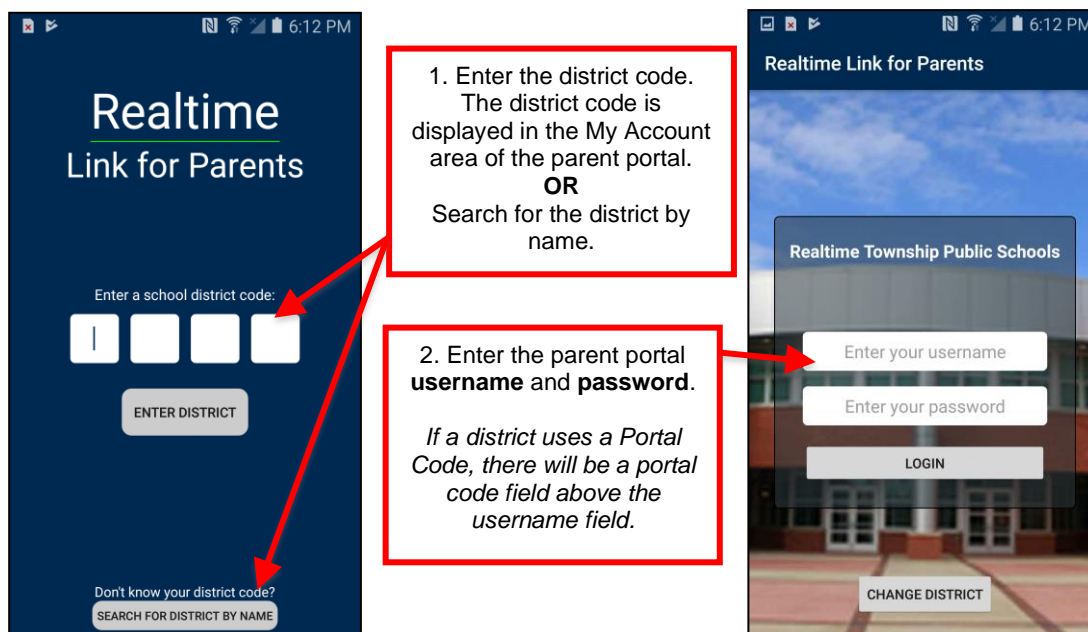# Mobile App – Help for Parents Android

Realtime.

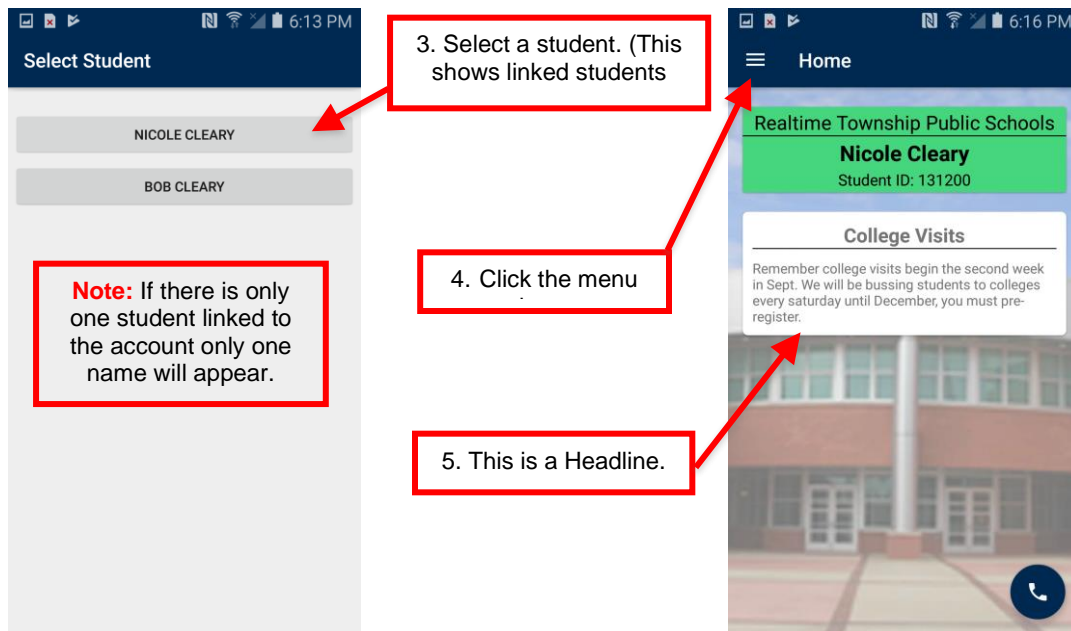## Welcome to the **Realtime Link for Parents Portal App**

