



Dear Parent,

On behalf of all of us here at Magnus Health, I want to extend a warm welcome to you and your family. Your school has partnered with us to provide a simple, safe, and secure way to collect and manage your child's health and medical information. In doing so, they've allowed you to join thousands of other parents of K-12 students that are already utilizing our software.

If you have used Magnus to enter information about your student before, this year should be very easy. If you are new to the process, we understand that while change is exciting, it also can be daunting. The good news is that once you complete your information in Magnus, you can always update it throughout the year and easily communicate with school staff, making the next year so much easier!

Please visit magnushealth.com/parents to learn about our document collection process and the different types of information we gather. You'll also find links to our privacy and security policy, terms and conditions of use, and online support resources. Additionally, our Parent Help Desk can be reached at **(877) 461 - 6831**. We are happy to answer any of your questions and look forward to working with you.

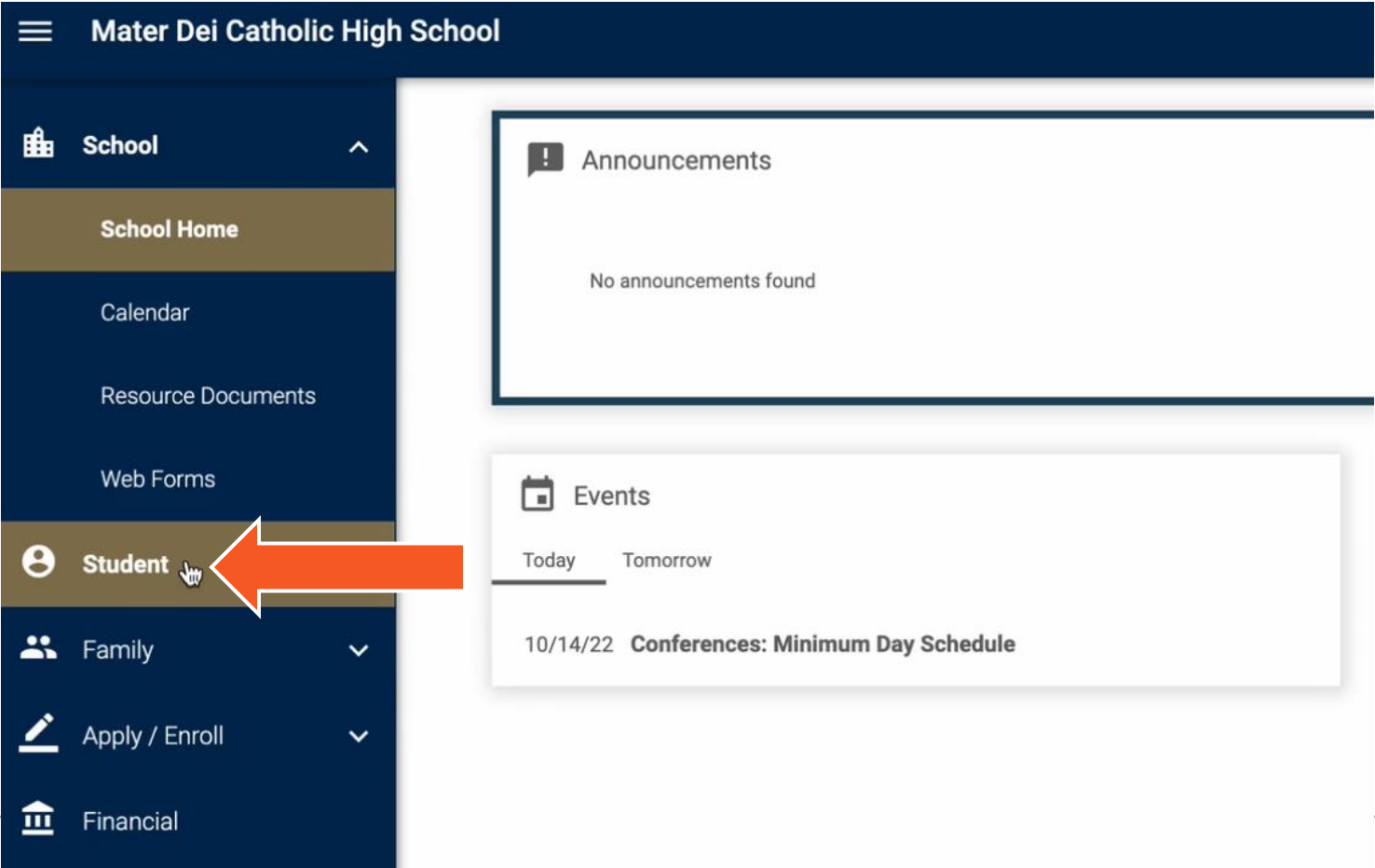
Best,

Rich Hopewell
Senior Director of Customer Success
Magnus Health

Important information for accessing MAGNUS through your Family Portal:

- FACTS Family Portal Link: [Click Here](#)
 - Enter your user credentials
 - Once you login, you will see the navigation bar to the left of the page
 - See next page for navigation within Family Portal
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Once you have created your FACTS Parent Portal account you will be able to access your MAGNUS Health SMR account by clicking on “Student” followed by “Medical”...



Click “Medical”

