Parkway School District
SNAP Parent Portal FAQ

Q How do I log into SNAP Parent Portal?
A See welcome email from www.studentehr.com. Your username is your email address and a temporary password will be sent to you . If you don't have a password or have forgotten your password, simply enter your email address and click Forgot Password and a temporary password will be mailed to you.

Q Can I access more than one student from the parent portal with the same log in?
A Yes, multiple students in the same family can be accessed by using the same log in.
Once logged in, you can switch between each student's health information. Hover the cursor over the drop down box "**Select a Child**" located on the upper left hand corner of the Health Portal Dashboard.

Q Can more than one parent or guardian have separate logins for the same child?
A Yes, more than one account can be made using seperate emails for each legal guardian.

Q What security measures are taken to protect my child's privacy?
A The SNAP Health Portal meets both FERPA and HIPPA compliance regulations.
- Student information does not leave the encrypted SNAP website.
- HIPPA mandates an automatic session timeout. After 30 minutes of inactivity, users are automatically logged out.
- The SNAP Health Portal website is protected by SSL security to encrypt private health information.

Q. Are there any resources I can use to help me with SNAP?
A. Yes! Please see [SNAP Parent Portal Getting Started document](#).

Q. What if I still have questions?
A. If you have further questions, please email Rebecca Cartmill at rcartmill@parkwayschools.net.