



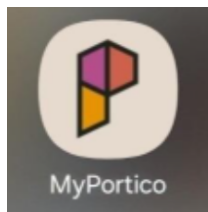
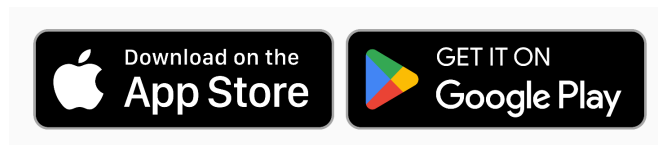
Student Guide to **Attendance:** *Sound Technology*



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. 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.

Using Sound Technology

Your instructor will play an ultra-high frequency sound on their computer and the MyPortico App will access your phone's microphone to listen for the sound. Human ears cannot hear this sound, it cannot be recorded, or travel through walls. The **ONLY** time the MyPortico App will access your device's microphone is when you click 'Check-In' or 'Check Out.'

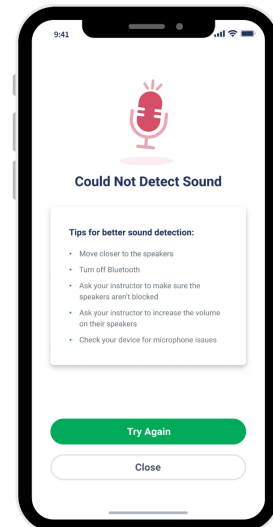
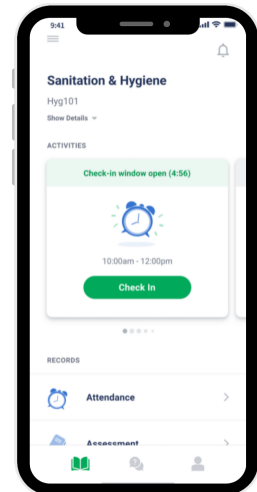
1. When it is time to check-in to class, click the big green check-in button.
2. Bring your device near computer speakers.
3. A "Success" message will briefly appear, and a "You're checked in!" tag at the top of the attendance tile will indicate you have been checked in.



Success!

4. If your device does not detect the ultra-high frequency sound, you will receive an error message "Could Not Detect Sound." If you are having trouble checking in/out, please refer to the troubleshooting section of this guide.
5. 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. How can I get access to the sound?
 - The instructor will play the sound during class.
7. Can the sound be recorded?
 - No, it cannot be recorded.
8. Can I hear the sound?
 - No, we cannot hear it with our human ears, only devices can hear the sound.
9. Can the sound travel through walls?
 - No, it cannot travel through walls.
10. When can I see my new course?
 - Two weeks before the first day of class.
11. 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.
12. 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.
13. 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.

14. 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.

15. 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

16. What if my phone is dead?

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

17. What if I forgot to check out?

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

18. 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 Sound Technology? 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. Check your device settings to make sure that you've allowed the MyPortico app access to the microphone. The app will ONLY access your microphone when you click the "Check-In" button or "Check-Out" button.
4. Make sure you are not connected to Bluetooth. Bluetooth speakers will block your device from picking up the check in tone, so be sure to disconnect from any headphones before attempting to check in.
5. Ask your instructor to turn up the volume, move closer to the speakers, and point your microphone towards the speakers.
6. Make sure nothing is blocking the path between the mic on your device and the speakers; The check-in tone cannot travel through objects.
7. Make sure you're inside the classroom; the tone does not travel through walls.

Questions?

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