Popular Questions for Districts

See the topics below to assist with popular questions families and staff may have about activating their Frontline Health Portal accounts.

- Where to download the Frontline Health Portal Mobile App
- Family member reports a message that says "We were unable to send an email to the address you provided"
- Family member says their temporary password has not arrived after 15 minutes
- Family member indicates their student (child) is not showing in the Add Student step
- Staff: I work for the district, and I cannot find myself in the Frontline Health Portal app
- Staff: I work for the district, but I cannot see my own children in the Add Student step

Where to download the Frontline Health Portal Mobile App

Families and staff who want to access the Frontline Health Portal from their mobile device can go to the Apple App Store or Android Apps on Google Play and search for *Frontline Health Portal* to find the Frontline Health Portal Mobile app. (This is different from the standard Frontline Education Mobile app.)



Frontline Health Portal Mobile app

Note: You should have received instructions from your district on using the Frontline Health Portal Mobile or Desktop application. If you are going to use the Mobile app, you will need to download it to your mobile device. If you are going to use the Desktop app, you will use the secure link given to you by your district. Activate your account in either for access to both.

Family member reports a message that says "We were unable to send an email to the address you provided"

If a family member reports they see a message about an issue with their email address, this indicates that the email submitted by the family member does not match the email on record in School Health Management. This typically occurs when a family member changes the email from what they provided the district.

To verify this is the issue, in the School Health Management solution, select **People>Persons (Non-Students)** from side navigation and search to locate the family member.

Persons (Non-Students	Add to Bookmarks
Menu ^ Non-Student	No Photo Available Barnes, Susan
Address Alerts Attachment Contacts Email Events Identification	District ID: School: Faculty: No Examiner: No Job Indicators: Classification: Medical Alert(s): Alerts: Emergency Card Calendar Inbox More Info / Quick Events
Medical Notes Organization Phone Picture	Historical Record Search Start: 8/12/2019 End: 8/14/2020 Refresh Clear
Portal Form Response	COVID-19

Click View Profile to open the family member's profile.

Family Member Profile (partially shown)

Click **Email** in the Menu to view the Email page.



					Aud
Venu ·	No Photo Available Barne	es, Susan			
Basic Info					
Address	District ID:		School:		
Alerts	Faculty: N	10	Examiner:	No	
Attachment	Job		Indicators:		
Contacts	Classification:		Alorts:		
Email	Medical Alert(s).		Alerts.		
Events	Emergency Card Cale	endar Inbox			Events
dentification					
Medical	Show 5 🗢 entries				Search:
Notes					
Organization	Туре	î↓ Address			↑↓ Action
Phone	Alternate 1				Edit
Portal Form	Alternate 2				Edit
Response	Alternate 3				Edit
	Alternate 4				Edit
		aurea harra Constila			Edu

Email page

Verify the family member's email that is listed and send this to the family member.

Ask the family member to restart the activation process using the identified email found in School Health Management.

Family member says their temporary password has not arrived after 15 minutes

If the family member clicked the "Send me a temporary password" button and saw the "Email has been sent" message, but after 15 minutes still has not received a message with the Subject: "Your temporary password from Frontline Health Portal", ask them to check their Spam folder.

If the message still has not arrived, you can provide the family member with a temporary password they can use to log in to the Health Portal and continue activating their account.

To do this, access **Administration>Health Portal> Portal User** from side navigation and search to locate the family member and click **Edit** to open their user profile.

Click Change Password in the Menu to view the Change Password page.

Portal Users / Change	Password	
		Change Password
Menu ^	john.abba@example.	com
User Assigned People Change Password	User Name: john.abba	a@example.com
Notification Preferences	New Password:	
	Confirm New Password:	

Change Password page in Portal Users

Change the password following the password rules to create a temporary password and inform the family member of their temporary password.

Family member indicates their student (child) is not showing in the Add Student step

If the family member has entered the correct Last Name, Student ID, and Student Birthdate for their student and cannot locate the student, the student record and the family member (contact) record are not yet linked.

This could be because the family member has not been added as a contact to the student's record or is not identified as a Frontline Health Portal contact for the student.

