

Information for District Staff

The Mobile App is not intended to replace the Parent Portal or the districts existing alert system, but to assist in streamlining the parent's use of the parent portal and add the ability to send push notifications.

Deployment - The Mobile App is a companion to the Parent Portal. If the contact has an active parent portal, they can use the Realtime App. Logging into the app requires your district code and the user's portal user name and password. When releasing the app to your parents consider releasing in phases because once the parents begin to talk amongst themselves, they will all know how to log in and you may get inundated with questions.

Manual Push Notification Information

- There are currently only two titles –School closing information and School Emergency notification - to prevent over use of this feature.
- Any scheduled push notifications get sent out every 15 minutes by scheduled process.
- Any notifications need to be short, alert types of messages. In many cases, the intent is to push people to go to the parent portal and review the information from the push notification.
- Most notifications will be driven by automated processes. Use of the manual push notification screen should be few and far between. Keep in mind they are only going to reach a subset of your customers.
- Notifications require a double-opt-in on the part of the parents (IOS requests Notification permission, then parent can choose what notifications to get)
- The overuse of push notifications will be perceived as spam and will drive the users to uninstall the app.

Mobile App Fixes and Updates - Fixes and updates can take several days to get pushed through Apple/Google store after development makes their modifications.

Troubleshooting

- Troubleshooting a mobile app has significant challenges because you cannot see the state of the user when they are trying to access the app – they could encounter any number of connectivity issues, from signal strength to battery supply.
- There are certain situations encountered due to the network provider. Disconnects and other network afflictions will happen. There are times where we cannot control the results on the phone.
- Get the following information:

Getting Help - Please provide the following information:

- The error message or a detailed description of what occurred.
 - A statement such as "The application crashed" will not assist in diagnosing the issue.
- 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
- Attempt to log in via App or Portal to reproduce. Ensure error matches.

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