

SNAP health portal - What is it?

This is a very important portal for all parents to know about and use as it is the form of 'communication' between the nurse and parents. To access the portal go to the website link: www.studentehr.com

All parents must enter their ISAMS email and then add the password which would have been sent in an *encrypted* email near the time of enrollment. **Do not worry, if** you cannot remember the password - see below.....

Common questions:

- 1) **What do I do if I cannot get onto the portal when I put in my email address and password?** Check your password and email address are correct, if they are, try clicking 'forgot password'. You will then see a drop down box to add your email address. The password will be sent to you automatically on email.
- 2) **What if I have tried a new password and it won't work?** Try access on another server as it may be 'the server' that will not accept the link. IF you still have problems, contact your school nurse.
- 3) **How do I change my password?** On the 'dashboard' click the grey cogwheel in the upper right corner of the page. A drop box will appear for you to change the password.
- 4) **Can I change the demographics such as my address or email address?** No, you cannot. You must change this information in your isams account, isams then copies it overnight. There is no point adding the same information in two places!!
- 5) **Why do I keep getting emails from SNAP?** At the beginning of every school year you must confirm your child's history of medical conditions/allergies and contact details. Once you have confirmed these areas you will not receive any further emails unless your child is not up to date with Immunizations, or the nurse has sent a message or general announcement to you.
- 6) **Do I need to check the box 'permission to treat' on lower right of dashboard page?** Yes, but only if you join mid year! This is important confirmation used for emergencies on the school campus and on field trips.
- 7) **Can I upload my child's Immunization/Vaccination record and other forms already on the 'form' page?** Absolutely! For Immunizations just go to the 'Vaccination' page and click on 'attach document'. For a form, go to the 'Forms' page, click on the tray icon at the end of the titled form and then upload. It is that easy. *ONLY forms listed on the 'form page' can be uploaded to the SNAP portal.*
- 8) **Can I give permission for my child to have 'over-the-counter' medications at school?** Yes. We do not accept emails or verbal requests

unless in an emergency, you must give permission annually in the SNAP portal (only grades 1 to 12). See directions at the bottom of this notice.

Why does the school have the SNAP portal?

- 1) It is a health system which holds personal and confidential information on your child. It is a secure system, there is no risk of messages getting lost or accidentally sent to a 'stranger' which can happen with regular emails.
- 2) When your child receives any screenings at school, you will be notified that the results are available on the portal for you to see (WNL=normal, ONL= out of normal limits).
- 3) Parents can add a new immunization shot to their child's Vaccination page - **BUT**, only if the updated documentation is uploaded. Without proof, the nurse cannot by law accept the new shots.
- 4) Parents can print copies of their child's immunization record or screenings for personal use.
- 5) Parents can send emails directly to the nurse via the portal via the 'message' page.
- 6) Parent can give permission for over-the-counter medication (otc). But, only for 1st grade and up. This permission is also used for MS & HS trips so please consider doing this for your child. **IF** you do not want to give permission please check the box 'No over the counter medication permission given'. **IF** you have not checked the permission boxes - it is assumed you do not wish your child to receive any pain medication at school for headaches etc.
- 7) Parents can add any medical conditions or alerts. These then automatically get shared with the nurse and the teacher.
- 8) When a student is unwell or receives treatment, the nurse may decide to initiate a message to the parent that their child has been seen in the clinic. The parent will receive an email from SNAP stating a *message is waiting to be read*

How to give permission for medication - to be given each year

Go to the portal, once in the system - see instructions above:

Click '**Medications**' from the list. Click **the 'OTC'** tab on the right. This will open a new box. Click on the '**opt-in**' tab for the medications you would like your child to receive as needed. Then click '**done**' at the bottom. You will now see the medications listed with the date you approved it.