



**EMBRACE CHALLENGE,  
DISCOVER YOURSELF.**

In an effort to help you navigate through our new Magnus healthcare software system, here are some of our most frequently asked questions with answers. If you are still in need of assistance or have any questions, please reach out to the Nichols School Health Office at [healthoffice@nicholsschool.org](mailto:healthoffice@nicholsschool.org) or 716.332.5105. Your patience and understanding are greatly appreciated during this transition to the new system.

## **FAQs**

**Q: I logged into MySchoolApp per the instructions, but when I get to the site, all that is there is a blank screen with a blinking blue dot. What is wrong?**

A: The middle of the screen is blank as there isn't much information in the system yet. Students haven't received schedules or things that will eventually be there to view. The IT department is still working on adding things to the site, and soon there will be more things such as schedules for classes and activities. When you are on this first page, you need to click the word **RESOURCES** near the top of the page. This will lead you into other areas including the Magnus system. You will see six boxes, the bottom right box says Magnus in orange, click here and you are on your way. If you are on a smartphone, the boxes are stacked, so scroll down and it's the last box.

**Q: I keep trying to find Magnus, but it is nowhere on the school website or in MyBackpack?**

A: Please follow the instructions sent out on July 29 to login to MySchoolApp for the first time if you haven't done so. Magnus is found within this new system. You will not see Magnus anywhere else for that reason. *Reminder that we are no longer using Schoology and MyBackpack.* MySchoolApp is our new school-wide system.

**Q: I have all my documents from the pediatrician. Can't I just fax, email or drop off to the Health Office?**

A: No. We apologize for any inconvenience this may cause, however we are going fully digital in the Health Office and parents will now need to upload the documents. This can be done by taking a picture with your phone or scanning documents into a computer. There are tutorials on Magnus for parents, or you can contact the Health Office and we can talk you through it if you need assistance.

**Q: I got an email saying I'm past due, but I didn't know anything was due?**

A: The emails reminders were just turned on after we introduced Magnus to you via email on August 1. We put the dates of August 1 and August 15 in so that you will get reminders weekly until your requirements are completed. Email reminders are sent on Tuesdays. You will continue to get these until your requirements are complete. You will also get reminders prior to things expiring, such as a physical or medication order from a doctor. This is meant to help you, whether to remind you to make an appointment or to notify you that you will need to take action in the near future.



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**Q: I'm waiting for the forms from the school before I start Magnus, when are they coming?**

A: There are no forms. We will no longer send or use paper forms. The old medical emergency form is now an electronically-signed document in Magnus. The physical and immunization record is the document your doctor provided you. If you need to authorize us to give a medication at school, the parent signature can be done online, and you need to upload the script or doctor's note that your pediatrician provided.

**Q: I completed everything but I'm still getting an email saying something is due?**

A: You need to check back in, in the event there was a problem such as a page of the physical missing, a form is not valid, or a vaccine is missing or not valid. You usually would also receive an email letting you know this. Also, after you complete all of the requirements, the school nurse has to go through every requirement for every student in the school. It may be that your documents haven't been reviewed yet. Emails will automatically go out every Tuesday if there is something missing or that needs action taken.

**Q: My doctor gave me their standard physical form from their office. Can I just upload the one they gave me?**

A: Yes, in MOST cases. Most doctors in New York State are now using the universal NYS physical assessment form. On occasion, an office just gives a summary and this is not accepted as a physical. If you are uncertain what your office does, please contact them before your appointment. If they don't use the NYS physical assessment form, you can go to our website and download a blank one. It's under Health Office, which can be found under Campus Life here: <https://www.nicholsschool.org/campus-life/health-office>.

**Q: I'm using my phone to do this, and when I log in to MySchoolApp, I can't find the Magnus icon?**

A: When using a smartphone, once you are in the MySchoolApp you need to click on the word RESOURCES and then scroll down. On a phone, the icons are stacked and it's the last icon. On a computer, they are in two rows, and Magnus is the bottom right in orange.

**Q: My son/daughter is returning to Nichols from last year and their physicals and immunizations were current and on file already, so I assume I don't have to do anything with the new Magnus system?**

A: You DO STILL HAVE TO DO REQUIREMENTS in the new system even if you provided the physical and immunization in the spring and they are not expired. There are others things that need to be reviewed and completed, including the online version of the medical emergency and permissions form that requires an electronic signature from a parent.

**Q: I got an email that said my child's physical expired in July, but we have an appointment September 25, and he is healthy and nothing has changed. I will just submit the papers after the appointment if that is ok?**

A: A child can't start school or participate in sports and activities without a current physical on file. With insurances, schedules and life, we sometimes have a lapse between appointments. This is okay; however,



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you need to have the doctor fax us a note (fax: 716.332.5179) stating when the next appointment is scheduled. This will allow the child to participate until that date, at which time you will need to upload the new form.

**Q: I took a picture of a document and uploaded it, now I received an email that says it was rejected. Why?**

A: There are various reasons why an item may be rejected, such as a physical missing a page or being greater than a year old. However, it also can be rejected because it was **not readable**. Tips for taking a picture of a document: please ensure good lighting, DO NOT zoom in when taking picture, and DO NOT change to small, medium, large when uploading. If it's good lighting and **actual** size, there is usually not a problem reading it.

**Q: I entered everything I needed to. Why does it say pending?**

A: The school nurse must review every single requirement and document that comes in from every student. It takes time to review them all and approve, so your patience is greatly appreciated.

**Q: My child needs to occasionally take Advil or Tylenol at school, why do I need to upload anything for this?**

A: Per NYS law, the school nurse can't distribute any medication, including over the counter (OTC) medications, without a doctor order and the parent's consent. The parent consent can be electronically signed on Magnus; however, you need a doctor's note as well. It is recommended to request this in the summer or at your child's well visit. The note needs to say student name, DOB, name of medication, dose and frequency and that IT CAN BE ADMINISTERED AT SCHOOL. Your child may never need it, but if we don't have the proper documentation, no medication can be given. Please contact the school nurse with any questions.

Hopefully this will help make the process easier for you. If you have any questions or need assistance please contact School Nurse Michelle Derenda in our Health Office at 716.332.5105 or [healthoffice@nicholsschool.org](mailto:healthoffice@nicholsschool.org).