

# TUHSD Portal FAQ

<http://portal.tamdistrict.org>

## Portal Basics

### **Q: What is the TUHSD Portal?**

A: A collection of apps and links to Tam District resources. It's accessible on-campus and from remote locations.

### **Q: Who can access the Portal?**

A: All current Tam District staff and students.

### **Q: Which platforms will it work with?**

A: Almost any smartphone, tablet, or computer, as long as it has an Internet connection. On desktop and laptop computers, the Portal works best with the Google Chrome web browser.

### **Q: Do I need to install any software to use the Portal?**

A: Maybe. If accessing the Portal via web browser, you'll be prompted to install a browser "extension." (The extension is what sends your credentials to selected sites when accessed through the Portal.)

In addition, the "LaunchPad Agent" must be installed in order to edit files stored on the District's servers using the programs installed on your computer (e.g., Microsoft Word, Keynote). See the section below titled "Working with Files" for more information.

### **Q: Do I need to disable pop-up blocking in my browser when accessing the Portal?**

A: Yes, you should turn off pop-up blocking for the Portal.

## Logging In/Out

### **Q: How do I log in to the Portal?**

A: Go to <http://portal.tamdistrict.org>. Enter your TUHSD login name and password, then click Sign In.

### **Q: What if I see a "Code (optional)" box on the logon page?**

A: You've wound up on ClassLink's website. Go back to the Portal login page: <http://portal.tamdistrict.org>.

### **Q: I'm using the Safari browser. Should I be worried about an error message that appears after I log in?**

A: This is a known issue with Safari, and it is safe to ignore. Just click the "Cancel" button in the popup window.

### **Q: Should I log out of the Portal when I am done?**

A: Yes, if you are using a shared or public computer, you should always sign out.

## LaunchPad interface

**Q: What is the “LaunchPad?”**

A: The LaunchPad is the main Portal screen shown after login. It contains “apps,” web links, and folders.

**Q: Does everyone see the same LaunchPad icons?**

A: No, users will have a customized set of apps, links, and folders, based on their logon name.

**Q: I clicked on something in the Portal and now I’m lost. How do I get back to the LaunchPad?**

A: To close a folder or exit out of a menu, locate and click the gray X icon on the current page.

**Q: How can I alphabetize the icons on my LaunchPad?**

A: Right-click on a blank part on the page and choose Sort By > Alpha.

**Q: Can I organize my LaunchPad with folders?**

A: Yes. Click the Edit Mode icon (pen on paper) near the top right corner of the page, or right-click an empty area on the desktop and choose Edit Mode. Then, follow the instructions at the top of the page to create a new folder or move apps into one. For example, to drop an app into a folder, drag it over the folder icon and pause for a second until the icon shrinks. When you’re done organizing your apps, click “Done editing.”

**Q: Can I add new apps to my LaunchPad?**

A: Yes. The Portal offers a library of prebuilt apps for popular websites, like DropBox, Twitter, and Instagram. To add a new app to your LaunchPad, click the + symbol near the top left corner of the page, and type part of the site name into the search box. Next, click the Add button below the site’s icon.

**Q: Can I remove apps from my LaunchPad?**

A: Yes, but only the apps that you have added yourself. To remove apps, click the Edit Mode icon (pen with blotter) near the top right corner of the page. Hover the mouse pointer over the icon, and click the red X to remove the app.

**Q: My apps disappeared from my LaunchPad! How do I get them back?**

A: If you used the magnifying glass icon to search for an app, you must clear the search filter in order to see your entire list of apps. Click the magnifying glass again, and delete the text in the search box.

## Using Web Apps

**Q: Why do some apps automatically sign me in while others don’t?**

A: Some apps don’t yet have “connectors” for the Portal to pass along your credentials. As new connectors are made available, they will be activated in the Portal.

**Q: Why am I prompted for my username and password when I click an app?**

A: Some Web sites use credentials which aren't synchronized with your Tam District account (e.g., Twitter). For those sites, the Portal will offer to save your credentials and automatically log you in the next time.

**Q: Why can't the Portal automatically log me into Google?**

A: Currently, the product can only sign you into sites where the username and password boxes appear together on one Web page. The developer plans to improve support for Google in a future release.

**Q: After I change my Tam District password, do I need to update my Portal apps?**

A: No, the apps that use your Tam District credentials will be automatically updated.

**Q: What does it mean when an app has "(On-Site)" after its name?**

A: Apps labeled "On-Site" can only be accessed while on-campus and connected to the District's network.

**Q: What does the key in the corner of an icon mean?**

A: This indicates that your credentials for the target site will be saved, allowing you to bypass the login page.

**Q: When I click an app, an error message states that my username or password is wrong. How do I fix that?**

A: This can happen for a few reasons. 1) You mistyped your name/password the first time you launched the app; 2) your password changed or expired; or 3) you clicked on an app for which you don't have an account. If you have successfully logged into an app before, you can change the previously saved password by right-clicking the icon and choosing "Update password." Alternatively, you can change both the username and password by clicking the drop down arrow next to your avatar at the top right corner of the page and clicking My Profile > Password Locker. Once inside your Password Locker, click the Edit button next to the problem app, fix your credentials, and click Save.

## Working with Files

**Q: How do I access files stored on Tam District servers?**

A: Click the "My Files" icon in your apps list or at the bottom of the page. Then click "School Network" to see a list of network locations, including your home directory.

