



Magnus FAQ // Parent Edition

Q. Why should I use Magnus Health?

- A.** Because our solution is the most innovative way for schools to collect, track and manage student health information, your child's school has partnered with Magnus Health. With Magnus, you are able to access your child's account to easily and electronically upload their health records.

Q. How do I submit medical records to Magnus?

- A.** Magnus offers several convenient ways for you to submit your child's medical records. You can take a picture of the form and upload the JPEG image right into your account, scan each document and upload it, or you can mail/fax your records to Magnus. We understand that your schedule can be hectic and we want to make submitting your student's health forms as streamlined as possible.

Q. How do I get a new user ID/password?

- A.** Your Magnus portal user ID is chosen by your school. If you need a new password, you can select the "Having Trouble Logging In" feature and it will take you through a step-by-step process to get your password. For additional assistance, please call the Magnus Help Desk at 1-877-461-6831, and the support team will send it to you in an email. Please note that if your school chooses to utilize their own parent portal, you will need to contact your school to receive your login credentials.

Q. Are the deadlines in the "email reminders" final or can I still submit my records after the due date?

- A.** Yes. You must turn in your required records by the due date listed in the reminder email. This due date is set by the school. When completing your requirements, please keep in mind that many of the forms have to be signed by a physician and therefore may take longer to complete.

Q: How do I add medication changes to my child's account?

- A.** In order to update your child's Magnus account to reflect a prescription change, you will need to log into your account, and update the Vital Health Record and the medication record. Please inform your school's health center of any changes to your child's medication.

Q: Do I need to submit a cover sheet for every required form in my account?

- A.** Yes. When you mail or fax your records to Magnus, you must use the cover sheet. The cover sheet (the numbers across the top) tells the Magnus system where to store each record. The cover sheet lists in bold type which document it must be paired with when submitting. Without the cover sheet, the form you submit will not be attached to the requirement. Please note Magnus requests that you do not staple or paper clip the cover sheets to the records as doing so damages the records.

Magnus Health software is the most innovative way to collect, track and manage student health information.



Magnus Health

Q. How do I reach Magnus with questions?

A. Try the Magnus Health Support page

www.magnushealth.com/support/parents

The Parent section of the Support page has step-by-step articles to assist you with the most common questions, along with helpful training videos and FAQs.

Contact the Magnus Help Desk

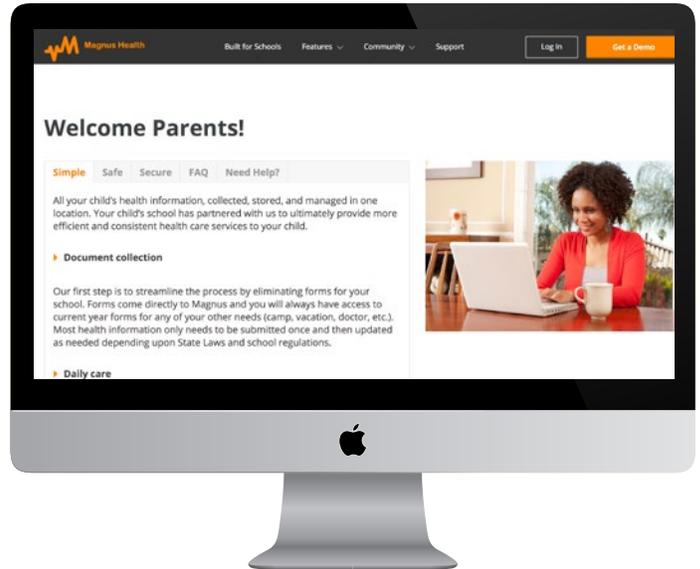
Call: 1-877-461-6831 (Mon-Thurs 9am-6pm, Fri 9am-5pm)

Email: service@magnushealthportal.com

'Live Chat' with the Magnus support team

Within your Magnus account, select the "Need Help" button to chat with the Magnus Help Desk staff.

Parents can use this for assistance with form submission and account troubleshooting.



Magnus Health software is the most innovative way to collect, track and manage student health information.

 www.magnushealth.com

 (877) 461-6831

 service@magnushealth.com

 323 W. Martin St, Raleigh, NC 27601