Open the Student Profile for the student whose Frontline Health Portal information the family member will have permission to access.

Student / Student				
				Add to Bookmarks
Menu ^ Student	В	arnes, Lucas		
Basic Info				
Address	District ID:	9276	School:	Frontline Elementary
Alerts	Age:	10 yrs., 11 mos.	Grade:	03
Attachment	Gender:	Male	Indicators:	
Consents	Alerts:	Call parent if PRN RX is admi ADHD; Diabetes Type 1	nistered	
Email	Emergency Carc	Calendar Inbox Send Messa	ge to Portal User(s)	More Info / Quick Events
Enrollment				
Events	Llistorical	Decord Search		
Family History	HIStorical	Record Search		
Forms				
Growth Chart	Start: 8/12/2019	End: 8/14/202	0 🗊 Refresh	Clear
Identification				
Lattere				

Student Profile (partially shown)

Click the **Contacts** in the Menu to view the Contacts page.

Student / Contacts								
							Aud	lit New
Menu / Student Basic Info	х Г.С. В	arnes, Lucas	5					
Address	District ID:	9276		Scho	ol:	Frontline Eleme	entary	
Alerts	Age:	10 yrs., 11 ma	DS.	Grad	e:	03		
Attachment	Gender:	Male		Indic	ators:			
Consents	Alerts:	Call parent if ADHD; Diabe	PRN RX is administe tes Type 1	red				
Contacts Email	Emergency Car	d Calendar Inbo	x Send Message to	Portal User(s)			More Info / Events	Quick
Events Eamily History	Show 5 🗢 ent	ries				Searc	h:	
Forms	Relationship	Name	Pickup Rights	Resides	Sequence	Phone		Action
Growth Chart	Mother	Barnes, Susan	Yes	Yes	01	Mobile (888)7	89-4567	Edit
Identification	Showing 1 to 1 of	1 entries					Previous	1 Next

Contacts page

If the Contacts table does not show the person you want to set up for Activation, click **New** in the upper right corner to view fields for adding a contact.

Note: If the person is listed in the contacts table, skip to <u>Grant Access to the Frontline Health Portal Account</u>.

	and " is required field.			Save
Menu Student Basic Info	^ Ra	rnes, Lucas		
Address	District ID:	9276	School:	Frontline Elementary
Alerts	Age:	10 yrs., 11 mos.	Grade:	03
Attachment	Gender:	Male	Indicators:	
Consents	Alerts:	Call parent if PRN RX is administere ADHD; Diabetes Type 1	ed	
Contacts Email	Emergency Card	Calendar Inbox Send Message to I	Portal User(s)	More Info / Quick Events
Events Family History	Contact			
Forms	Contact Name*:	Select a Person	Relationship:	Select Relationship
Forms Growth Chart	Contact Name*: Contact Sequence:	Select a Person Select Contact Sequence	 Relationship: Parent/Legal Guardian: 	Select Relationship Select Parent/Legal Guardian
Forms Growth Chart Identification _etters	Contact Name*: Contact Sequence: Pickup Rights:	Select a Person Select Contact Sequence Select Pickup Rights	 Relationship: Parent/Legal Guardian: Resides With: 	Select Relationship Select Parent/Legal Guardian Select Resides With
Forms Growth Chart Identification Letters Viedical Votes	Contact Name*: Contact Sequence: Pickup Rights: Access to Records:	Select a Person Select Contact Sequence Select Pickup Rights Select Access to Records	 Relationship: Parent/Legal Guardian: Resides With: Emergency Contact: 	Select Relationship Select Parent/Legal Guardian Select Resides With Select Emergency Contact
Forms Growth Chart Identification Letters Vedical Votes Organization	Contact Name*: Contact Sequence: Pickup Rights: Access to Records: Legal Custody:	Select a Person Select Contact Sequence Select Pickup Rights Select Access to Records Select Legal Custody	Relationship: Parent/Legal Guardian: Resides With: Emergency Contact: Disciplinary	Select Relationship Select Parent/Legal Guardian Select Resides With Select Emergency Contact Select Disciplinary Contact
Forms Growth Chart Identification Letters Medical Notes Drganization Phone	Contact Name*: Contact Sequence: Pickup Rights: Access to Records: Legal Custody:	Select a Person Select Contact Sequence Select Pickup Rights Select Access to Records Select Legal Custody	 Relationship: Parent/Legal Guardian: Resides With: Emergency Contact: Disciplinary Contact: 	Select Relationship Select Parent/Legal Guardian Select Resides With Select Emergency Contact Select Disciplinary Contact
Forms Growth Chart Identification Letters Medical Notes Organization Phone Picture 2vtral Form	Contact Name*: Contact Sequence: Pickup Rights: Access to Records: Legal Custody: Primary Care Provider:	Select a Person Select Contact Sequence Select Pickup Rights Select Access to Records Select Legal Custody Select Primary Care Provider	 Relationship: Parent/Legal Guardian: Resides With: Emergency Contact: Disciplinary Contact: 	Select Relationship Select Parent/Legal Guardian Select Resides With Select Emergency Contact Select Disciplinary Contact Portal Account

