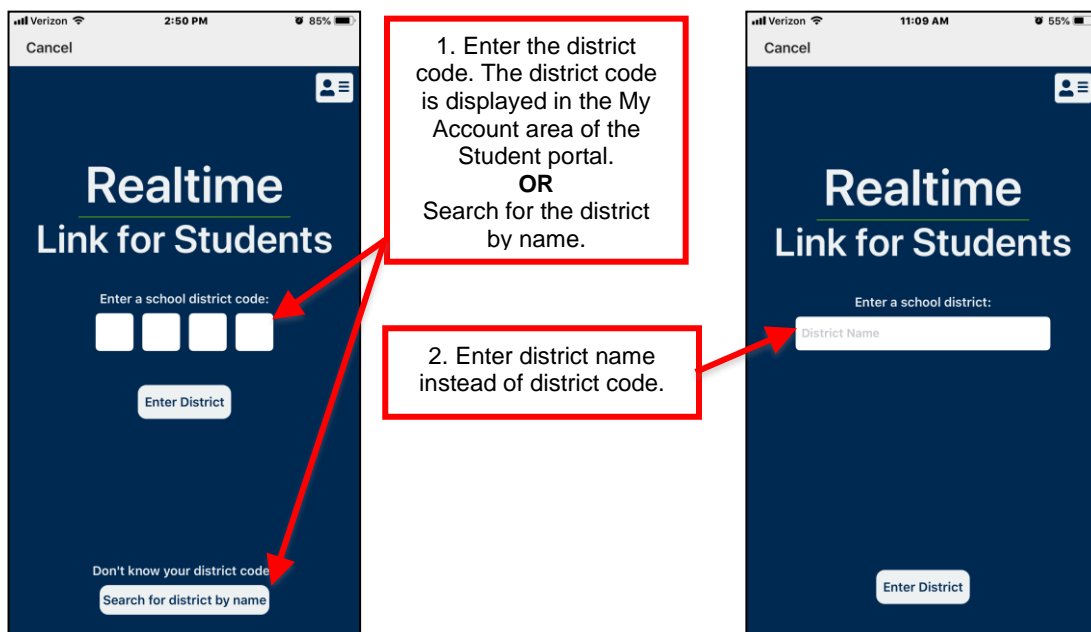# Mobile App – Help for Students iOS

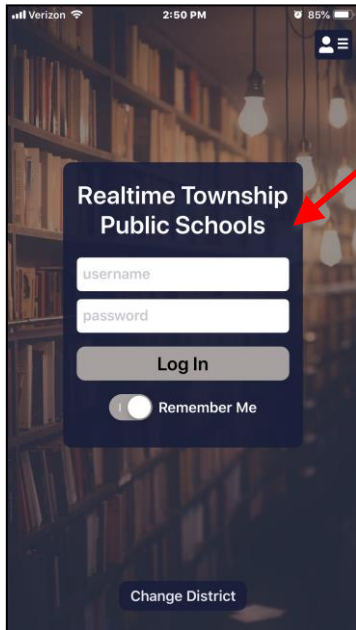## Welcome to the **Realtime Link for Students Portal App**

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 Student Portal, not replace it. The app allows users receive push notifications, attendance alerts, and access your Student 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.*
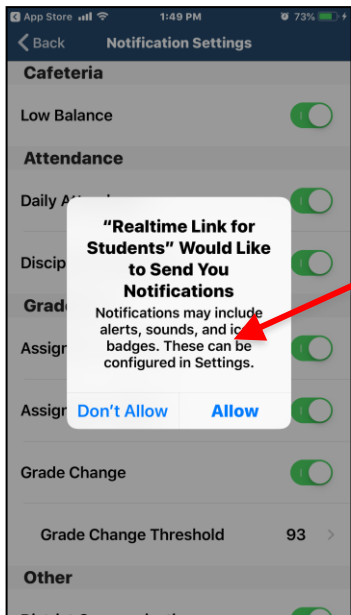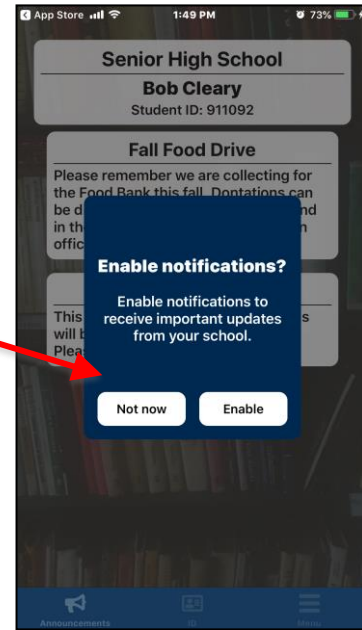
1. **Before** Using the App complete the following:
   - Log into the student portal.
   - Establish your unique password

2. Go to the Apple store and download the "**Realtime Link for Students**" app.

3. To log into the app the following information is needed
   - Student code (found in the My Account area of the student portal)
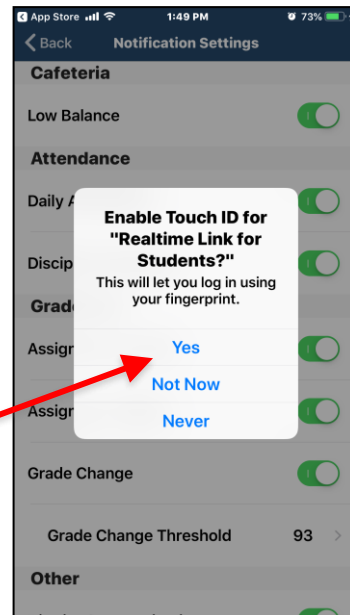   - Portal password

