Support Resources & Tips for End-Users

Greetings from the Magnus Health End-User Support Team!

Here are answers to common questions and tips to help you when using Magnus Health.

Q: **What Support resources are available to me?**

A: The first place to visit is our Magnus Community for Parents. Here you can find self-service answers about getting started with Magnus, logging in, submitting forms, technical updates, how-to articles, and much more!

If you can't find the answer you need, just Submit a Case from the within the Magnus Community and tell us how we can help! You'll receive an email confirmation that your case has been received, along with a case number for future reference, as well as ongoing status updates, articles, and much more!

You can access the Magnus Health Community for Parents easily:

- Click the link above or type the following URL into your browser
  https://magnushealthsupport.force.com
- Or, from within your Magnus Health account just click "Need Help" in the top right corner

Q: **What if I have an urgent question and need to speak to someone?**

A: If you have an urgent question or concern, you can contact our Support Team at +1 919-502-7689. Hours are Monday through Friday, 7:00 am to 6:00 pm ET.

Q: How do I log into my Magnus Health account?

A: **Logging directly into the Magnus Health portal**
Your initial Magnus portal username is chosen by your school.

If you need help with your username or password, from the login screen select "Having Trouble Logging In" underneath the Login button. This takes you through step-by-step instructions to get a reset password or a new username link sent to your email on file.

If you have multiple Magnus Health accounts, please review these instructions for resetting your username and password.

Logging into Magnus Health from your school's parent portal
if your school accesses Magnus through your school's website, you will need to contact your school directly to establish, or reset, your login credentials.

Logging into the Magnus Health mobile app
For mobile app access only, please review the following instructions to set up your username and password before logging into your mobile app. Please note, your school's website username and password will not work for the Magnus Health mobile app. You will need to use your Magnus-provided username and password. If you do not remember this username and password, follow these instructions.

Q: How do I submit medical records to Magnus?

A: By far the fastest and most efficient way for you to submit your forms and documents is through direct upload. This allows the records to display in your account immediately for review by your school. To do so you can use the Magnus Health mobile app for convenient on-the-go access or upload forms and documents directly through the web portal. Here are links to videos that walk you through the submission process for the mobile app and the web portal.

K-12 parents, as well as faculty members can also submit documentation via fax, if needed. Submissions via fax require specific fax cover sheets and have a longer processing time than direct upload. You can find instructions here for obtaining the correct fax coversheet for your documents.

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

A: The due date is the date the document is due to your school. While the Magnus Health system will still allow you to submit documents after that date, *the school determines if documents submitted after the deadline are accepted or rejected.* When completing your requirements, please keep in mind that some forms require a physician signature and faxed forms take longer to process into your account. The mobile app offers features to expedite this process.

Q: How do I update my contact information or student information within the Magnus Vital Health Record?

A: The Vital Health Record requirement contains demographic data, as well as information pertaining to your student's allergies, medications, and medical history. To update the Vital Health Record, please use these instructions. Please note, if you log into your Magnus Health account through your school's parent portal, you will need to update all demographic information directly on your school's parent website, and then allow 1-3 business days for this information to sync into your Magnus Health account.

Q: Looking for more information on your Magnus Health account?

A: Visit our Magnus Health End User Community as your first stop for all things Magnus Health!