

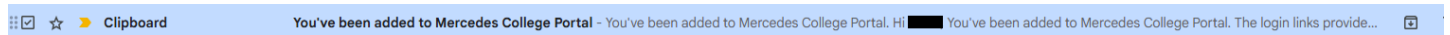


A Guide on Clipboard Portal Basics for Parents

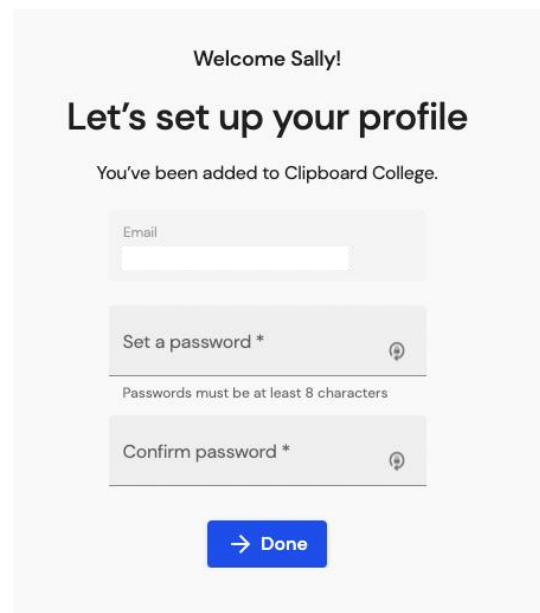
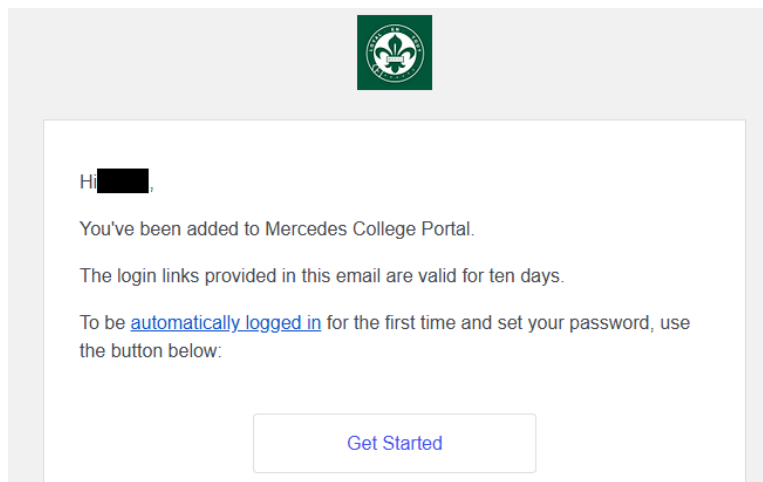
This document is a guide for parents, guardians logging into and downloading the Clipboard Portal

Logging into the Portal

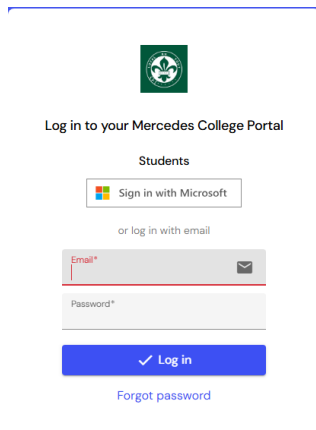
You will receive an email from your school to set up a Clipboard Account with a username and password.



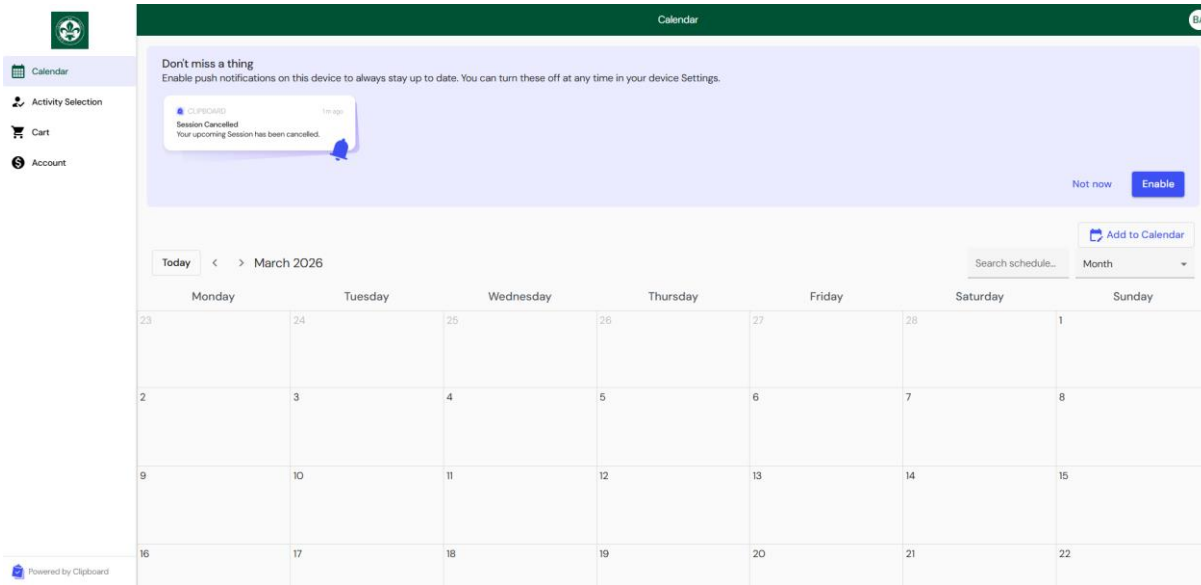
Once you have received an invite email to your school's Clipboard Portal, you will be prompted to start by logging in for the first time and setting a password, as seen below.



