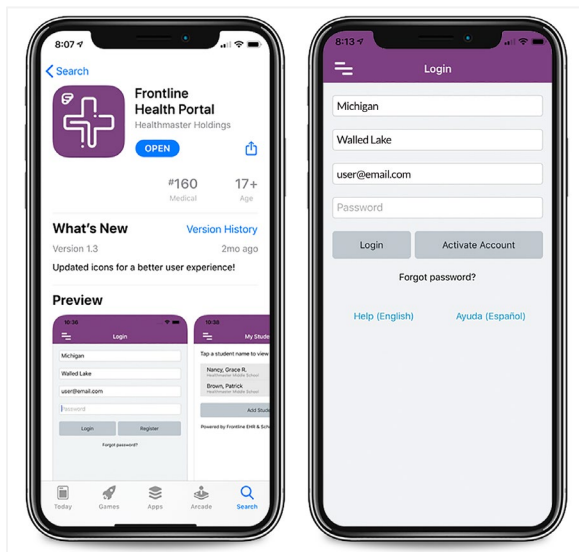


Popular Questions for Families & Staff

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.)

The application will not accept my electronic signature

On the “Review our Terms of Use” screen in the **eSignature** field, provide your electronic signature by entering it as shown with “/S/” followed by your signature. For example, “Brenda Moreno” would enter **/S/Brenda Moreno** (see image below for an example).

Frontline Health Portal

TEMPORARY PASSWORD UPDATE PASSWORD **TERMS OF USE** ASSIGN STUDENTS ACCOUNT ACTIVATED

3 Review our Terms of Use

Please review and agree to our Terms of Use and Electronic Service Agreement. Confirm by providing your electronic signature.

I have read and agree to the Terms of Use and Electronic Service Agreement

eSignature

/S/Brenda Moreno

Sign as Brenda Moreno
(Enter "/S/" then Brenda Moreno; this forms a legal eSignature)

Confirm my agreement

Frontline Health Portal Terms of Use

Thank you for your registering for the Frontline Health Portal ("Health Portal") and/or for installing the companion smart-phone/tablet Frontline Health Portal Mobile Application ("Mobile App"). These two services have been developed by Frontline

Sample electronic signature on the Review our Terms of Use screen

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.

