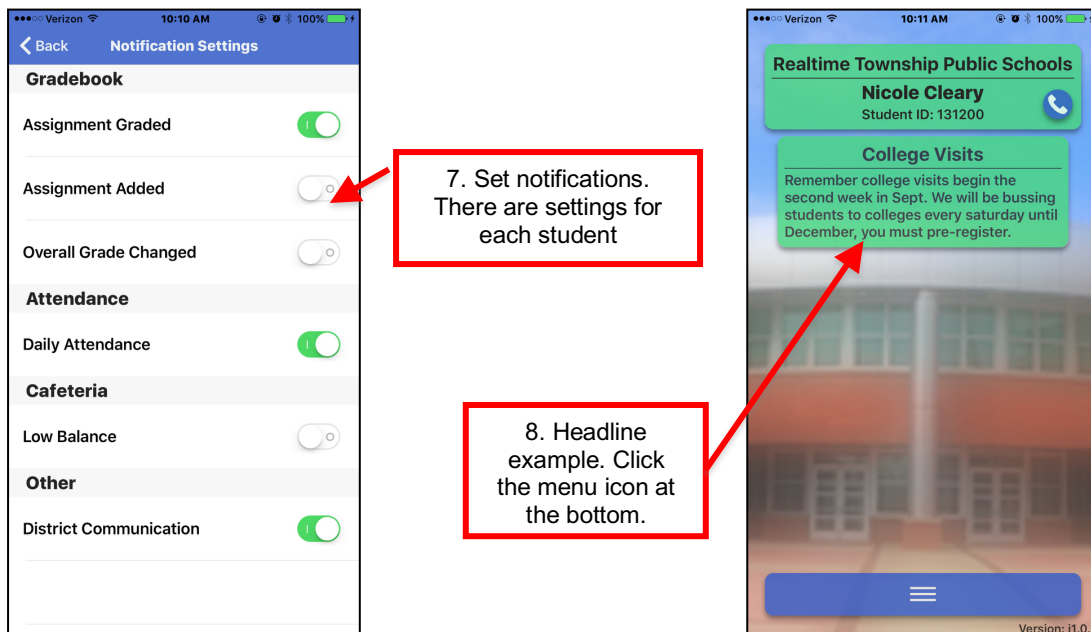


5. Allow Notifications

6. Enable Touch ID if available. (iOS only & not all models)



**Note:** Notifications have to be enabled on the phone, **in addition** to the notification settings in the app. Each linked student **must** have notification settings **selected** or they will not receive notifications.

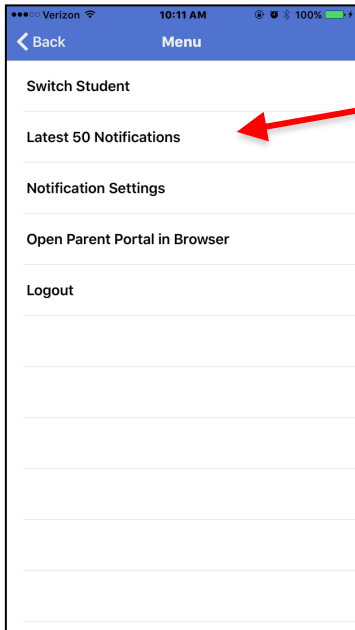


### Notification Settings / Types:

- **District Communication** – Districts can send two types of push notifications. [School Closing Notification](#) or [School Emergency Notification](#). These are manually sent by the district.
- **Assignment Graded** – This push notification is sent daily and will list, student's first name, graded received, course title.
- **Assignment Added** – Daily push notification. The message will contain the student's first name, course title, assignment title and due date.
- **Grade Changed** – Once activated, the grade threshold can be established. If a student's gradebook average ever falls below the threshold, a push notification will go out stating the students name and that his grade in the course have fallen below the selected number.
- **Low Balance** – This is a manual push notification that will alert users when cafeteria account balances are low.
- **Daily Attendance** – There are either automated push alerts

### Push Notification Usages

Push notifications are NOT intended to replace your school district's notification system. Push notifications are an accompaniment to the district current communication tools.



9. Choose desired next step.

### Menu:

**Switch Student** – Switch to linked students account

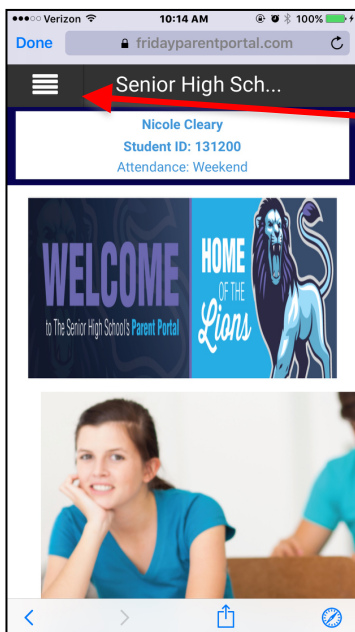
**Latest 50 Notifications** – Lists the last 50 notifications sent to the student.

**Notification Settings** – Notifications settings for student account.

**Open Portal in Browser** – Click to get to the parent portal.

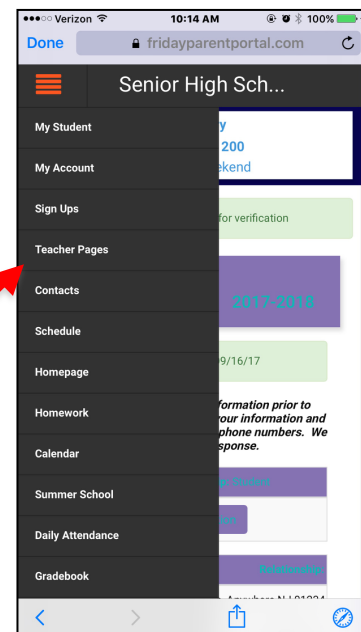
**Logout** – logout of app. After 15 minutes of inactivity a session ends, and users will need to log in again.

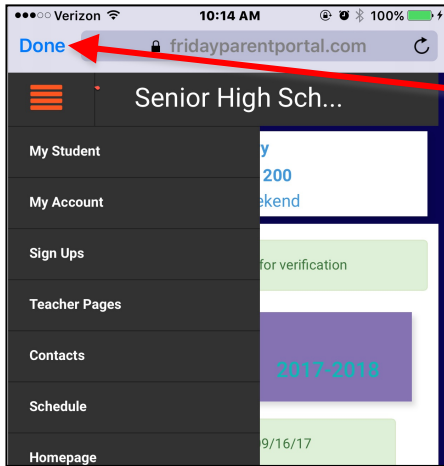
## Open Parent Portal in Browser



1. Click the menu icon for portal menu options.

2. Choose desired next step.





3. Choose desired next step. On iPhone, click Done to return to the app, or the back arrow on other devices.

### Logout

After 15 minutes the session will expire and a log in will be required. New headlines will populate upon logging into the app.

### Getting Help

Please contact your school district for assistance. Please provide them the following information:

- Provide the error message or a detailed description of what occurred.
  - A statement such as “The application crashed” will not assist in diagnosing the issue.
- Provide the screens that were involved in the issue.
  - User was on the menu screen and clicked Log In to Parent Portal
- Username and Student ID
- Device type / model

**Note:** *The in-app browser is not a full-featured browser by design of Apple/Google, and some features may not work.*