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

2. Enter district name instead of district code.

3. Select a student. This shows linked students
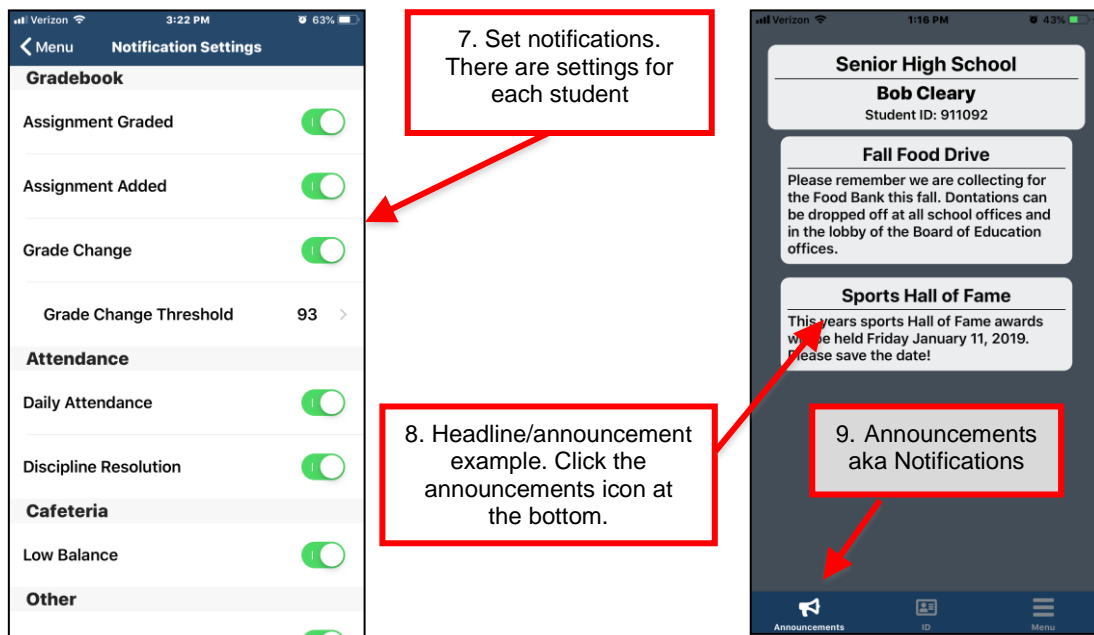
4. Enable Notifications

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 student **must** have notification settings **selected** or they will not receive notifications.
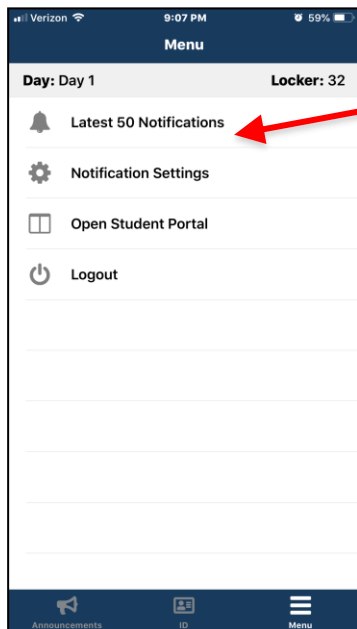
7. Set notifications. There are settings for each student

8. Headline/announcement example. Click the announcements icon at the bottom.

9. Announcements aka 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 the 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. Only districts using Realtime's cafeteria module will have this access.
- **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.
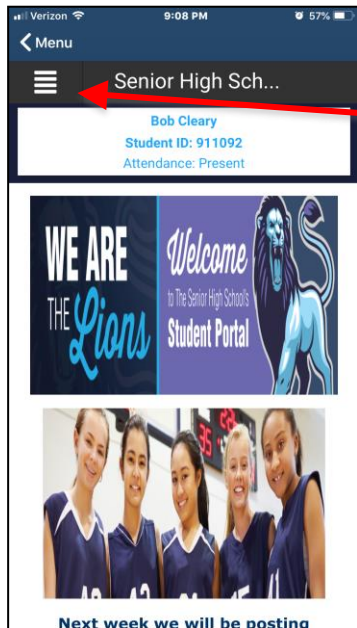
10. Menu options

Menu:

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

Notification Settings – Notifications settings for student account.

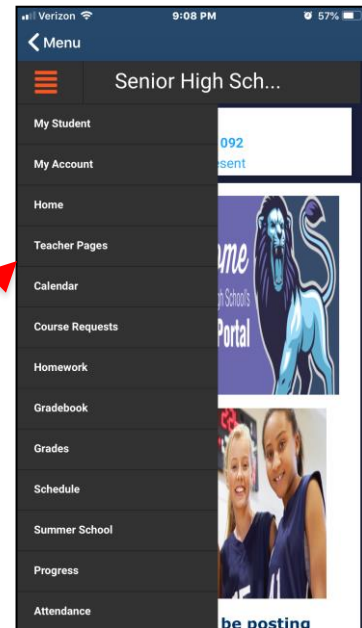**Open Student Portal in Browser –** Click to get to the student portal.

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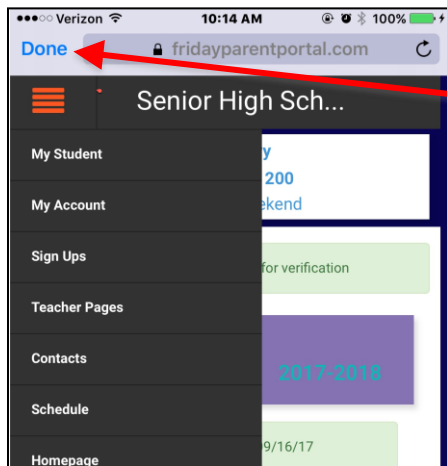
Open Student Portal in Browser

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 Student 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.*