

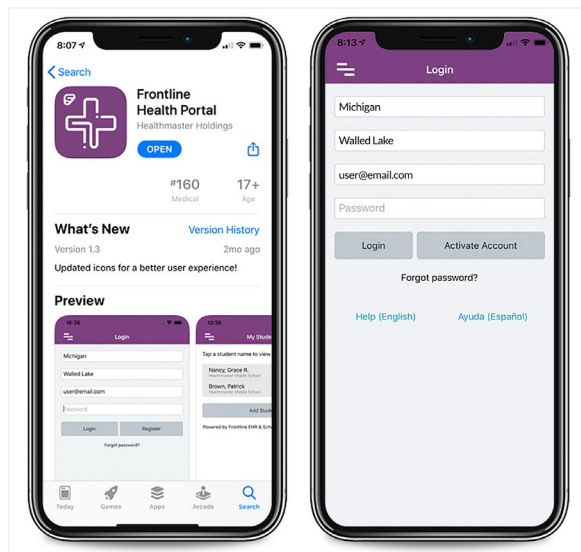
# Popular Questions for Districts

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.

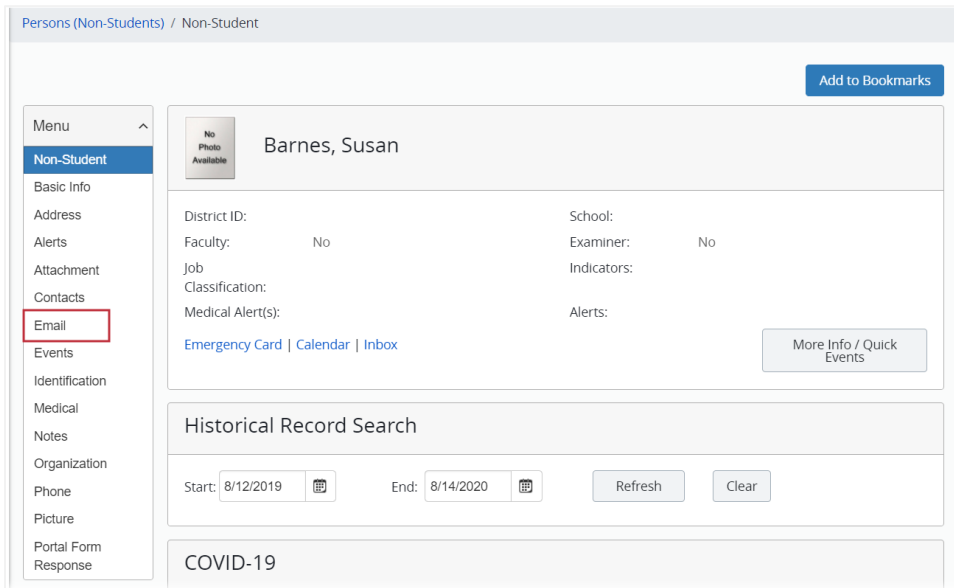


## Family member reports a message that says “We were unable to send an email to the address you provided”

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.

Click **View Profile** to open the family member’s profile.



The screenshot displays the 'Persons (Non-Students) / Non-Student' profile page for Susan Barnes. The page includes a left-hand navigation menu with 'Email' highlighted in a red box. The main content area shows personal information such as District ID, School, Faculty, Examiner, Job Classification, Indicators, and Medical Alerts. Below this is a 'Historical Record Search' section with date range filters (Start: 8/12/2019, End: 8/14/2020) and buttons for 'Refresh' and 'Clear'. At the bottom, there is a 'COVID-19' section. A 'More Info / Quick Events' button is also visible.

