

Mount Sinai Health Systems – COVID-19 Program – Consent Invitation Email

Frequently Asked Questions (FAQ)

Question #1: Where is the Mount Sinai Health Systems online consent form being delivered from:

Answer: The sender and email address are listed below:

- C-19 Safety First [do not reply@mapterial.com](mailto:do_not_reply@mapterial.com)

Question #2: What are the contents of the invitation email?

Answer: Please see a snapshot of the language provided in the online consent email:

Mount Sinai Health Systems COVID Testing

Mount Sinai Health Systems and its partners, C-19 and Verboesity, are the leading provider of COVID Testing systems for schools and school districts. This initiative allows students, teachers and administrators to return to school safely. We continue to help thousands of people test safely in their homes, drop off their test kit at school locations, and receive their results within 24 to 48 hours.

We are proud to have partnered with your school district, and county, to establish a COVID-19 testing program that provides you free PCR testing on a weekly basis. As part of this roll out, you are now invited to use our platform to set up an account and have access to participate in each testing event. We have provided contactless dropboxes at your school to streamline the process. Using the platform you will be able to:

- Sign authorization forms
- Have your child participate in this free COVID Testing program (Your School will notify you directly in the event of a POSITIVE test result)

We look forward to helping you and your family remain COVID-free!

If you have any questions, please contact your school administrator. Please use the credentials provided below to log in via phone or computer.

Question #3: I have not received an email from C-19 Safety First of Verboesity, specifically from C-19 Safety First [do not reply@mapterial.com](mailto:do_not_reply@mapterial.com). Who do I contact to ensure I receive the consent form via email?

Answer: First, please check your spam email folder in your email mailbox to ensure there is not an email from C-19 Safety First [do not reply@mapterial.com](mailto:do_not_reply@mapterial.com) located in that folder. If there is no email from C-19 Safety First [do not reply@mapterial.com](mailto:do_not_reply@mapterial.com) in your spam folder, please contact Verboesity's Help Desk Technicians, Kephren Pondexter or Kevin Walls at the following email addresses:

- kephren@verbosity.com
- kevin@verbosity.com

Question #4: I have received an email from C-19 Safety First do_not_reply@mapterial.com for one child, however I have not received an email for my second child. Who do I contact to ensure I receive the consent form via email?

Answer: First, please check your spam email folder in your email mailbox to ensure there is not an email from C-19 Safety First do_not_reply@mapterial.com located in that folder. If there is no email from C-19 Safety First do_not_reply@mapterial.com in your spam folder, please contact Verbosity's Help Desk Technicians, Kephren Pondexter and Kevin Walls at the following email address:

- kephren@verbosity.com
- kevin@verbosity.com

Question #5: How can I sign up more than one child in the COVID-19 Testing Program? The C-19/Verbosity log-in Page only allows me to sign-up one child with my contact email. How do I sign-up more than one child?

Answer: The C-19/Verbosity platform requires a unique username to consent for each child within a given family. In order to log-in to the platform to complete consent, families with more than one child are provided unique **Mapterial.com username** assigned to each additional child, with a unique password. These log-in credentials will allow you to complete the consent process for each of your children:

Below are examples of the two types of emails that families with more than one child in the school district should expect to receive to enroll in the COVID-19 Testing Program:

Mount Sinai Health Systems COVID Testing


Mount Sinai Health Systems and its partners, C-19 and Verbosity, are the leading provider of COVID Testing systems for schools and school districts. This initiative allows students, teachers and administrators to return to school safely. We continue to help thousands of people test safely in their homes, drop off their test kit at school locations, and receive their results within 24 to 48 hours.

We are proud to have partnered with your school district, and county, to establish a COVID-19 testing program that provides you free PCR testing on a weekly basis. As part of this roll out, you are now invited to use our platform to set up an account and have access to participate in each testing event. We have provided contactless dropboxes at your school to streamline the process. Using the platform you will be able to:

- Sign authorization forms
- Have your child participate in this free COVID Testing program
(Your School will notify you directly in the event of a POSITIVE test result)

We look forward to helping you and your family remain COVID-free!

If you have any questions, please contact your school administrator. Please use the credentials provided below to log in via phone or computer.

User Name: d***k@gmail.com  **First Sibling Email (Original)**
Password: ██████

Mount Sinai Health Systems COVID Testing

Mount Sinai Health Systems and its partners, C-19 and Verboesity, are the leading provider of COVID Testing systems for schools and school districts. This initiative allows students, teachers and administrators to return to school safely. We continue to help thousands of people test safely in their homes, drop off their test kit at school locations, and receive their results within 24 to 48 hours.

We are proud to have partnered with your school district, and county, to establish a COVID-19 testing program that provides you free PCR testing on a weekly basis. As part of this roll out, you are now invited to use our platform to set up an account and have access to participate in each testing event. We have provided contactless dropboxes at your school to streamline the process. Using the platform you will be able to:

- Sign authorization forms
 - Have your child participate in this free COVID Testing program
- (Your School will notify you directly in the event of a POSITIVE test result)

We look forward to helping you and your family remain COVID-free!

If you have any questions, please contact your school administrator. Please use the credentials provided below to log in via phone or computer.

User Name: user[REDACTED]@mapterial.com
Password: [REDACTED]



**2nd Sibling Email
(Alternate)**

Question #6: If I have more than one child in my family, how do I know which child I am providing consent information for once I log in to the Verbosity portal?

Answer #1: For all consenting individuals or parents of consenting children, the participant's name is listed on the following pages, after clicking on the email invitation link to be re-directed to the Verbosity log-in portal:

1) **Log-In Page:** Once you click on the email invitation link, you are re-directed to the Verbosity log-in portal, and the participant's name for consent is listed below:

