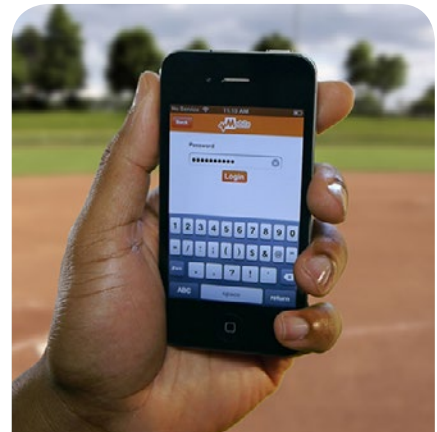


TIPS FROM THE HELP DESK

Greetings from the Magnus Health Help Desk Team!

In an effort to make your process smooth and quick here are a few helpful tips that we want to share.

- » **Update your computer software.**
Magnus Health has updated its security protocols. Access <http://testtls.mymagnus.com/> to determine if your device is compatible.
- » **Update your PDF reader software.**
Access <https://get.adobe.com/reader/> to update your device.
- » **Enable javascript plug-ins.**
Visit <http://enable-javascript.com/> to enable your personal device.
- » **Access Magnus Health directly on mobile device via your web browser.**
With this addition, you are able to simply snap a picture of the document you want to submit. Please make sure it is rotated upright.
- » **Utilize your school's IT helpdesk.**
Contact your school IT helpdesk if you have issues with your school's parent portal website.
- » **Take note of document processing times.**
Faxed and mailed records are processed within 1-2 business days upon Magnus's receipt. Please note that within that time you may still receive email reminders.



ABOUT THE HELP DESK

Please visit our knowledge base for frequently asked questions: <https://helpdesk.magnushealth.com/>

If you have any questions or need assistance navigating your account, the Help Desk Team is available to assist you by phone at 877.461.6831, by email at service@magnushealthportal.com or by chat from the "Need Help" button within your account.

Regular hours of operation:

Monday - Thursday 9am - 6pm EST
Friday from 9am - 5pm EST

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The screenshot shows the Magnus Health SMR Support Center. At the top, there is a search bar with the text "Have a Question? Ask or enter a search term here." and a green "SEARCH" button. Below the search bar, there are two columns of links under the heading "Browse by Topic". The left column is for "For college or university students" and lists 13 articles, including "Getting Started Video for Texas Students" and "I Forgot my Username and Password". The right column is for "For parent / guardian of K-12 students" and lists 18 articles, including "Getting Started Video" and "Why is my Username and Password not Work...". At the bottom left, there is a "General FAQs" section with 9 articles. On the right side, there is a "Contact Us" section with a link for "Email Us Live Chat!".