Accessing the Online Application

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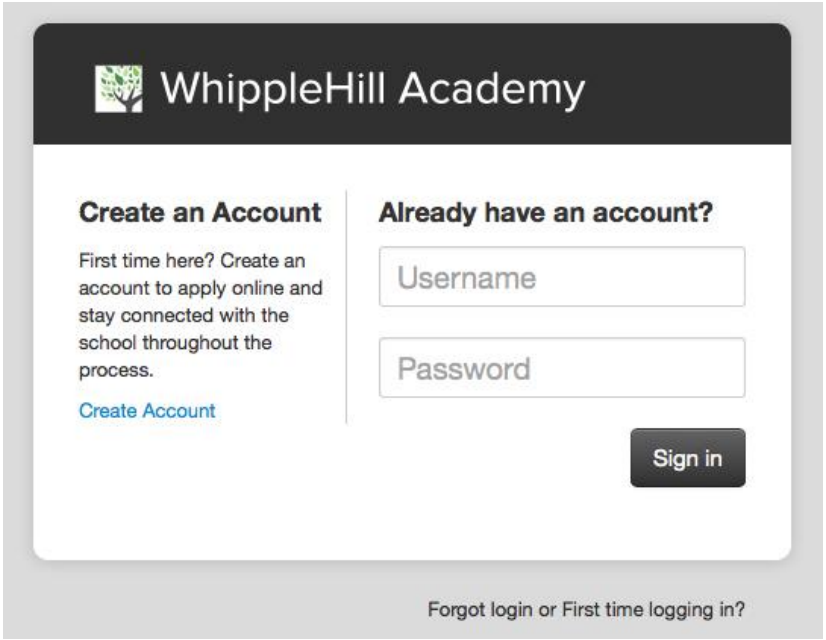
The online application is available in the onBoard community. Prospective families must have a username and password in order to access the community.

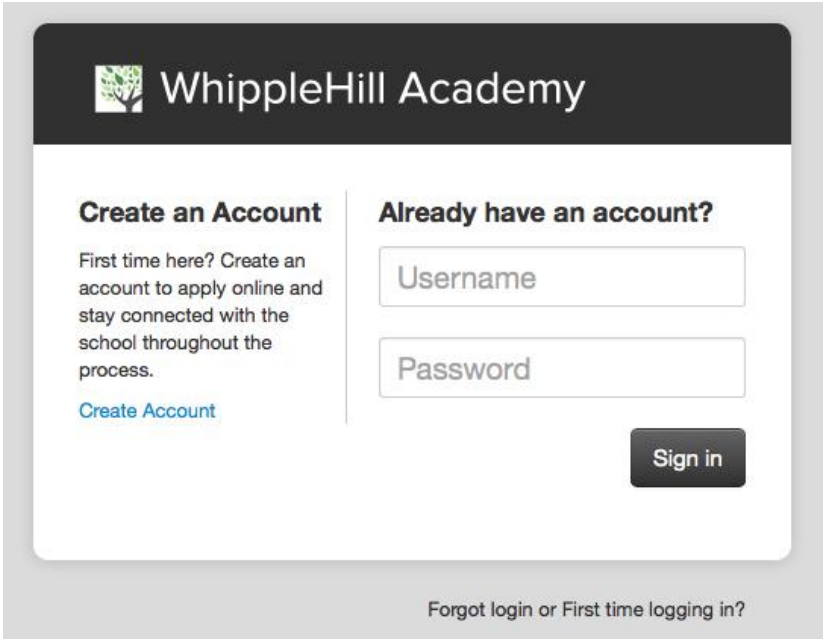
Admissions Managers can provide prospective families with the link to the community login page. Managers will need to append **/app#login/apply** to the school's URL (for example, www.whipplehill.com/app#login/apply).

On the login page, prospective families can either create a new account or log in with their existing credentials.



Who uses “Create an Account”?
Prospective families who do not already exist in the database can create their own account (Admissions Managers can disable this option).

Who uses “Already have an account”?
Constituents who already exist in the database can log in with their assigned credentials (the school will designate usernames). This includes current families (i.e. current parents, faculty, alumni), families that submitted the inquiry form, and families that were added manually by an Admissions Manager.



Create an Account

If prospective family members do not already exist in the database, an adult family member can complete the following steps to create an account. This process allows the adult to establish their own username and password. Additionally, the adult and child will be added to the database in the “Parent of Candidate” and “Candidate” roles. The candidate does not receive login credentials during this process.