School

▼

Student

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Student Home

Homework

Attendance

Behavior

Medical

Family

▼

Apply / Enroll

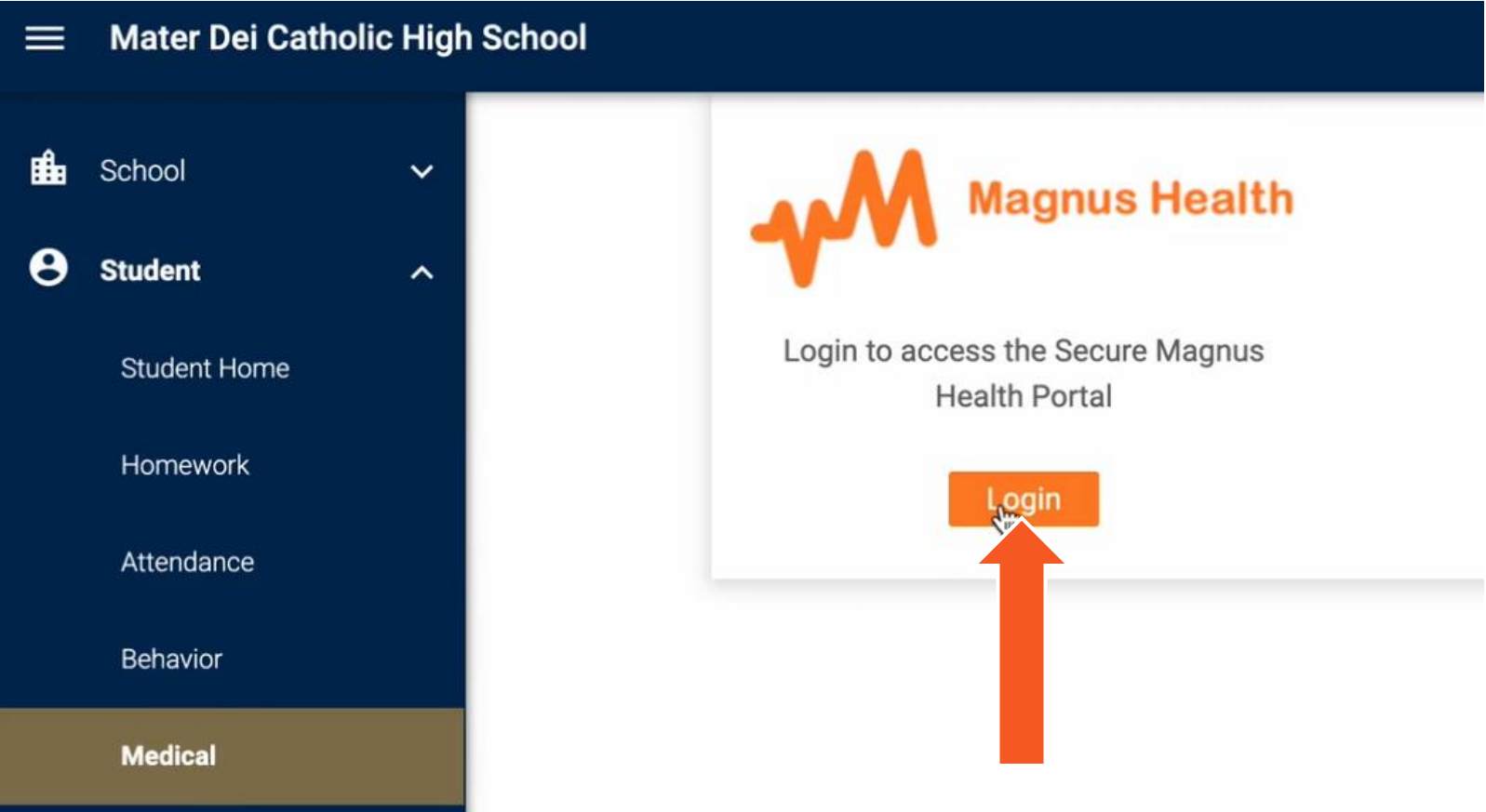
▼

Financial

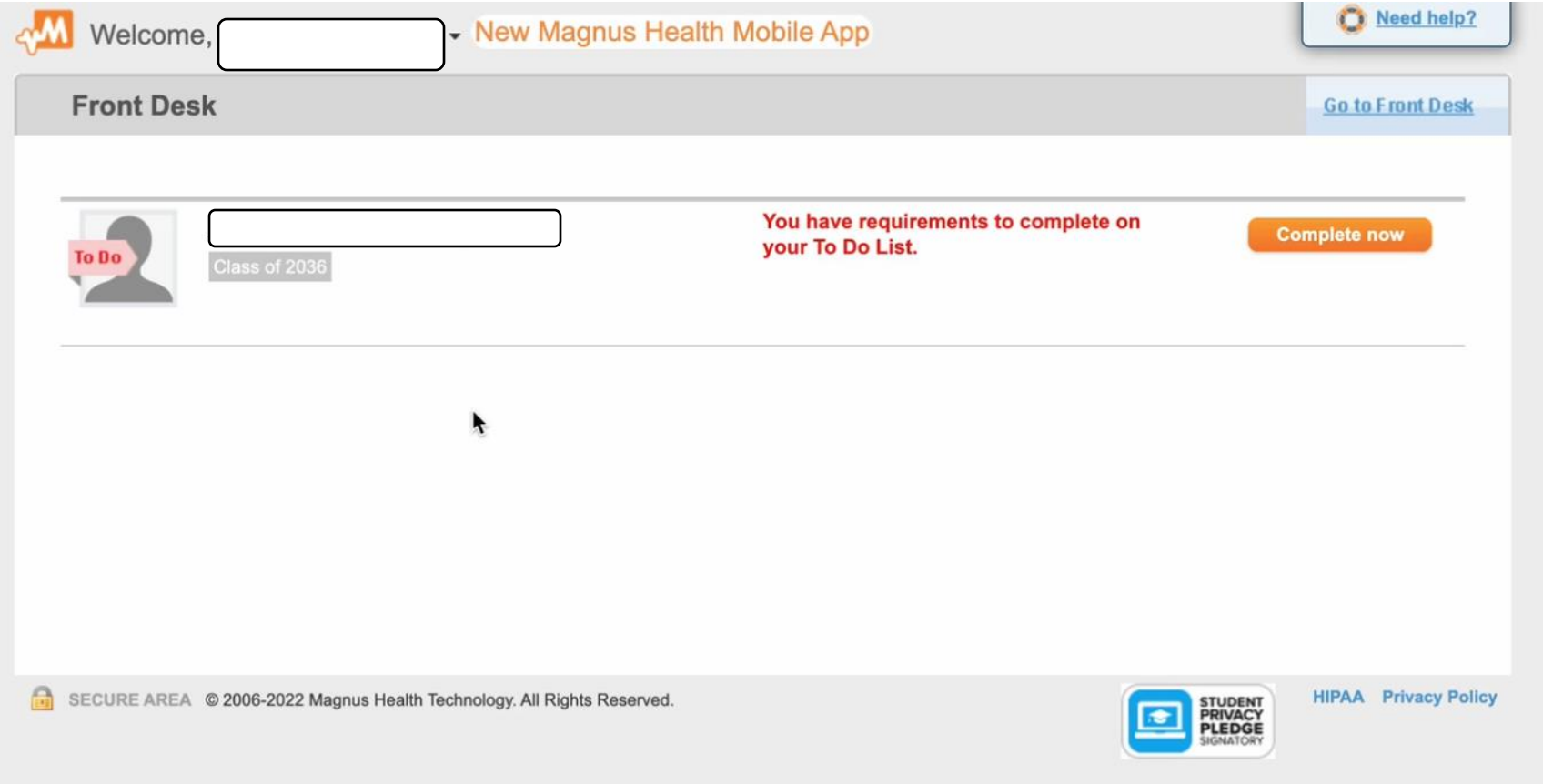
Student

A decorative graphic in the top right corner of the page, consisting of a grid of circles. Some circles are a vibrant blue, while others are a light grey, creating a modern, abstract pattern.

