

A Guide on Clipboard Portal Basics for Parents/Caregivers and Students

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

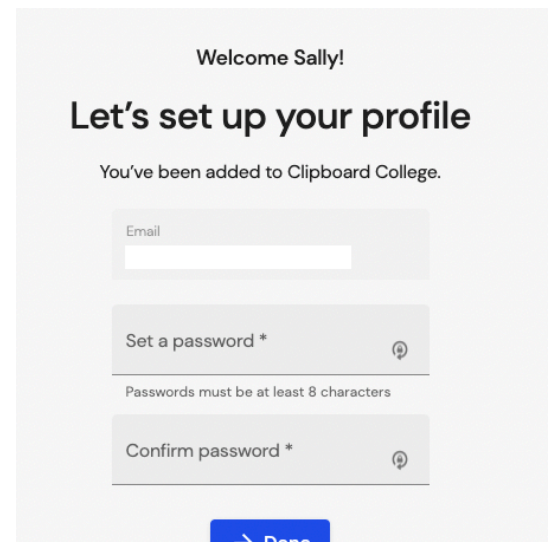
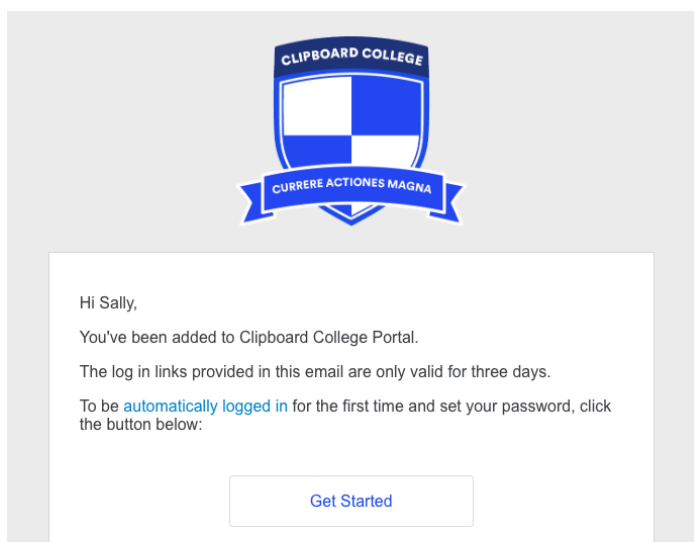
Logging into the Portal

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

Using Email and Password

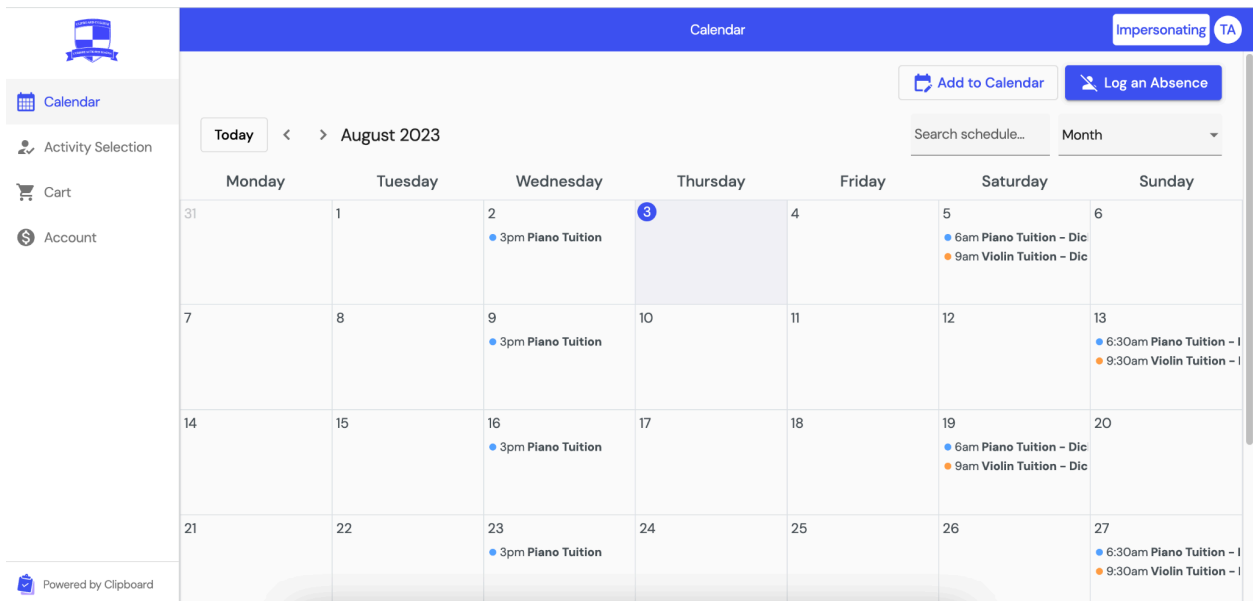
Once you have received an invite email to your school's Clipboard Portal, you will be prompted to start by logging in for the first time and setting a password, as seen below.

The screenshots below are examples using the Clipboard College Portal. The email you shall receive should be reflective and branded to MacKillop.



