

Frequently Asked Questions FOR FAMILIES

We are committed to providing you excellent support!

Our team has put together this support document with a collection of answers to the most common questions families ask about SchoolDoc.com. This document is intended to provide you with efficient and effective solutions!

You may review this document in full, or reference specific sections as needed.

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As always, please do not hesitate to contact us if you have questions not answered in this document or need additional help. You can email our support team at help@schooldoc.com or call us anytime at 734.629.5900.

The SchoolDoc.com Team



SIGNING IN

I never received an email to create an account, what do I do?

Please check your junk/spam mail folder. You may also want to add the domain schooldoc.com to your safe sender list or spam-blocker whitelist to ensure that you receive all communications from SchoolDoc.com. Your SchoolDoc.com account is created using the email address your organization provides us, so if you have multiple emails, check the one you used to register for school. If you recently enrolled for school, we may not have received the most up-to-date registration from your organization yet, so it may take a few days before you receive an email from us.

I accidentally deleted the email you sent, how do I sign in now?

No worries! Just go to app.schooldoc.com and enter the email address you used to enroll for school. You will see a prompt that you have an invitation waiting, and can resend the invite notification to your email address.

Why am I being told my web browser is out-of-date?

Unfortunately, our system is not compatible with older web browsers. We support the current and previous major releases of Chrome, Firefox, Edge, and Safari. Our team makes use of new capabilities available in modern, up-to-date browsers, and that's why we support only modern browsers, which also provide improved security and performance for health information.

Users with unsupported browsers may find that some features do not function, or the application doesn't load correctly. All browsers must also have cookies and JavaScript enabled.

What are the password requirements?

Picking a strong password is important for security of your account. Passwords must:


1. Be at least 8 characters long
2. Have both upper and lower case letters
3. Have at least one number or symbol

We cannot make exceptions to these requirements.

What if I forgot my password?

To reset your password, please click on the *Forgot your password?* link. When you enter your email address, an email will be sent to you with a link and instructions on how to reset your password. For security reasons, the link can only be clicked one time.

How do I change my email address or password?


After you've signed in, click the  button in the top-right corner of the screen. To change your email address, go to the *About You* page. To change your password, go to the *Security* page.

RETURNING USERS

How can I access my account from last year?

If your participant is registered for the upcoming school year, you will be able to access their health profile using the email and password you created previously. If you forgot your password, you can reset it!

What if I have a new email address?

Your SchoolDoc.com account is created using the email address your organization provides us, so you'll need to sign in with the one you used to enroll for school. Once you sign in, you are able to change your email. Just click the  button in the top-right corner of the screen. Enter your new email address and click save.

My information did not save from last year, what happened?

If your account does not display data from last year it may be due to a duplicate account, and you'll want to contact your organization for assistance. This may happen if your participant's name or date of birth is different from last year (e.g. Jon instead of Jonathan).

If your account has partial data missing, it may be the case that your organization has updated their forms. Some organizations decide to "clear" certain sections of the health profile to get the most accurate and up-to-date information from you, and sometimes they even add new questions or steps for you to complete.

MANAGING YOUR ACCOUNT

Can I copy health information between siblings or between organizations?

To ensure privacy and security, we keep each organization and participant's health information separate, and unfortunately there is no way to copy the information over between siblings or between organizations. We have found that this is the best method to protect private health information and keep it secure. By keeping each account separate we ensure that each child's health information is kept private and only viewed by those who "need to know". Some web-browsers have an "auto-complete" feature that may speed up the process.

The good news is the information you enter this year will remain in the system for future years, and you won't have to type it again if your children attend the same organization in the future!

My child's name or date of birth is incorrect/misspelled, how do I fix it?

If your account has an incorrect/misspelled name or date of birth, you may submit a request to change your demographic information. These changes must be approved by your organization. To submit a demographic change request, please sign in to your account and click on the *EDIT* button located to the right of your child's name and date of birth. Please note that the change will not be reflected in the account until your organization approves it.

How can I upload a profile picture?

To upload a profile picture, please sign in to your account and click on the *EDIT* button located to the right of your child's name and date of birth.

I know my health profile is incomplete, can you stop sending me reminder emails?

Reminder emails are sent if your health profile has incomplete steps or questions, and will automatically stop once your health profile is complete. They are designed to make sure your organization has everything they need to keep your child healthy and safe. If you are not able to complete a specific section of your health profile, please contact your organization for further instructions.