**Q: How can I edit a document?**

A: Click once on the filename to open it using the default editor, or right-click for more options:

- ⊕ For viewing small- or medium-sized files, or for making quick edits where formatting is unimportant, use the web-based Microsoft, Google, or Zoho editors.
- ⊕ To open large files or make more advanced edits, choose "Open on Your Device" or "Download." The LaunchPad Agent must be installed, and additional software might be needed for editing certain file types.

**Q: What does the Download icon in the menu bar above my file list do?**

A: It shows the progress of current downloads. To download a file, locate it in your file list, right click it, and choose "Download."

**Q: How do I install the LaunchPad Agent (for opening files locally)?**

A: Click the gray dot above the cloud icon at the top of the My Files page, or browse to a file and choose "Open on Your Device." Download and install the LaunchPad Agent, then click "Done." Log out of the Portal, and log in again. When the Agent is running, the gray dot will turn green.



**Q: When I try to install the LaunchPad Agent for Mac, I'm told that my security preferences don't allow it. Can I still install the Agent?**

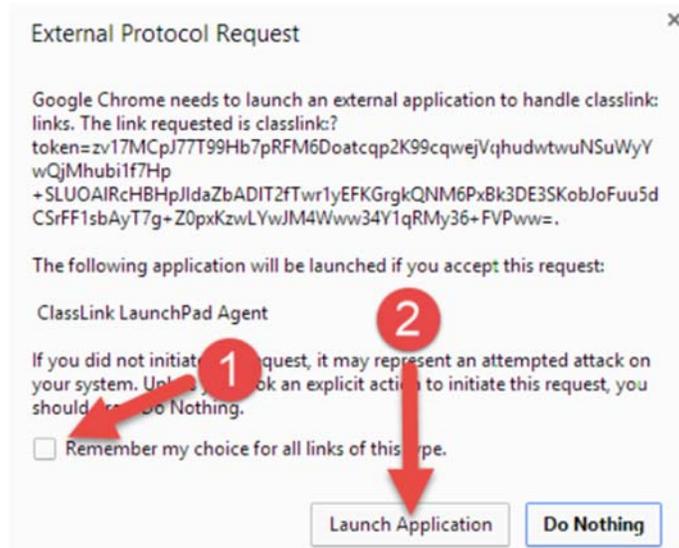
A: Yes. Because the LaunchPad Agent is not published in the Mac App Store, you must change a security setting to allow third-party applications. Click System Preferences > Security & Privacy. Then click the lock icon and enter your computer's login password. Finally, click on "Open Anyway."

**Q: When I try to install the LaunchPad Agent using Internet Explorer, I see an error message about a corrupt or invalid "signature." How do I get around this?**

A: This is a limitation of Internet Explorer. Use Chrome or Firefox to download and install the Agent.

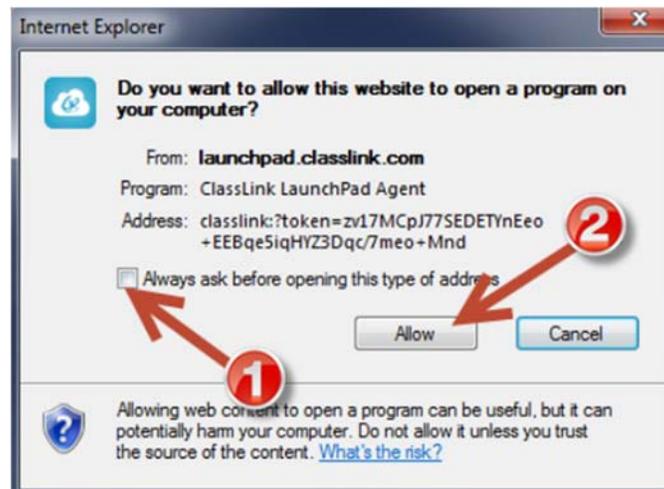
**Q: After installing the LaunchPad Agent, I see a strange popup message when I visit the Portal in Google Chrome. What do I do?**

A: First, check the "Remember my choice..." checkbox, then click Launch Application.



**Q: After I installed the LaunchPad Agent, Internet Explorer displayed a confusing alert. What should I do?**

A: First, uncheck the checkbox labeled “Always ask...” Next, click Allow.



**Q: Can I edit my Google Drive files in the Portal?**

A: Yes. On the My Files page, click “Manage Services.” Click the Connect button below Google Drive, and follow the prompts to grant the Portal access to your Google account. Your Drive files will appear in your My Files folder list.

## TUHSD Portal Mobile App

**Q: How do I download the mobile app?**

A: Search the App Store on your mobile device for the words “TUHSD” or “Tamalpais Union,” and you’ll find an app developed by ClassLink. Tap the icon to begin installing it.

**Q: How do I access files stored on Tam District servers?**

A: Tap the menu icon (3 horizontal bars) at the top left corner of the screen, and choose “My Files.” Then tap “School Network.”

**Q: Where can I get more information about using the mobile app?**

A: The developer’s Web site covers the basics... <https://docs.classlink.com/docs/mobile-guide>

## Other Questions

**Q: Where can I find more tips and tricks for using the Portal?**

A: ClassLink, the developer responsible for the TUHSD Portal, has published online documentation.

- Teachers and Staff -- <https://docs.classlink.com/docs/teachers-guide>
- Students -- <https://docs.classlink.com/docs/students>