



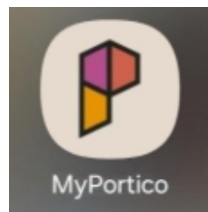
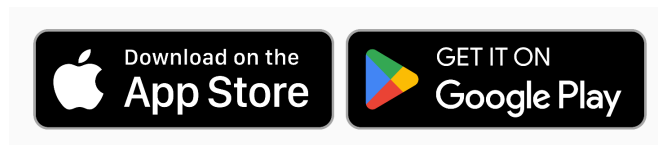
Student Guide to **Attendance:** *QR Code Technology*



Welcome to Portico

Your school has implemented Portico attendance to allow you to check in/out of instruction using the latest in attendance tracking technology. To get started, please complete the following steps:

1. Download the free MyPortico app from the App Store or Google Play.



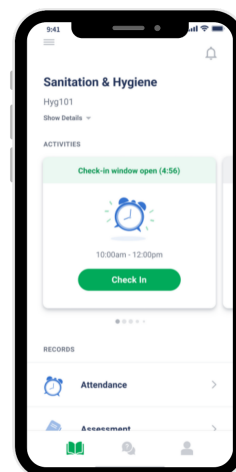
2. An account has been created for you by your school. Please log in to your account using your school email and the first time password **Welcome123**.
Once you log in, you will be prompted to change your password and set a security question. As a best practice, to ensure your Portico account is secure, we advise using a strong, unique password with a mix of letters, numbers, and symbols. Additionally, never reuse passwords across different sites or platforms.
3. Select “Allow” to receive notifications from Portico about checking out of class and viewing new classes.
4. When checking in for the first time, you’ll be asked to allow either Face ID, Camera, Microphone, or Location or a combination depending on which attendance technology your instructor chooses. Make sure these are all enabled, you will not be able to check into class otherwise.
5. Click on the hamburger menu in the top left corner to view a list of your courses. Please confirm your courses are all correct. You will be able to view courses two weeks before the first day of class. If you are missing any courses, please contact your school for assistance.

Note: Portico’s Support Team does not manage enrollments.

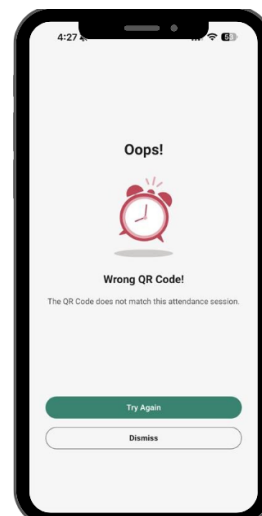
Using QR Code Technology

Each day and each course has a unique QR Code, meaning the QR Code will only work on a specific day for a specific class. Your instructor will display the QR Code for you to scan to check-in. If you scan the incorrect QR Code, you will not be able to check-in/out of class.

1. When it is time to check-in to class, click the big green check-in button.
2. Scan the QR Code displayed by your instructor.
3. As long as it is the correct QR Code, you will be able to check in to class.
4. A “Success” message will briefly appear, and a “You’re checked in!” tag at the top of the attendance tile will indicate you have been checked in.



5. If you scan the incorrect QR Code, you will receive an error message “Wrong QR Code.”
Please verify the QR Code is for that specific day and that specific course.
If you are having trouble using your phone’s camera to scan the QR Code, please refer to the troubleshooting section of this guide.
6. Repeat the same process to check out.
NOTE: if your school requires you to check out and you do not, you will not receive attendance for the day. Please contact your instructor immediately to edit your attendance. Portico’s Support team does not make attendance adjustments.



FAQ

1. Do we need to create our own accounts?
 - An account has been made for you, you do not need to create an account.
2. When do we get access to our accounts?
 - If it is your first time logging in, you will get access 2 weeks before the first day of class.
3. What is my password the first time I log in?
 - The first time you log in, you will use the password Welcome123
4. Do I need to update the MyPortico App?
 - It is important to keep the MyPortico app up-to-date to prevent any bugs.
5. Do I have to keep my phones' operating system up to date?
 - Yes, it is important to keep your device's operating system up-to-date to prevent bugs.
6. What steps are required to set up my phone for QR Code Technology?
 - For QR Code Technology, it is important to click "Allow Access to Camera" for the MyPortico app to be able to scan the QR Code. The App will only access your camera when you click the "Check-In" button or the "Check-Out" button.
7. Can I scan the QR Code from my phone's camera (outside the MyPortico App)?
 - No, you must click into the MyPortico App and click the "Check-In" button or the "Check-Out" button before scanning the QR Code.
8. Where do I get the QR code?
 - Your instructor will provide today's QR code.
9. Does each day have a different QR Code?
 - Yes.
10. Does each class have a different QR Code?
 - Yes.
11. When can I see my new course?
 - Two weeks before the first day of class.
12. What is a check in/check out window?
 - A check-in window is the 15 minutes before class begins and a check-out window is the 15 minutes after class ends where you are able to check in or out.

This is to prevent students from crowding around the QR Code the minute class begins and ends.

13. Do students get attendance credit for the grace period?

- You do not get awarded extra time for checking in 15 min before class or 15 min after class.

14. How do I change my course schedule or enroll in a course?

- This is managed by your school's Registrar. Please contact your school for assistance.

15. What does the blue flag icon mean?

- The blue flag indicates that an adjustment has been made to your attendance by an Instructor or Admin.

16. What does it mean if there isn't a blue flag icon?

- If there is no blue flag, that means the attendance was fully driven by the student that day.

17. What does the red exclamation mark mean?

- The red exclamation mark icon indicates that you did not check out of class. If your school requires you to check out and you do not, you will not receive attendance for the day. Please contact your instructor immediately to edit your attendance. Portico's Support team does not make attendance adjustments.

18. What do I do if I am having trouble checking in/out of class?

- Follow the troubleshooting steps and reach out to your instructor to adjust your attendance for the day. If you are still having trouble, reach out to support@thecoursekey.com

19. What if my phone is dead?

- If you need assistance with checking in or out, please alert your instructor.

20. What if I forgot to check out?

- Inform your instructor immediately, otherwise you will not receive any time for the session.

21. What do I do if I need to make up for a session that I missed?

- Check with your instructor for their make-up policy.

Troubleshooting Steps

Having trouble checking in/out of class using the QR Code? Please follow the steps below.

1. Ensure your device is on the latest operating system.
2. Verify your device is utilizing the latest version of the MyPortico App.
3. Verify you are scanning the correct day and course's QR Code.
4. Check your device settings to make sure you've allowed the MyPortico App access to your camera.
5. Lighting – too much or too little light can cause issues. If this happens, try to move to a better spot or adjust the lighting over the display area.
6. Check to be sure your device camera is clear from any debris or smudges. Standing too far away or at too great an angle can prevent clear reading.

Questions?

Visit support.coursekeyeducation.com
or email support@thecoursekey.com