This document is intended to assist student's contacts in the use of the Realtime Mobile app. 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. From the app you will receive push notifications, attendance alerts, and access your parent portal.

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. Choose to enable push notifications when asked.

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

1. Enter the district code. The district code is displayed in the My Account area of the parent portal.
OR
Search for the district by name.

2. Enter the parent portal **username** and **password**.

If a district uses a Portal Code, there will be a portal code field above the username field.

3. Select a student. (This shows linked students

4. Click the menu

5. This is a Headline.

Note: If there is only one student linked to the account only one name will appear.

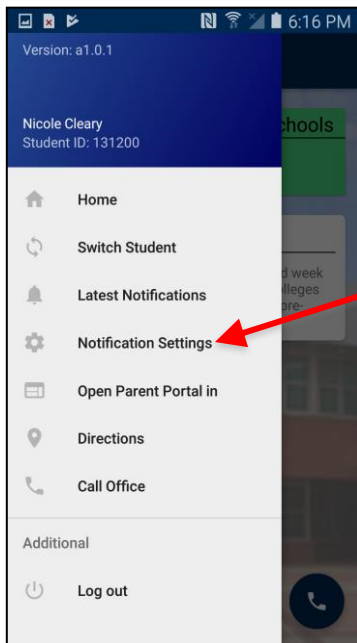**Menu:** Settings must be maintained for each student.

- **Home:** Home is where Headlines get posted and is also the first page that displays after selecting the student's name.
- **Switch Student:** Used to toggle between siblings.
- **Notification Settings:** In order to
- **Open Parent Portal In:** Clicking will launch the parent portal
- **Directions:** Will launch google maps and so user can get
- **Call Office:** Will dial the number listed for the district.
- **Log out:** Logs a user out of the app.

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.
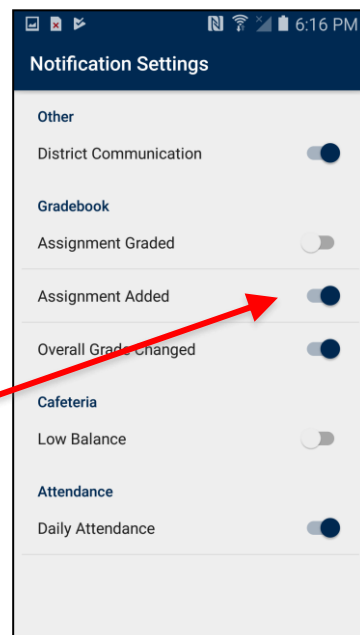- **Daily Attendance –** There are either automated push alerts

Push Notification Usages

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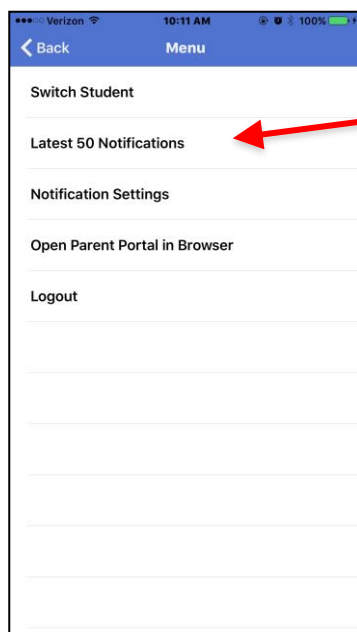
6. Select Notification Settings

7. Tap the button to allow the desired notifications. This has to be maintained for EACH student.

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.