Entry fields for adding a contact

In the **Contact Name** field, click "Select a Person" to open the Person Search page.

Person Search		
	Search Clear New	Close
Last Name:		
First Name:		
Middle Name:		
District ID:		
DOB:		
SSN:		
Grade:	Select Grade	•
Type:	Select Type	•

Person Search page

Enter the contact's information and click **Search**. Search results are listed at the bottom of the page.

Person Search					
				Search Cl	ear New Close
Last Name:	smith				
First Name:	karen				
Middle Name:					
District ID:					
DOB:					
SSN:					
Grade:	Select Grade				•
Туре:	Select Type				•
Last	First	Middle	Birth Date	District ID	Action
Smith	Karen				Select

Person Search page with search result

In the Action column, click **Select** to display the Contact page with entry fields.

contacts				
bel with red color a	and * is required field.			
				Save
Menu	^			
Student	Ba	irnes, Lucas		
Basic Info				
Address	District ID:	9276	School:	Frontline Elementary
Alerts	Age:	10 yrs., 11 mos.	Grade:	03
Attachment	Gender:	Male	Indicators:	
Consents	Alerts:	Call parent if PRN RX is administere	ed	
Contacts		ADHD; Diabetes Type 1		
Email	Emergency Card	Calendar Inbox Send Message to F	Portal User(s)	More Info / Quick Events
Enrollment				
Events	<i>c</i>			
Family History	Contact			
Forms	Contact Name*:	Smith, Karen	Relationship:	Grandmother
Growth Chart	Contact	Select Contact Sequence	 Parent/Legal 	Select Parent/Legal Guardian
Identification	Sequence:		Guardian:	
Letters	Pickup Rights:	Select Pickup Rights	 Resides With: 	Select Resides With
Medical	Access to		- Emergency	
Notes	Records:	Select Access to Records	Contact:	Select Emergency Contact
Organization	Legal Custody:	Select Legal Custody	 Disciplinary 	Select Disciplinary Contact
Phone	0).		Contact:	
Picture	Primary Care	Select Primary Care Provider	•	Portal Account
Portal Form	Provider:			
Response	Portal Exclude Date:	Ē		

Contact page with entry fields

Complete any other relevant information about the contact for the student.

Grant Access to the Frontline Health Portal Account

To give permission for this contact to access the student's information in the Frontline Health Portal, select the **Portal Account** checkbox.

Save Contact Information

Click **Save** in the upper right corner to save the updated information.

Add Email Address for a New Contact

You will need to make sure that any contacts added have a **primary email address** in their Person Profile. For directions, see <u>Family member reports a message that says</u> "We were unable to send an email to the <u>address you provided</u>".



Staff: I work for the district, and I cannot find myself in the Frontline Health Portal app

The staff member is attempting to log in to the Frontline Health Portal with an email that is not registered with the district.

To verify the email address in the School Health Management solution, select **People>Persons (Non-Students)** from side navigation and search to locate the staff member.

