

Title: Helping Parents and Staff with Health Portal Login Issues

Article #: Y107

Revised: 4/5/17

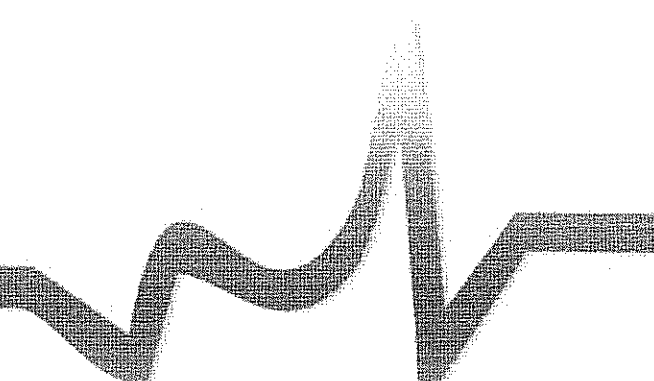
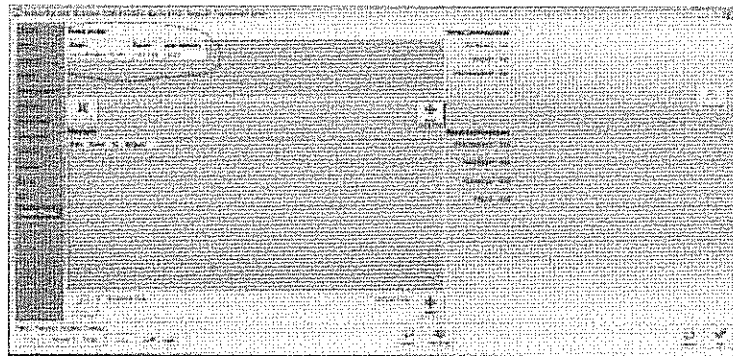
Product: SNAP Health Portal

Instructions: This article suggests ways to help a parent who is having trouble logging into the Health Portal.

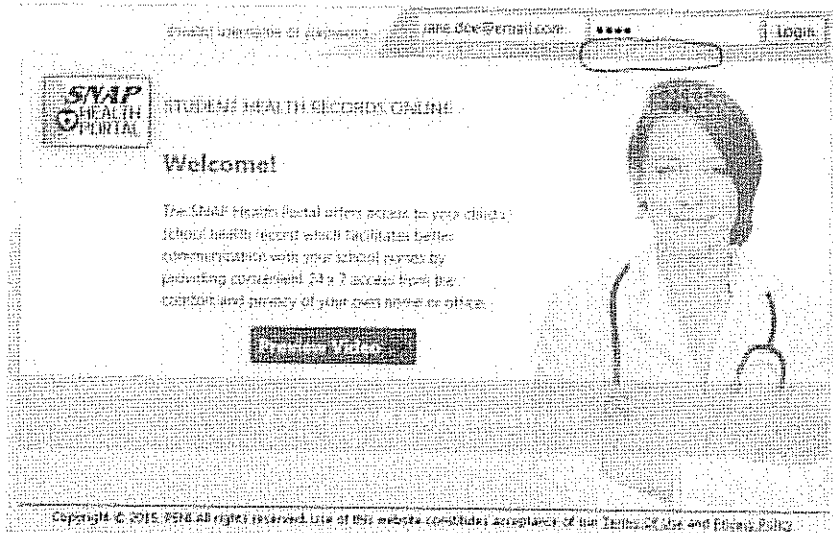
Step 1: confirm that they are going to www.studentehr.com. If the page won't load, suggest trying a different web browser or updating their browser to the latest version. The portal makes use of new HTML technology which is incompatible with older browser versions.



Step 2: ask what email address they are entering. Confirm it is the same email address entered in their student's health record in the health portal access section. Don't remove and re-add their email address to try to trigger another password to be sent. This will actually disable their account.



Step 3: If they are entering a password and getting a message that it is invalid, remind them that the password is case sensitive. Suggest they check their caps lock to be sure it isn't on. If this doesn't help, or if they never received a password or don't remember it, have them click the [Forgot password?](#) link right below the password box.



They will enter their email address (that they use to log into the Health Portal with), their password will be reset and emailed to them from noreply@studentehr.com. This function is available 24 hours a day 7 days a week and they will receive the email within ten minutes. If the email does not arrive, suggest they check their SPAM or Junk folder.

Forgot password? ✕

Enter your account's registered email address and we will send you a new password shortly.