Family Member Profile (partially shown)

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



Persons (Non-Students) / Email Audit

Menu

- Non-Student
- Basic Info
- Address
- Alerts
- Attachment
- Contacts
- Email
- Events
- Identification
- Medical
- Notes
- Organization
- Phone
- Picture
- Portal Form Response

No Photo Available

Barnes, Susan

District ID:	School:	
Faculty: No	Examiner: No	
Job Classification:	Indicators:	
Medical Alert(s):	Alerts:	

[Emergency Card](#) | [Calendar](#) | [Inbox](#)

[More Info / Quick Events](#)

Show 5 entries Search:

Type	Address	Action
Alternate 1		<a href="#">Edit</a>
Alternate 2		<a href="#">Edit</a>
Alternate 3		<a href="#">Edit</a>
Alternate 4		<a href="#">Edit</a>
Primary	susan.barnes@mail.com	<a href="#">Edit</a>

Showing 1 to 5 of 5 entries Previous 1 Next

*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

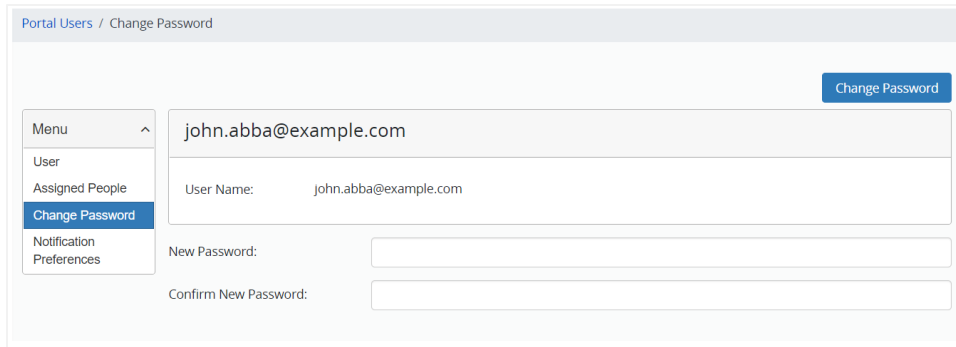
If the family member clicked the “Send me a temporary password” button and saw the “Email has been sent” message, but after 15 minutes still has not received a message with the Subject: “Your temporary password from Frontline Health Portal”, ask them to check their Spam folder.

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.





*Change Password page in Portal Users*

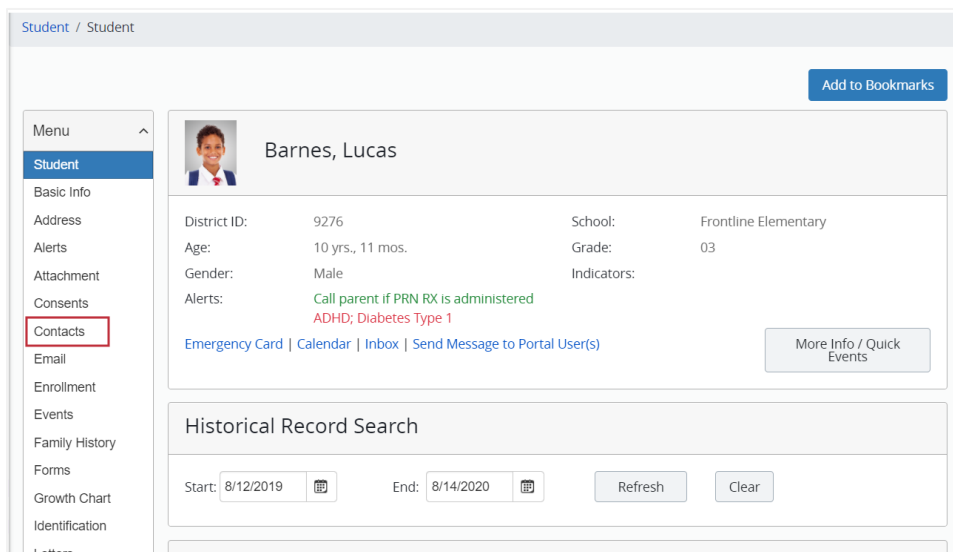
Change the password following the password rules to create a temporary password and inform the family member of their temporary password.

## 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 Profile (partially shown)*

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



Student / Contacts

Audit **New**

Menu

- Student
- Basic Info
- Address
- Alerts
- Attachment
- Consents
- Contacts**
- Email
- Enrollment
- Events
- Family History
- Forms
- Growth Chart
- Identification
- Letters

### Barnes, Lucas

District ID: 9276

Age: 10 yrs., 11 mos.

