

CLARENCE CENTRAL SCHOOL DISTRICT

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September 16, 2020

Dear Parent:

Please allow this correspondence to serve as a reminder that the District is requesting all parents to download and utilize the Frontline Health Portal app for screening your children on days they are scheduled to attend school in-person.

We have received feedback that there was confusion regarding the terms of use agreement when registering the app. The terms of use agreement includes a boilerplate paragraph that references the types of information the app can track, including things like emergency visits to school, medications, immunizations, and behavioral health. We have asked the app manufacturer to remove this language because of the confusion it causes, but they cannot make the changes because the registration process covers all potential uses of the app in other contexts.

Please be assured that the Clarence Central School District will not collect information on emergency visits, medication, immunizations, or behavioral health from the app. The app is not configured to collect such information and is exclusively used to collect data on the four daily screening questions for COVID-19 that are mandated by the New York State Department of Health. The privacy of all student health information is protected by HIPAA and FERPA laws. The school district has never and will never administer immunizations. Parents are always notified of any trip to the school health office.

The directions for downloading and registering our health screening app are attached. The app can be downloaded to your phone. Once it is properly configured, it will allow parents to respond daily to the four COVID-19 screening questions. Parents can use the app or the Frontline website to respond to the daily screening questions.

If you get stuck or receive an error code during the process, please quit the app and start from the beginning of the directions. If things don't work as they should once you're registered, you can send an email to app@clarenceschools.org. We will provide technical help over the course of next week to make sure parents can download and install the app properly.

If you have any questions regarding the Frontline Health Portal App, please contact me at 407-9102, or by email at ghicks@clarenceschools.org.

Thank you for your cooperation.

Sincerely,

Geoffrey M. Hicks Ed.D.

Superintendent

Frontline Health Portal Web Registration

The Frontline Health Portal Mobile app is the mobile version of the Frontline Health Portal, which parents/guardians use to complete the Daily COVID-19 Health Check

1. Go to the website
https://HealthOfficePortal.com/SHM_Clarance_Central_School_District/Portal/Login.aspx
2. Click **Register** to open the Health Portal Register page.

3. Enter your **Email Address and desired password**. Be sure to use the same email address that is used in your contact information on your student information screen in Parent Portal.
4. Next, enter the code that is shown on your screen or get an Audio Code.
5. Click **Register**. This will generate an email message with a link you will need to verify and activate your registration.
6. Go to your inbox for your email and locate the email message to finish activating your account. If you do not see this email in your inbox, check your junk mail.
7. Click the link provided in the email message to return to the Health Portal Login page.
8. **When you have reviewed the Terms of Use, enter /S/ followed by your name (for example, if your name is Jane Doe, you will enter /S/ Jane Doe).**

Verify HealthOffice® Portal Account

9. Select **I Agree**, then click **Verify** to complete registration. A message displays to let you know your account has been activated and that you can now return to the Health Portal.
10. You can access the health Portal online or via the mobile app to complete the daily questionnaire. Here are the links to each method, you may choose whichever option you are more comfortable with.

[Website Login](#)

[Mobile App Login](#)