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

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



The screenshot shows the MacKillop Portal's calendar interface. On the left is a sidebar with navigation links: 'Calendar' (active), 'Activity Selection', 'Cart', and 'Account'. The main area is titled 'Calendar' and shows a monthly view for August 2023. The calendar grid displays days from Monday to Sunday. Events are listed for specific days: Wednesday 2nd (3pm Piano Tuition), Wednesday 9th (3pm Piano Tuition), Wednesday 16th (3pm Piano Tuition), Wednesday 23rd (3pm Piano Tuition), Saturday 5th (6am Piano Tuition - Dic, 9am Violin Tuition - Dic), Saturday 12th (6:30am Piano Tuition - I, 9:30am Violin Tuition - I), Saturday 19th (6am Piano Tuition - Dic, 9am Violin Tuition - Dic), and Saturday 26th (6:30am Piano Tuition - I, 9:30am Violin Tuition - I). The interface includes a search bar, 'Add to Calendar' and 'Log an Absence' buttons, and a 'Powered by Clipboard' footer.

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/mackillop>
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/mackillop
2. Tap your browser menu icon (in the case of Chrome, the symbol is 3 vertical dots)

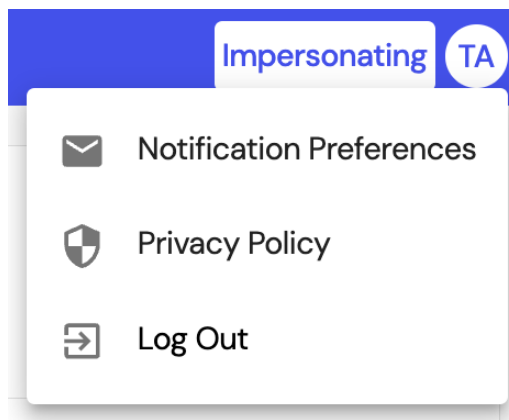


3. Select Add to Home Screen. You'll then be able to enter a name for the shortcut and add it to your home screen.

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
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.

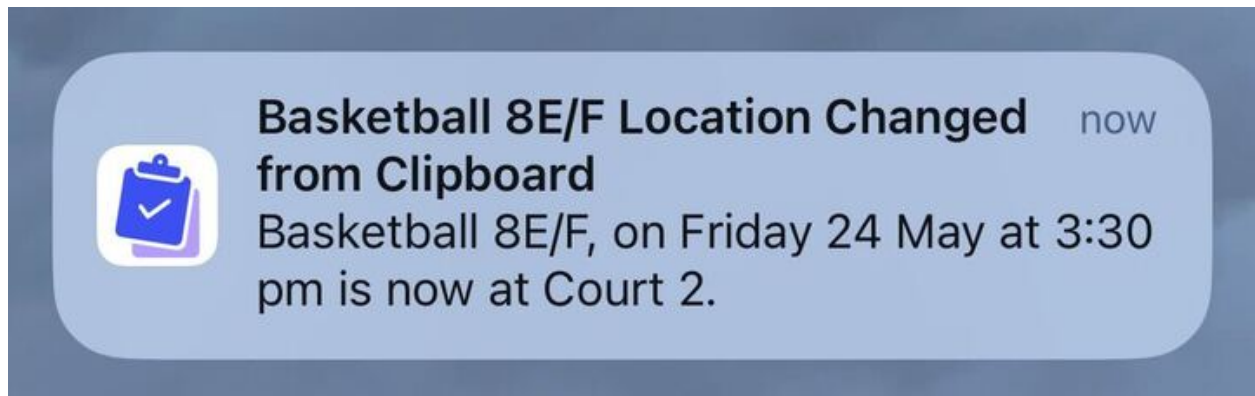
Notification	Email	Push
Attendance	<input checked="" type="checkbox"/>	N/A
Activity Selection Confirmation	<input checked="" type="checkbox"/>	N/A
Payment Failure	<input checked="" type="checkbox"/>	N/A
New Session(s)	N/A	<input checked="" type="checkbox"/>
Session(s) updated	N/A	<input checked="" type="checkbox"/>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

Cancel

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.

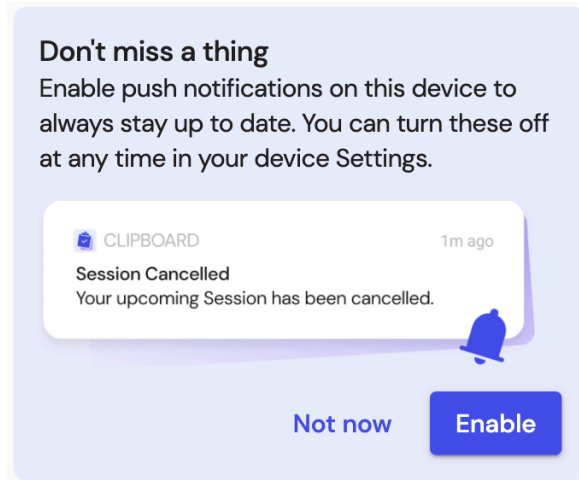
When are push notifications sent?

- 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.](#)

Frequently Asked Questions (FAQ's)