Click View Profile to open the staff member's profile.

Click **Email** in the Menu to view the Email page with a list of all registered emails. Communicate to the staff member to register for the Frontline Health Portal app using the Primary email listed, which should be the district email.

Menu	^ 🛕 Arr	old Japa						
Non-Student		ioiu, jane						
Basic Info	20.000							
Address	District ID:			School:				
Alerts	Faculty:	Yes		Examiner:	Yes			
Attachment	Job			Indicators:				
Contacts	Classification:							
Email	Medical Alert(s):			Alerts:				
Events	Emergency Card	Calendar Inbox				More	e Info / Quick Events	k
Identification								
Medical	Chave a charter	_				c 1		
Notes	Show 5 🗢 entrie	5				Search:		
Organization	Туре	†↓ Addres	is			î↓ Ac	tion	
Phone	Alternate 1					Ed	lit	
Picture	Alternation 2							
Portal Form	Alternate 2					Ed	lit	
Response	Alternate 3					Ed	lit	
	Alternate 4					Ed	lit	
	Primary	jarnold	@sampledistrict.com			Ed	lit	
	Showing 1 to 5 of 5 e	ntries				Pre	evious 1	Next

Sample Email page for a Staff Member

Staff: I work for the district, but I cannot see my own children in the Add Student step

For staff members who are also family members, refer to <u>Family member indicates their student (child) is</u> <u>not showing in the Add Student step</u> for more information about how to check to see if the staff member has been added as a family member (contact) record for the student. Make sure the Portal Account checkbox is selected to grant the family member access to the student's Frontline Health Portal account.