COMPLETING YOUR HEALTH PROFILE

How can I tell which steps or questions are incomplete?

All incomplete steps will have a ● listed next to them, and completed steps will have a ✓. All incomplete questions within a step will be outlined in red.

What if an allergy or medication is not listed in the drop down menu?

The list of allergies and medications in the dropdown box are just the most common, and there to help guide you. If your participant has an allergy or medication that is not listed, you can still type free-text to add your specific allergy or medication.

I need to upload a document to my health profile, but I don't have a scanner. What can I do?

If you do not have a scanner at home, you may consider going to your child's school, local library, neighbor's house or local office supply store to use their scanner. You may also consider using a digital camera or smartphone to save a picture of these documents. If none of the above are available options, please contact your organization to see if you may return the documents to them by mail or fax, so they may scan/upload the documents into your account on your behalf.

How do I upload a document?

There are two ways to upload files to your health profile:

1. Drag and Drop. If you're using the latest versions of Chrome or Firefox, you can simply drag-and-drop files directly from your computer into the upload area. To upload additional files/pages, just drag-and-drop the additional files into the upload area.
2. Click and Browse. Click the upload area, and select the file you'd like to upload. To upload additional files/pages, just click the upload area again, and select the additional files.

Do you accept religious, philosophical, conscientious or personal belief exemption immunization waivers?

If your child is not vaccinated or not up-to-date on vaccinations you will need to contact your organization directly on their vaccination policy.

How do I submit the forms when I'm finished?

Believe it or not, there is no submit button, and the information you enter saves as you type it! Once your account is 100% complete and all steps are highlighted in green, you are all done! Please note, your organization may contact you if they have any questions about the health information you provided.

Is there anything for me to sign?

We use electronic signatures, so there is nothing for you to physically sign. Just enter your name and relationship, and click *AUTHORIZE*. This will electronically sign and timestamp the authorization for you!

What if I cannot complete the health profile before the due date?

Sometimes a participant may have a doctor's appointment scheduled after the due date, or there may be other circumstances that prevent you from completing the health profile on time. Typically this is not a problem; however, if you are not able to complete the health profile before the due date please notify your organization right away. Every organization has different policies and requirements for completing health information and when they require health information to be completed. Our system is designed to send reminder emails until everything is complete, and you will have access to your health profile even after the due date has passed.

My account is locked, but I need to make changes to my health profile. What do I do?

Most organizations lock health profiles a few days before your participant arrives. If your account is locked but you need to make changes, you may submit an unlock request by clicking the *REQUEST AN EXTENSION* button. Your organization will be notified that you'd like your account unlocked to make changes. You will receive an email notification once your organization approves your request and your account is unlocked.

REGISTRATION *This section is only applicable for schools using our online registration system. If you've enrolled your child for school elsewhere, you can ignore this section.*

How do I sign up and register my child?

You will need to use a special link provided by your organization. Once you access this special link you'll be able to create a new account or sign in with an existing account. After you're signed in you can add a *NEW PARTICIPANT* and *REGISTER FOR A NEW SESSION*.

How do I register additional participants?

To add additional participants, just click the *NEW PARTICIPANT* button on the left of the screen.



How do I register for additional sessions?

To add additional sessions, click on the *REGISTRATION* section on the left of the screen, and then the *REGISTER FOR A NEW SESSION* button.

How do I cancel a registration?

To cancel your registration or deactivate your account please contact your organization directly. They will be able to remove the registration from your account and process any refunds.

How do I add or a remove a credit card or bank account from my account?

After you've signed in, click the  button in the top-right corner of the screen. To add a payment method, go to the *Billing* page and click the *ADD A PAYMENT METHOD* button. To remove a payment method, click the  button.

How do I view my previous payments and account balance?

After you've signed in, go to the *Account* page to view a list of your previous transactions or your account balance. If you have questions or concerns about your registrations, account balance or cancellations, please contact your organization directly.

How do I make additional payments?

After you've signed in, go to the *Account* page and click the *MAKE A PAYMENT* button. You can then choose to pay your full balance or pay a specific amount.

How do I setup a payment plan?

After you've signed in, go to the *Account* page and click on the *SETUP A PAYMENT PLAN* button. From here you can use a credit card or bank account on file, or you can add a new one. You will be able to select an amount, length of time, and day of the month for the payment plan.

How do I change my current payment plan?

After you've signed in, go to the *Account* page and click on the *SETUP A PAYMENT PLAN* button. You will need to cancel your current payment plan and then setup a new one.