1. Click “Create Account.”
2. Enter the appropriate information (i.e. name, email) and create a username.
3. Depending on the settings that Platform Managers have established for the password email, the adult will either receive an email that contains a confirmation key or a URL:
    a. If the adult receives the email that contains a confirmation key, they must enter the confirmation key on screen before establishing their password.
    b. If the adult receives the email that contains a URL, they will need to click on the link to be taken to a screen where they will establish their password (this will bypass having to enter a confirmation key).
4. The adult will be logged in after establishing their password.

Usernames for Existing Constituents

If prospective family members already exist in the database, they can log in using the “Already have an account” option. However, they must already have a username assigned to them.

Admissions Managers can assign usernames to Candidates and/or Parents of Candidates in the “Process Inquiries” task or in the “Username Generator” task. Platform Managers can also view and assign usernames in the constituent’s profile that is located under System.

There are three ways that the usernames can then be communicated with the family members:

- Admissions Managers can email the candidate/parent of candidate from the Username Generator task.
- Constituents can use the automated process to request that their username be sent to them via email (see page 7).
- Admissions Managers can communicate externally with the family.

Passwords for Existing Constituents

If prospective family members already exist in the database, they can log in using the “Already have an account” option. However, they must first request that a password be sent to them via email (see page 7).

In order to request a password, an email address and a username must already exist in the database for the constituent.

Request Usernames and Passwords via Email

Prospective family members can complete the following steps to request that their username and/or password be sent to them via email. An email address and a username must already exist in the database for a constituent before they can request this information.

1. On the login page (/app#login/apply), click the sign in help link.
2. Enter the appropriate email address (this email address must match the address that exists in the database).
3. An email containing the username, and a separate email containing the password, will be sent to the email address that was provided.
4. Depending on the settings that Platform Managers have established for the password email, the constituent will either receive an email that contains a confirmation key or a URL:
    a. If the constituent receives the email that contains a confirmation key, they must enter the confirmation key on screen before establishing their password.
    b. If the constituent receives the email that contains a URL, they will need to click on the link to be taken to a screen where they will establish their password (this will bypass having to enter a confirmation key).
5. The constituent will be logged in after establishing their password.

First Time Accessing the Application (using /app#login/apply)

Once prospective family members have obtained their login credentials, they can log in to the onBoard community and access the online application.

The first time prospective family members log in, they will land on the application (if there is only one published application). If there are multiple published applications, prospective family members will be prompted to select the appropriate application.

On subsequent logins, prospective family members will land on the Admissions Progress page (the application is located on the Admissions Progress page).

Accessing the Application

Constituents can access the application from the following locations:

- Parents of candidates can access the candidate's application on the Admissions Progress page.

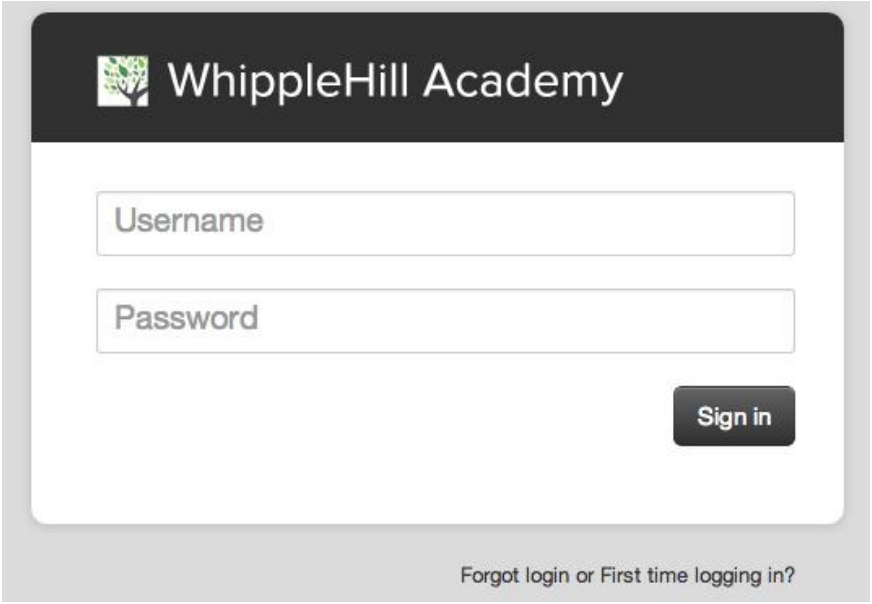
- Parents of candidates who want to submit the application for additional children can use the "Apply Another Child" option on the Admissions Progress page.

- Current families (i.e. current parents, faculty, alumni) who want to submit the application can use the "Apply" post on the Resource Board.