udent / Contacts Save contact Manuel Address Address achool: Save contact Manuel Address achool: Save contact Contact Contact Indicators: Aderts: More Info / Quick Events <								
udert / Contacts Werk / Contact Sevent Sevent <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>								
Menu Image: Select Contact Sequence School 11 Student Basic Info Address Age: 9yrs., 3 mos. Grade: 01 Address Age: 9yrs., 3 mos. Grade: 01 Address Age: 9yrs., 3 mos. Grade: 01 Address Age: 19yrs., 3 mos. Grade: 01 Address Age: 19yrs., 3 mos. Grade: 01 Address Address Indicators: Address Age: 29yrs., 3 mos. Grade: 01 Contact Female Indicators: Alerts: Emergency Carl J Calendar Inbox More Info / Quick Events Enall Contact Name*: Arnoid, Jane Relationship: Mother Select Contact Sequence Select Alexada	Student / Contacts							
Menu Bechnar, Kelli Student Basic Info Address Address Address Address Address Age: 9 yrs., 3 mos. Grade: 01 Attachment. Gender: Female Indicators: Alterts: Emergency Card Calendar Inbox More Info / Quick Events Email Emergency Card Calendar Inbox More Info / Quick Events Email Emergency Card Calendar Inbox More Info / Quick Events Email Envoltent Select Contact Sequence: Select Contact Sequence = Parent/Legal Growth Chart Select Contact Sequence: Select Contact Sequence = Parent/Legal Select Resides With Select Resides With Letters Access to Records: Select Access to Records = Resides With: Select Emergency Contact Select Emergency Contact Medical Pickup Rights: Select Access to Records = Select Access to Records = Select Disciplinary Contact Select Emergency Contact Select Emergency Contact Organization Primary Care Select Primary Care Prival Account Select Disciplinary Contact Select Disciplinary Contact	abel with red color and *	is required field.					Save	Cancel
District ID: 2654 School: School 11 Address Age: 9 yrs., 3 mos. Grade: 01 Attachment Gender: Female Indicators: 1 Attachment Gender: Female Indicators: 1 Consents Alerts: Emergency Card Calendar Inbox More Info / Quick Events Email Emorgency Card Calendar Inbox More Info / Quick Events Email Emorgency Card Calendar Inbox More Info / Quick Events Email Emorgency Card Calendar Inbox More Info / Quick Events Email Envents School: School: Contact Contact Sequence: Select Contact Sequence • Parent/Legal Gowth Chart Select Contact Sequence: Select Contact Sequence • Parent/Legal Select Resides With • Identification Pickup Rights: Select Access to Records • Emergency Contact: Select Emergency Contact • Medical Access to Records: Select Legal Custody • Disciplinary Contact • Select Disciplinary Contact • Organization Primary Care Select Prinmary Care Provider • Pintal Excount </td <td>Menu Student</td> <td>A Bedr</td> <td>nar, Kelli</td> <td></td> <td></td> <td></td> <td></td> <td></td>	Menu Student	A Bedr	nar, Kelli					
Adris John Chine Lobe John Chine John Chine Adris Age: 9 yrs., 3 mos. Grade: 01 Attachment Gender: Female Indicators: 01 Attachment Gender: Female Indicators: 01 Adris: Emergency Card Calendar Inbox More Info / Quick Events Email Email Emorgency Card Calendar Inbox More Info / Quick Events Enail Contact Emergency Card Calendar / Inbox More Info / Quick Events Enail Emorgency Card Calendar / Inbox More Info / Quick Events Enail Contact C Fermisy History Contact C Forms Contact Sequence: Select Contact Sequence • Parent/Legal Growth Chart Contact Sequence: Select Contact Sequence • Parent/Legal Growth Chart Contact Sequence: Select Access to Records • Resides With: Select Resides With • Identification Pickup Rights: Select Access to Records • Emergency Contact: Select Emergency Contact • Medical Legal Custody: Select Legal Custody • Disciplinary Contact • Select Disciplinary Contact • Organization Primary Gare Select Printary Care • Pretal Account Pr	Address	District ID:	2654	Scho	ol:	School 11		
Alachment Gender: Female Indicators: Consents Alerts: Emergency Card Calendar Inbox More Info / Quick Events Email Email Emorgency Card Calendar Inbox More Info / Quick Events Email Contact Emorgency Card Calendar Inbox More Info / Quick Events Email Contact Emorgency Card Calendar Inbox More Info / Quick Events Email Contact Sequence: Select Contact Sequence • Parent/Legal Select Parent/Legal Guardian Formis Contact Sequence: Select Contact Sequence • Parent/Legal Select Parent/Legal Guardian Growth Chart Contact Sequence: Select Contact Sequence • Parent/Legal Select Resides With • Letters Access to Records: Select Legal Custody • Disciplinary Contact: Select Emergency Contact • Votes Legal Custody: Select Legal Custody • Disciplinary Contact: Select Disciplinary Contact • Organization Primary Care Select Privaly Care Provider • Protal Account Picture Portal Exclude Date: Image: Prival Priv	Alerts	Age:	9 vrs. 3 mos.	Grad	e:	01		
