



October 30, 2020

Dear YWCP Family

## Welcome!

**YWCP** has licensed the Frontline Health Portal to provide you with convenient, 24-hour online access to items in your child's health record. Using a secure username and password, you can view district-designated health information, communicate with our health & wellness staff, review/sign forms, and even provide the district with new information from outside health services received by your child.

**Note:** Your student's health record is part of his/her educational record at the School District. The privacy of these records is protected by federal law (per the Family Educational Rights and Privacy Act, 20 U.S.C. §1232g) and state law. If you are aware that you should not have access to your student's educational record, do not register for access to the Health Portal.

To assist in the screening, contact tracing and state reporting survey, the COVID-19 attestation **MUST** be completed each school day for every student, faculty and staff of YWCP.

Beginning November 9, the daily screening must be completed by all students or their guardian(s) by 7:00AM each school day whether learning remotely, in person and during planned and unplanned absences.

### SELF REGISTER

Self-registration can be completed via our Mobile or Desktop application. (\*Note, you do not need to register separately to gain access to both options.)

- For Mobile, please go to the Apple App Store or Android Apps on Google Play, search for *Frontline Health Portal*, and download the app.
- As a Desktop user, please select the following link to access the registration portal:  
[https://HealthOfficePortal.com/SHM\\_Young\\_Womens\\_College\\_Prep\\_Charter\\_School/Portal/Login.aspx](https://HealthOfficePortal.com/SHM_Young_Womens_College_Prep_Charter_School/Portal/Login.aspx)

You will need to register as a family with your personal email that was provided to the school district during your student registration. (\*If both parents/guardians provided their emails to the school district, you may use one of the emails to start one account or both emails to start more than one account.)

Complete the following steps to continue your registration:

- Enter your primary email that you have provided to the District.
- Enter a new password and confirm the new password in the Confirm Password field.
- Re-type a Captcha (mix of letters and numbers intended to distinguish human from machine input), then click the “**Register**” button.
- You will see a red confirmation message, indicating that a verification email has been sent with the Subject: “Confirm Frontline Health Portal account.” (Please check your email’s spam folder if you have not received the email in 10-15 minutes.)
- Within that verification email, there will be a link to finish activating your account.
- Click on this link to go to the Portal Terms of Use. Follow the eSignature instructions. (Be sure to leave out any space(s) between /S/ and your name.) Click the checkbox beside “I agree” and select the “**Verify**” button to complete the email verification process.
- Next, you will see a green message stating that your account has been activated.  
Use the Health Portal Login link provided to login to your account:
- Use your email and the password you’ve set.
- You will be prompted to register your children to your account. You will need to provide the following information for each child:
  - Student Last Name
  - Student School ID (your child’s school ID is located on their progress report card)
  - Student Birthdate
- To register additional children, remain on the “Home” tab, click on “**Add Person**,” and continue this step until all your children are registered.

Your new Frontline Health Portal is now active and ready for use!



Please use the Frontline Health Portal Mobile app or select the following website to log in to the Health Portal:

[https://HealthOfficePortal.com/SHM\\_Young\\_Womens\\_College\\_Prep\\_Charter\\_School/Portal/Login.aspx](https://HealthOfficePortal.com/SHM_Young_Womens_College_Prep_Charter_School/Portal/Login.aspx)

(You may also access the hyperlink in this letter from the school's web page at <https://youngwomenscollegeprep.org/covid-19-parent-resources/>)

#### Still have questions or need additional support?

Please follow these steps:

- Check the Troubleshooting Tips for Families on the next page
- Visit our Help Center for Families & Faculty:  
<https://help.frontlinek12.com/SHM-Family-Faculty-Help/>
- Email: [frontline@youngwomenscollegeprep.org](mailto:frontline@youngwomenscollegeprep.org)
- Please contact Assistant Principal Kwame Donko-Hanson at 585-773-0099

#### Troubleshooting Tips for Families:

1. Issue: **Email address does not match any in the system**
  - a. Family Steps:
    - i. Email the district with your first and last name, child/children's first and last names, and the correct email that should be on file
  - b. District Steps:
    - i. Go to non-student and find the person
    - ii. Open the profile of that person
    - iii. Go to email. Make sure the email they are trying to use matches the one in the Primary Email address.
    - iv. Update SIS to have parent's accurate email



2. Issue: **This account already exists but has not been verified. Instructions will be sent to your email address to verify your account.**
  - a. Family Steps:
    - i. Go to email, wait up to 5 minutes for verification email to arrive.
    - ii. Click link and enter /S/{FIRST LAST}, check the Verify box and click Verify
    - iii. Can now login to Portal
  - b. District Steps:
    - i. Find the user in Administration > Health Portal > Portal Users
    - ii. Click Clear Verification
3. Issue: **An account with this email address has already been created.**
  - a. Family Steps:
    - i. Click on reset password
    - ii. Go to email, wait up to 5 minutes for verification email to arrive.
    - iii. Click link and enter /S/{FIRST LAST}, check the Verify box and click Verify
    - iv. Can now login to Portal
  - b. District Steps:
    - i. Find the user in Administration > Health Portal > Portal Users
    - ii. Click Clear Verification
    - iii. Click on must reset password and save
    - iv. Set a temp password in change password tab
    - v. Give end user the temp password
4. Issue: **Student Not Found**
  - a. Family Steps:
    - i. Contact District and provide Student information (Student ID, Student First Name, Student Last Name, Student Middle Name, DOB, Gender, Primary Grade Level, Primary School, Home Address)
  - b. District Steps:
    - i. Search SHM for the student by last name. If none exists, it wasn't on the import file.

