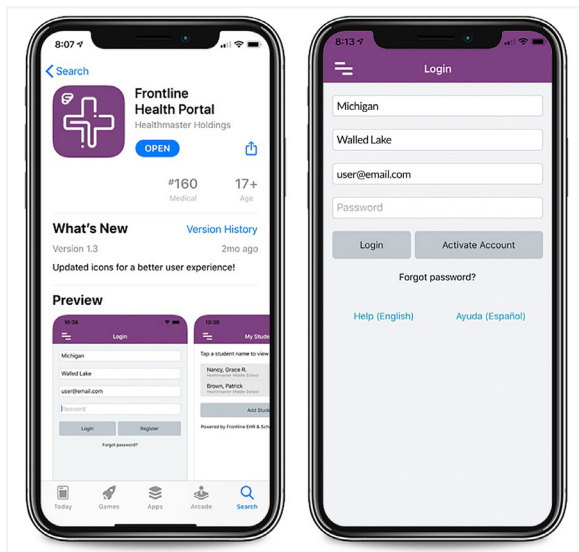


Popular Questions for Families & Staff

This document is a list of popular questions families and district staff may have about activating their Frontline Health Portal account.

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.

I got a message that says “We were unable to send an email to the address you provided”

This indicates that the email you submitted does not match the email on record with the district. This typically occurs when you change the email from what you provided the district.

Please contact the district to verify your email. Then restart the activation process using the email found in your record in School Health Management.



My temporary password did not arrive after 15 minutes

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

If the message still has not arrived, please contact the district for assistance. Your district can provide you with a temporary password so that you can log in to the Health Portal and continue activating your account. (Remember that when you log in, your Username is the email address that is on file with the district.)

My student (child) is not showing in the Add Student step

If you have entered the correct Last Name, Student ID, and Student Birthdate for your student and cannot locate the student, you and your student are not linked. Please contact the district for assistance.