Allerts: Contact Email Enrolinent Events Family History Contact Name*: Anold, Jane Relationship: Mother • Forms Contact Sequence: Select Contact Sequence • Parent/Legal Growth Chart Identification Pickup Rights: Select Contact Sequence • Parent/Legal Growth Chart Identification Pickup Rights: Select Contact Sequence • Resides With: Select Resides With • Letters Access to Records: Select Access to Records • Emergency Contact: Select Emergency Contact • Prona Cortact Legal Custody: Select Legal Custody • Disciplinary Contact • Prona Prone Protei Exclude Date:	Attachment	Gender:	Female	India	ators:	01		
Contacts Emergency Card Calendar Inbox More Info / Quick Events Email Enrolment Contacts More Info / Quick Events Earning Contact Emergency Card Calendar Inbox More Info / Quick Events Earning Contact Emergency Card Calendar Inbox More Info / Quick Events Earning Contact Name*: Arnold, Jane Relationship: Mother Gowth Chart Gowth Chart Gowth Chart Gowth Chart Gowth Chart Belect Pickup Rights: Select Access to Records Emergency Contact: Select Emergency Contact Select Emergency Contact Select Disciplinary Contact Select Disciplinary Contact Select Primary Care Protal Account Protal Account Portal Exclude Date: 	Concente	Alerts:						
Enrollment Contact Events Contact Name*: Arnold, Jane Relationship: Mother • Family History Contact Name*: Select Contact Sequence Parent/Legal Select Parent/Legal Guardian • Forms Contact Sequence: Select Contact Sequence Parent/Legal Select Parent/Legal Guardian • Growth Chart Pickup Rights: Select Pickup Rights Resides With: Select Resides With • Letters Access to Records: Select Legal Custody Emergency Contact: Select Emergency Contact • Notes Legal Custody: Select Provider Disciplinary Contact: Select Disciplinary Contact • Prone Promary Care Select Provider Disciplinary Contact: Select Disciplinary Contact • Phone Portal Exclude Date: Imary Care Imary Care Imary Care Imary Care	Contacts Email	Emergency Card Ca	alendar Inbox				More Info / Quick	Events
Family History Contact Name*: Arnold, Jane Relationship: Mother Forms Contact Sequence: Select Contact Sequence Parent/Legal Guardian: Select Parent/Legal Guardian Growth Chart Pickup Rights: Select Contact Sequence Parent/Legal Guardian: Select Resides With: Select Resides With Letters Access to Records: Select Legal Custody Emergency Contact: Select Emergency Contact Notes Legal Custody: Select Provider Disciplinary Contact: Select Disciplinary Contact Primary Care Primary Care Provider: Picture Portal Exclude Date:	Enrollment	Contact						
Forms Contact Sequence: Select Contact Sequence Parent/Legal Select Parent/Legal Guardian Growth Chart Pickup Rights: Select Pickup Rights Resides With: Select Resides With Letters Access to Records: Select Access to Records Emergency Contact: Select Emergency Contact Medical Legal Custody: Select Legal Custody Disciplinary Contact: Select Disciplinary Contact Organization Primary Care Select Privater Image: Contact Care Seconds Image: Contact Care Seconds Phone Portal Exclude Date: Image: Contact Care Seconds Image: Contact Care Seconds	Family History	Contact Name*:	Arnold, Jane	Rela	ionship:	Mother		•
Identification Pickup Rights: Select Rickup Rights Resides With: Select Resides With Letters Access to Records: Select Access to Records Emergency Contact: Select Disciplinary Contact Select Disciplinary Contact Select Disciplinary Contact Select Disciplinary Contact Select Primary Care Provider Protal Account Portal Account Portal Exclude Date: Image: Select Primary Care Provider Select Primary Care Primar	Forms Growth Chart	Contact Sequence:	Select Contact Sequence	▼ Pare Gua	nt/Legal dian:	Select Parent	/Legal Guardian	•
Letters Access to Records: Select Access to Records Emergency Contact: Select Emergency Contact • Medical Legal Custody: Select Legal Custody Disciplinary Contact: Select Disciplinary Contact • Notes Legal Custody: Select Primary Care Disciplinary Contact: Select Disciplinary Contact • Organization Primary Care Select Primary Care Provider • • • Phone Portal Exclude Date: • • • •	Identification	Pickup Rights:	Select Pickup Rights	 Resi 	les With:	Select Reside	s With	•
Medical Access to Records: Select Access to Records Emergency Contact: Select Emergency Contact: * Notes Legal Custody: Select Legal Custody Disciplinary Contact: Select Disciplinary Contact * Organization Primary Care Select Primary Care Provider * * * Phone Portal Exclude Date: * * * *	Letters							
Notes Legal Custody: Select Legal Custody Disciplinary Contact: Select Disciplinary Contact: Organization Primary Care Select Primary Care Provider	Medical	Access to Records:	Select Access to Records	▼ Eme	gency Contact:	Select Emerg	ency Contact	•
Organization Primary Care Select Primary Care Provider Image: Provider Phone Provider: Image: Provider Image: Provider Picture Portal Exclude Date: Image: Provider	Notes	Legal Custody:	Select Legal Custody	▼ Disc	plinary Contact:	Select Discip	linary Contact	•
Picture Portal Exclude Date:	Organization Phone	Primary Care Provider:	Select Primary Care Provider	•		Portal Account		
	Picture	Portal Exclude Date:	Ē					

Contact page for a student with the Portal Account checkbox selected