You will now be able to see MAGNUS Health SMR. Click on the “Login” button and you will automatically be logged into MAGNUS

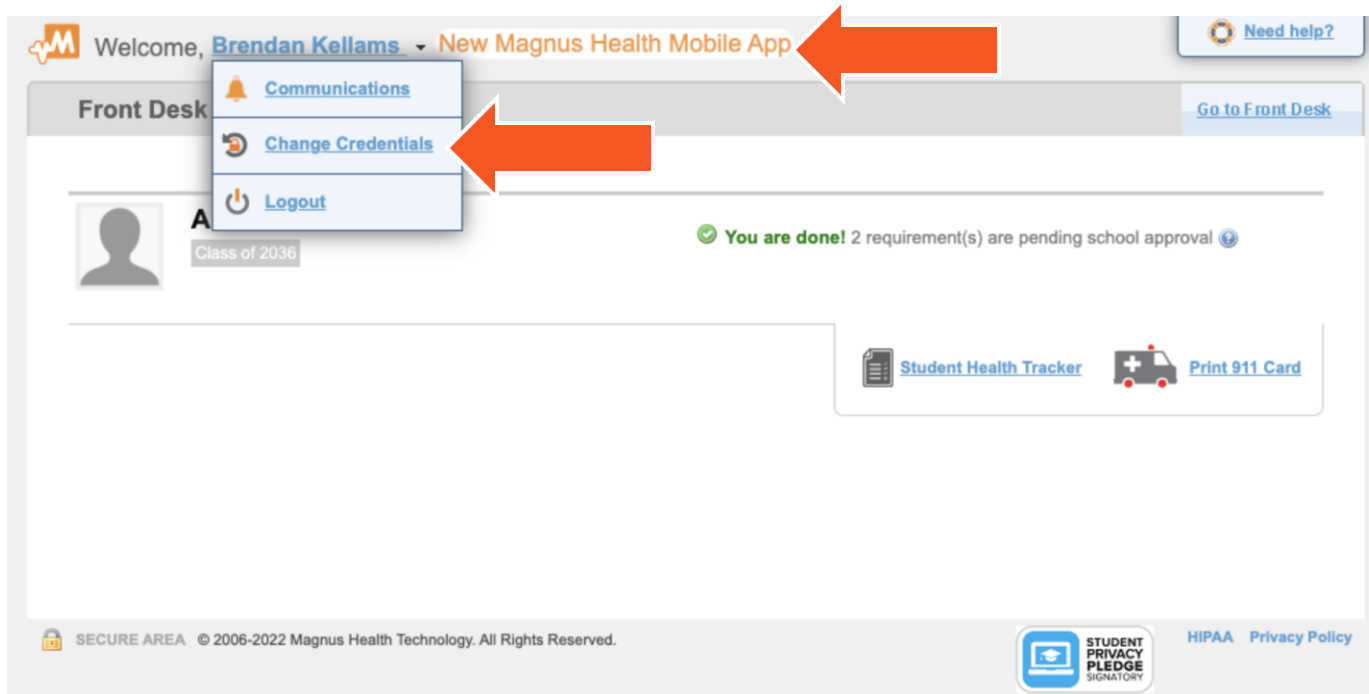


The first time you login to MAGNUS, you will be prompted to watch the introduction video. Once you watch the video, you are ready to start updating health records



Once you are comfortable using MAGNUS on a computer/laptop, try the MAGNUS application. See below for instructions on how to download and set up MAGNUS on your mobile device:

- Within the desktop version of MAGNUS, hover over the “New Magnus Health Mobile App” and click on "Change Credentials"



You will then be be prompted to create a username and password strictly for the mobile app

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Update Your Username and Password

New Username

New Password

Confirm Password

New password cannot be the same as your previous two passwords

New password must not have appeared in any public data breach. Magnus Health integrates [with a third-party service](#) to check this.

