

Wilmington Area School District

Health Services

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### SNAP Health Portal: USER INFORMATION

The Wilmington Area school nurses are using a computerized software program for managing and maintaining medical data for our students. This is a secure site that is HIPPA and FERPA compliant which allows you electronic access to contact and directly communicate with the district's nursing staff regarding your child's medical needs.

- **The easiest way for parents/guardians to access the SNAP Health Portal is by going to the Wilmington Area School District website and going under the health tab. Click on the SNAP Health Portal link. This link will bring you to the sign in page. It will ask you for your login: this is the email that you provided to the Wilmington Area School District and a password (if you forgot or do not know your password you can click "forgot password" and it will send you a link to create a new password) which will provide you with access.**

Throughout the school year you will be receiving notifications from this system which we do NOT have any way to stop. **But, below is a way that you can control how often you are notified by our program.**

**SNAP Health Portal Email Notifications to Parents: email notifications that will be automatically sent to caregivers by the health portal.**

**The following actions in SNAP Health Center trigger an immediate email notification to the caregiver that there is new information waiting for them on student eher.com:**

- When a signature is required on a form letter
- When a message has been sent to the caregiver from the nurse.
- When a caregiver's email address has been added to the Health Portal access section of the health record.
- In addition the following reminders are also sent
  - **Daily reminder:** When a medication order reaches its refill quantity amount
  - **Weekly reminders:** When there are unread messages or form letters waiting
  - **Monthly reminders:** after your school runs the end of the year Promote and Transfer process in SNAP and it is time to confirm health conditions and contacts for the new school year.

**Unsubscribing from Health Portal email reminders: Parents can unsubscribe from email reminders by doing the following:**

1. Log into studentehr.com
2. Click the Account Settings icon, then click settings
3. Click Notifications
4. Uncheck any of the notifications that you do not want to receive
5. Click save
6. Repeat for each child on the account

**The School Nurses will be using this system to notify you of missing medical information and to notify you of screening results. This portal will also allow you to share documents with the nurses and add or change medical information directly on the site. Contact information cannot be changed but, if there is a change please let us know and we will make the correction.**

As always feel free to contact your school nurse with any questions or concerns.