After you have set up your password, you can log into the Portal <portal.clipboard.app/mercedes> with your email address and password.



After you have successfully logged in, you will now be able to view the Portal!



Apple: Adding the Portal to your Mobile Home Screen

Wanting to download the Clipboard Portal as an app? There isn't a downloadable app for users. However, the Clipboard Portal is mobile-friendly and appears as an app when you open it in a web browser on your mobile! You can add it to your mobile home screen for ease of access.

To add the Portal to your Apple mobile home screen:

1. Open your safari web browser and login to your school's Portal <portal.clipboard.app/mercedes>
2. Tap your browser menu icon (in the case of Apple, the symbol is a square with an arrow pointing up inside it)



Select Add to Home Screen. You can then enter a name for the shortcut and add it to your home screen.

Now the Clipboard Portal will show up just like any other app on your phone, easily accessible from anywhere!

Android: Adding the Portal to your Mobile Home Screen

Want to download the Clipboard Portal as an app? There isn't a downloadable app for users. However, the Clipboard Portal is mobile-friendly and appears as an app when you open it in a web browser on your mobile! You can add it to your mobile home screen for ease of access.



To add the Portal to your Android mobile home screen:

1. Open your Chrome web browser and log in to your school's Portal <portal.clipboard.app/mercedes>
2. Tap your browser menu icon (in the case of Chrome, the symbol is 3 vertical dots)

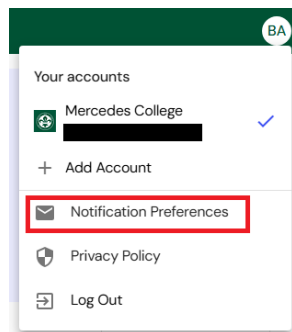


3. Select Add to Home Screen. You'll then be able to enter a name for the shortcut and add it to your home screen.

Now the Clipboard Portal will show up just like any other app on your phone, easily accessible from anywhere!

Managing Your Notifications

To make changes to what you would like to be notified about, you can log into the Clipboard Portal and click on Notification Preferences in the top right corner under your profile.



You can see the notifications you are currently subscribed to under Notification Preferences.

| Preferences | | |
|---|-------|------|
| Manage which notifications you are subscribed to. | | |
| Notification | Email | Push |
| Attendance | Yes | N/A |
| Activity Selection Confirmation | Yes | N/A |
| Payment Failure | Yes | N/A |
| Invoice Generation | Yes | N/A |
| New Session(s) | N/A | Yes |
| Session(s) updated | N/A | Yes |
| Removed from Session(s) | N/A | Yes |

[Edit](#)

You can click on the Edit button to amend their current preferences. Then, tick the boxes indicating the notifications you would like to receive for Attendance or Activity Selection Confirmation. Click Save to save the notification changes.

Preferences

Manage which notifications you are subscribed to.

| Notification | Email | Push |
|---------------------------------|-------------------------------------|-------------------------------------|
| Attendance | <input checked="" type="checkbox"/> | N/A |
| Activity Selection Confirmation | <input checked="" type="checkbox"/> | N/A |
| Payment Failure | <input checked="" type="checkbox"/> | N/A |
| New Session(s) | N/A | <input checked="" type="checkbox"/> |
| Session(s) updated | N/A | <input checked="" type="checkbox"/> |
| Removed from Session(s) | N/A | <input checked="" type="checkbox"/> |

Cancel

Save

Push Notifications

A push notification is a message that pops up on a mobile device and appears like SMS text messages and mobile alerts.

You can receive push notifications directly through Clipboard. These Push Notifications will only reach users **with access to the Clipboard Portal with push notifications enabled**. Clipboard's push notifications will only reach users who have enabled them.



Read more on the setup of Clipboard Push Notifications and troubleshooting below.

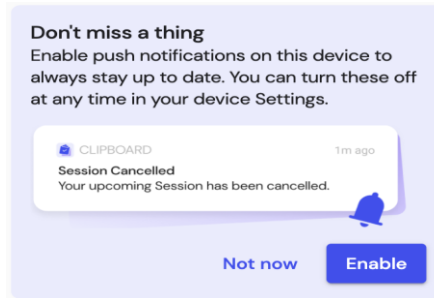
When are push notifications sent?

- When a new Session or Fixture has been created.
- When a Session or Fixture has been cancelled.
- When a Session or Fixture has changed, the:
 - Date
 - Time
 - Location

Enabling Your Push Notifications in Clipboard

How to ensure I will receive push notifications?

On your mobile device, follow the prompts provided by your 'Don't miss a thing' pop-up to enable notifications. See the example of the pop-up in the image below.



Your browser will give you permission to Clipboard to show notifications. Click 'allow' or 'confirm' for these notifications.

You will now start receiving notifications on your phone for events in Clipboard! It's that easy!

Troubleshooting Push Notifications:

1. What to do if you are not presented with the above card.

Please try the following steps to resolve this issue:

- Update your device. iOS requires 16.4 or above; Android supports this on older versions, but this differs per device.
- Install the app on your home screen first. Some devices will only allow notifications when installed on the home screen. Please see our articles on how to add this to your [Apple](#) and [Android](#) device.
- You may have dismissed the card; please log out and log back in to view it again.
- Check to see if you have blocked Clipboard permissions for these notifications.

[iOS instructions to allow permissions are found here.](#)

[Chrome instructions to re-allow permissions are found here.](#)