Password must meet this criteria

At least 10 characters

At least 1 special character or symbol

At least 1 number

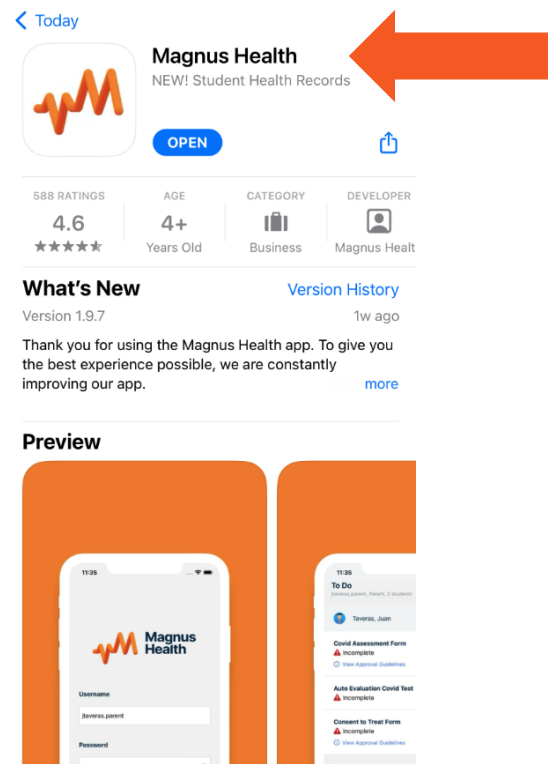
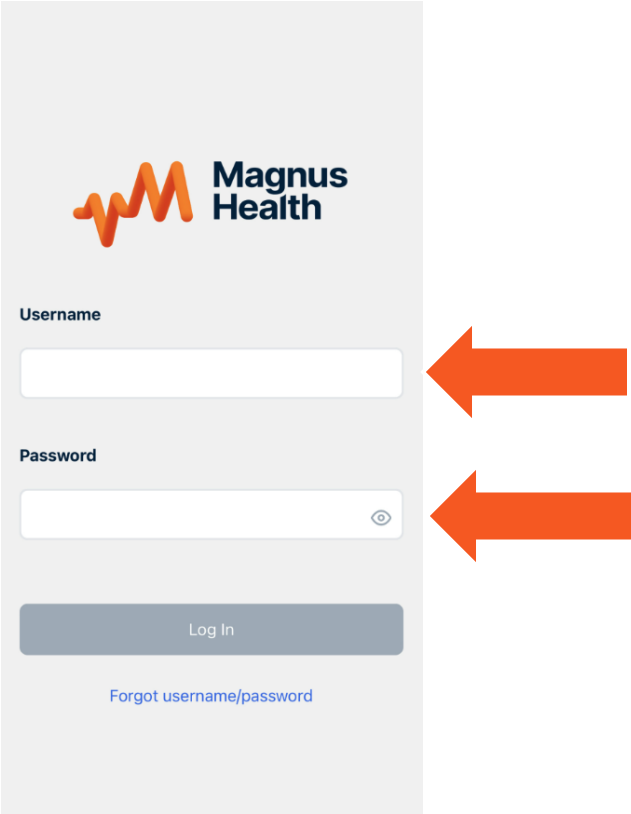
At least 1 uppercase letter