Gender: Male

Alerts: Call parent if PRN RX is administered  
ADHD; Diabetes Type 1

School: Frontline Elementary

Grade: 03

Indicators:

Emergency Card | Calendar | Inbox | Send Message to Portal User(s)

More Info / Quick Events

Show 5 entries Search:

Relationship	Name	Pickup Rights	Resides	Sequence	Phone	Action
Mother	Barnes, Susan	Yes	Yes	01	Mobile (888)789-4567	<a href="#">Edit</a>

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 [Grant Access to the Frontline Health Portal Account](#).

Student / Contacts

Label with red color and \* is required field.

Save Cancel

Menu

- Student
- Basic Info
- Address
- Alerts
- Attachment
- Consents
- Contacts**
- Email
- Enrollment
- Events
- Family History
- Forms
- Growth Chart
- Identification
- Letters
- Medical
- Notes
- Organization
- Phone
- Picture
- Portal Form
- Response

### Barnes, Lucas

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Indicators:

Emergency Card | Calendar | Inbox | Send Message to Portal User(s)

More Info / Quick Events

#### Contact

**Contact Name\*:**

**Relationship:**

**Contact Sequence:**

**Parent/Legal Guardian:**

**Pickup Rights:**

**Resides With:**

**Access to Records:**

**Emergency Contact:**

**Legal Custody:**

**Disciplinary Contact:**

**Primary Care Provider:**

Portal Account

**Portal Exclude Date:**

**Comments:**

### 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:

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 Clear New Close

Last Name:

First Name:

Middle Name:

District ID:

DOB:

SSN:

Grade:

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.



Student / Contacts

Label with red color and \* is required field.

Save Cancel

Menu

- Student
- Basic Info
- Address
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- Email
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- Events
- Family History
- Forms
- Growth Chart
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- Notes
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- Phone
- Picture
- Portal Form
- Response

**Barnes, Lucas**

District ID: 9276 School: Frontline Elementary  
 Age: 10 yrs., 11 mos. Grade: 03  
 Gender: Male Indicators:  
 Alerts: **Call parent if PRN RX is administered**  
**ADHD; Diabetes Type 1**

Emergency Card | Calendar | Inbox | Send Message to Portal User(s) More Info / Quick Events

**Contact**

Contact Name\*: Smith, Karen Relationship: Grandmother  
 Contact Sequence: Select Contact Sequence Parent/Legal Guardian: Select Parent/Legal Guardian  
 Pickup Rights: Select Pickup Rights Resides With: Select Resides With  
 Access to Records: Select Access to Records Emergency Contact: Select Emergency Contact  
 Legal Custody: Select Legal Custody Disciplinary Contact: Select Disciplinary Contact  
 Primary Care Provider: Select Primary Care Provider  Portal Account  
 Portal Exclude Date:

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 [Family member reports a message that says "We were unable to send an email to the address you provided"](#).



## 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.

The screenshot shows the profile page for Jane Arnold. The left sidebar menu has 'Email' selected. The main content area displays personal information and a list of email addresses. The 'Primary' email address, 'jarnold@sampledistrict.com', is highlighted with a red rectangular box.

Type	Address	Action
Alternate 1		Edit
Alternate 2		Edit
Alternate 3		Edit
Alternate 4		Edit
Primary	jarnold@sampledistrict.com	Edit

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 [Family member indicates their student \(child\) is not showing in the Add Student step](#) 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.





Student / Contacts

Label with red color and \* is required field.

Save Cancel

Menu ^

- Student
- Basic Info
- Address
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- Attachment
- Consents
- Contacts
- Email
- Enrollment
- Events
- Family History
- Forms
- Growth Chart
- Identification
- Letters
- Medical
- Notes
- Organization
- Phone
- Picture

**Bednar, Kelli**

District ID:	2654	School:	School 11
Age:	9 yrs., 3 mos.	Grade:	01
Gender:	Female	Indicators:	
Alerts:			

[Emergency Card](#) | [Calendar](#) | [Inbox](#)

[More Info / Quick Events](#)

**Contact**

**Contact Name\*:**  Relationship:

Contact Sequence:  Parent/Legal Guardian:

Pickup Rights:  Resides With:

Access to Records:  Emergency Contact:

Legal Custody:  Disciplinary Contact:

Primary Care Provider:   Portal Account

Portal Exclude Date:

Contact page for a student with the Portal Account checkbox selected