Customize the Login Process

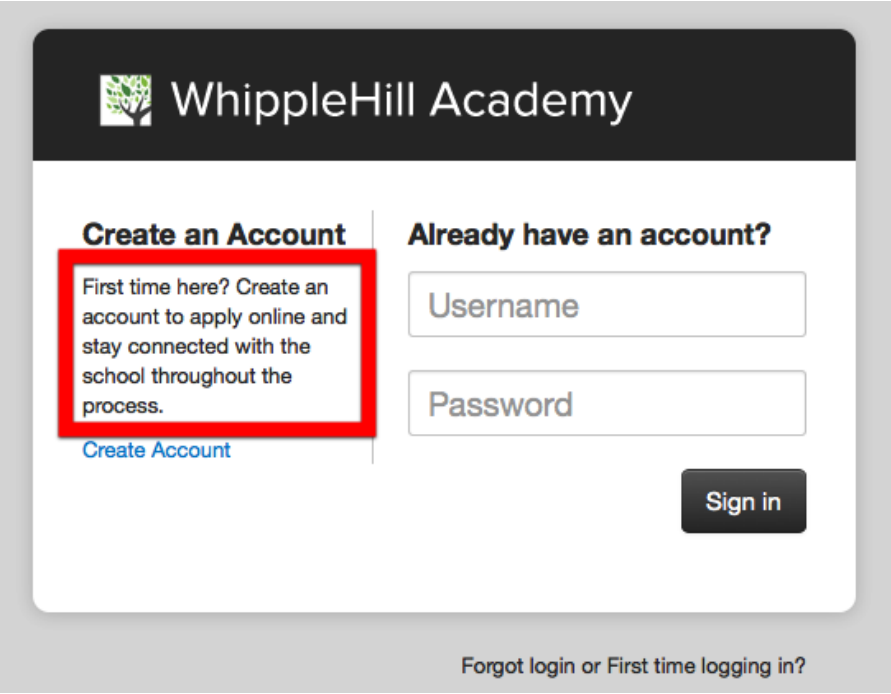
Admissions Managers can disable the option for prospective families to create their own account on the login page (/app#login/apply). This can be done under Settings > Application Forms > Login Set-up.

The screenshot below is an example of what the login page will look like if the “Create an Account” option is disabled.



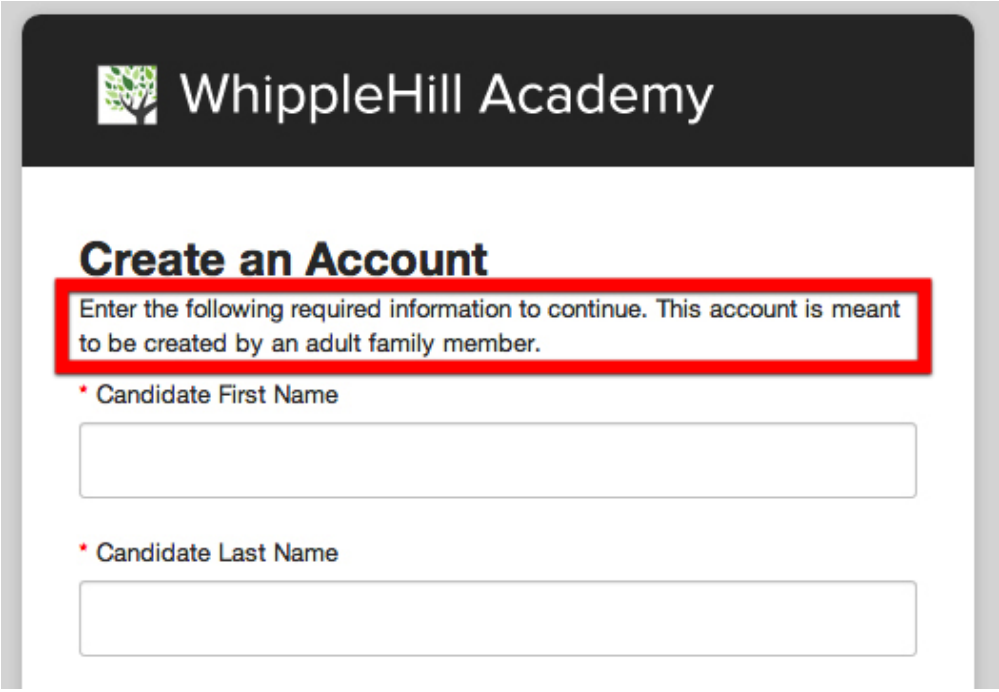
Customize the Login Process

Admissions Managers can customize the text that appears under “Create an Account” on the login page (/app#login/apply). This can be done under Settings > Application Forms > Login Set-up > Login Apply Text.