At least 1 lowercase letter

Change Credentials

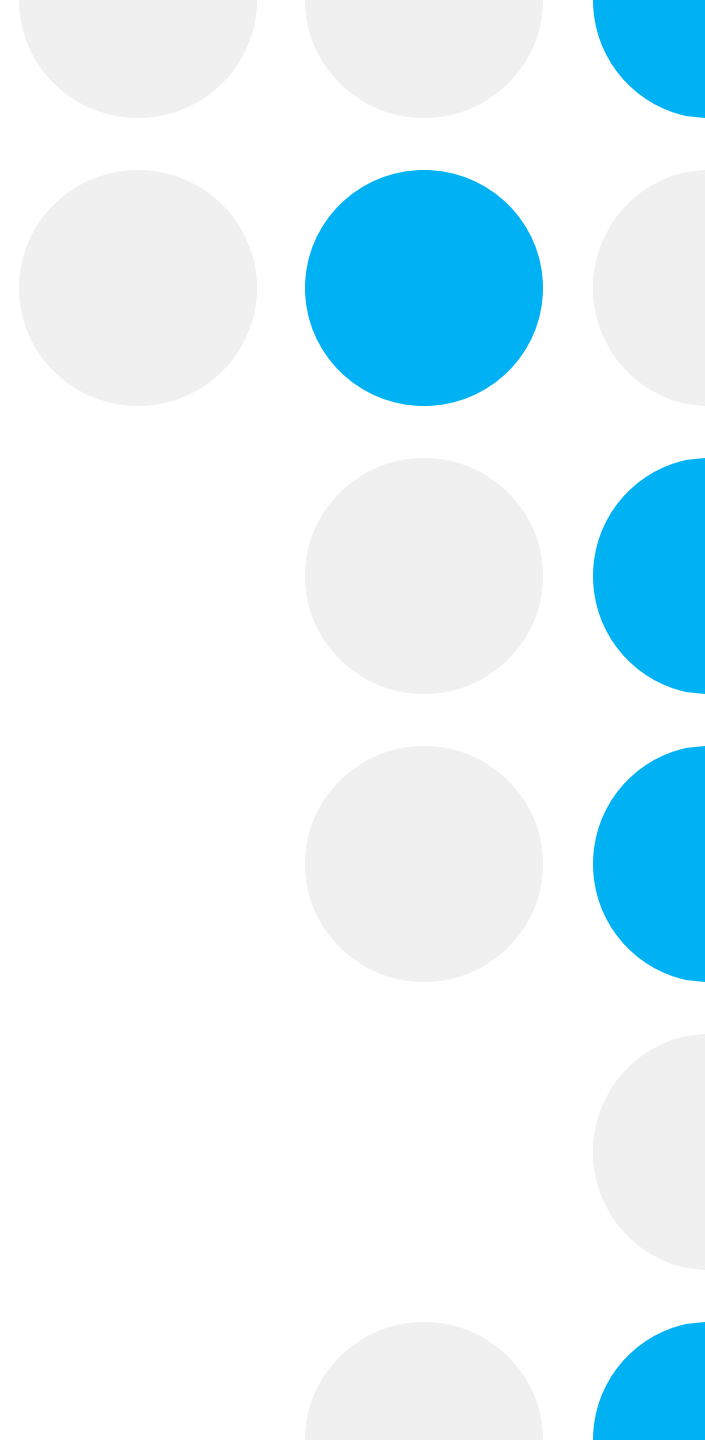
Cancel

Once you have created your username and password for the mobile MAGNUS app, download the MAGNUS app through the Apple Store for iPhone or Google Play store for Android and use your newly created credentials to login:



Please click on link to see the Magnus app introduction video:

- [MAGNUS Health Mobile Application Introduction](#)



VERY IMPORTANT

- If you are accessing MAGNUS through the FACTS Parent Portal, you will automatically be logged in when you click on the MAGNUS button within the FACTS Parent Portal
- If you are accessing MAGNUS through the mobile app, you will always use the username and password you created for the mobile app
- **YOU WILL NEED TO UPDATE ALL HEALTH RECORDS THROUGH MAGNUS NO LATER THAN JUNE 26th, 2026**

Please add to your 'safe contact list' correspondence regarding your students medical requirements and reminders will be send from the following:

Magnus Health: service@magnushealthportal.com

Magnus Health: no-reply@magnushealthportal.com

Mater Dei Catholic: healthandwellness@materdeicatholic.org

If you need assistance once you have logged in to MAGNUS, please contact support:

- Magnus Health SMR Support:
 - Monday-Friday 7am-6pm EST
 - Phone: [\(919\) 502-7689](tel:9195027689)
 - Alternate Phone: 919-800-0356
 - Email: service@magnushealthportal.com
 - Support Resources & Tips for End-Users: [Click Here](#)
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