8. Choose desired next step.

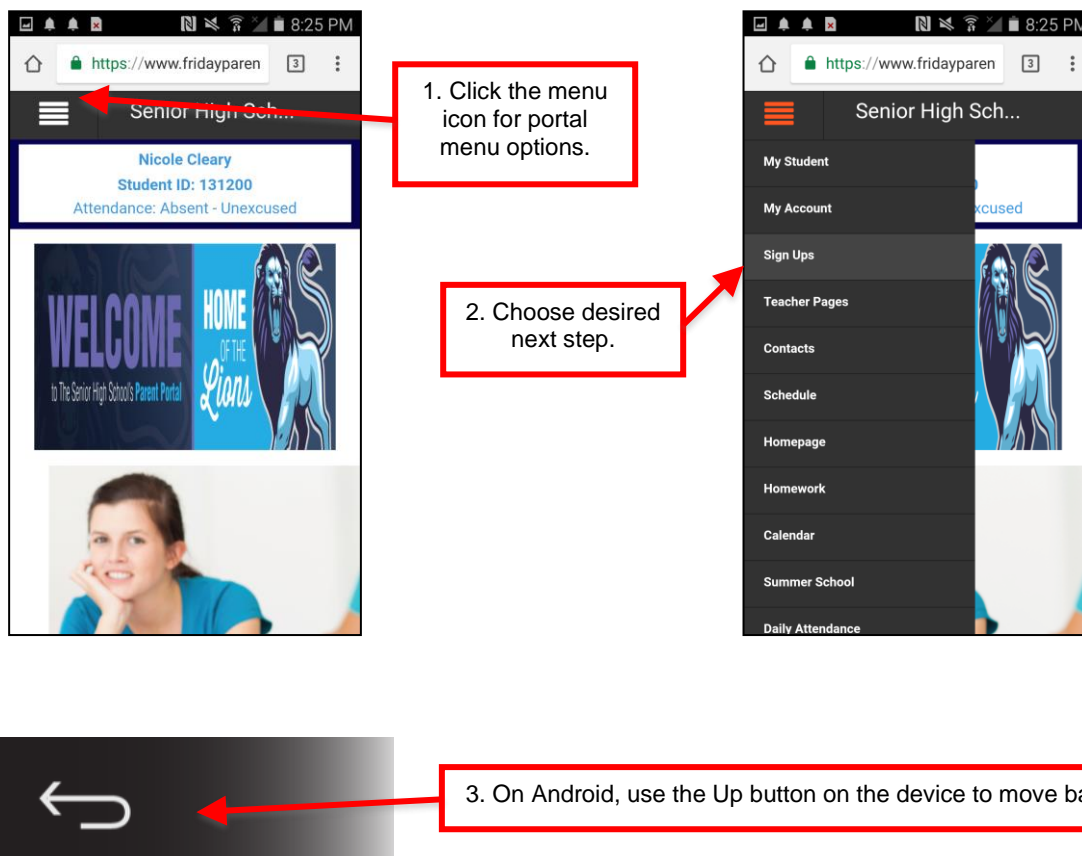**Switch Student –** Switch to linked students account

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

Android Devices bring users out of the app and into the browser. You may be able to use the up button at the bottom of the device to get back to the app, navigating back to the app may be easier depending on the navigation steps within the portal.

1. Click the menu icon for portal menu options.

2. Choose desired next step.

3. On Android, use the Up button on the device to move back.

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 Android launches the porting into a browser, so use of the up button or going back to the app icon to get back into the app may be necessary. This is not a full-featured browser by design, and some features may not work.*