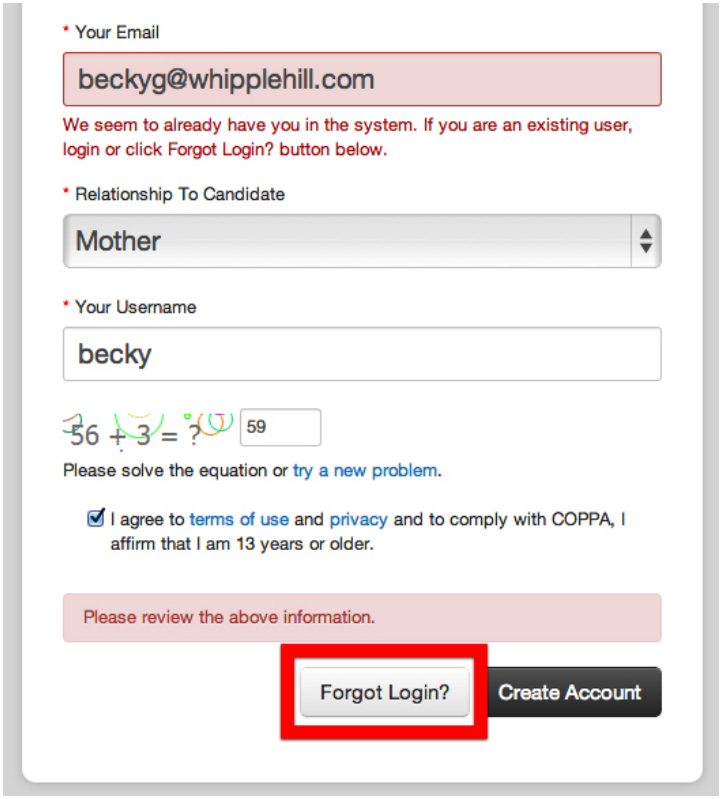
Customize the Login Process

Admissions Managers can customize the text that appears once a prospective family member clicks "Create Account" on the login page (/app#login/apply). This can be done under Settings > Application Forms > Login Set-up > Create an Account Text.

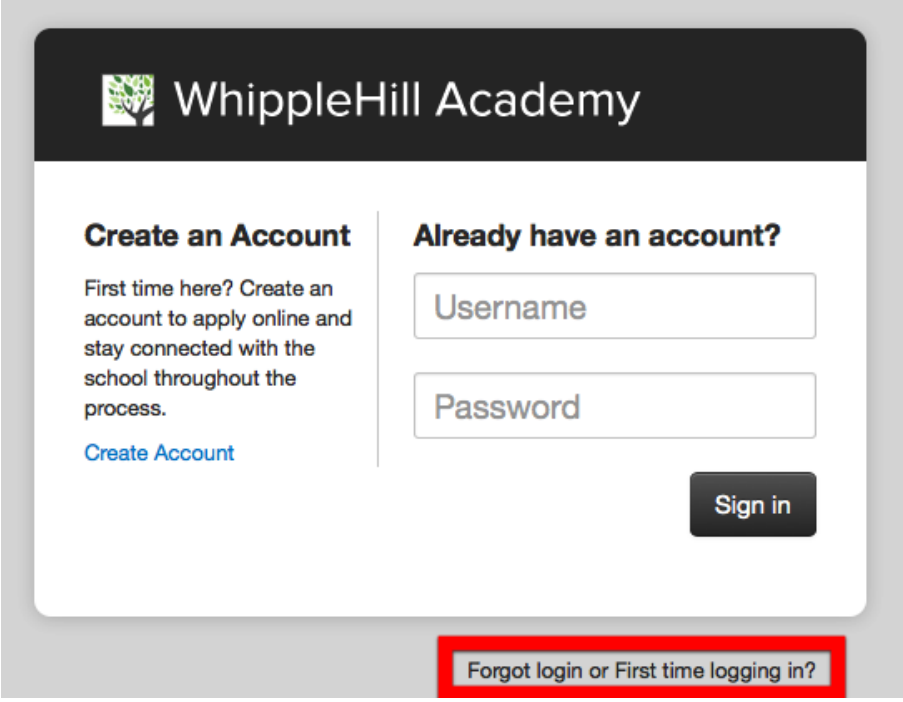


Customize the Login Process

Admissions Managers can customize the "Forgot Login?" button that appears if a prospective family member tries to create a new account but their email address already exists in the database. This can be done under Settings > Application Forms > Login Set-up > Create an Account Forgot Login Button.



Customize the Login Process

Platform Managers can customize the "Forgot login or First time logging in" link that appears on the login page (/app#login/apply). This can be done under System > Settings > Security.

This is the same link that appears on the website's standard login page.