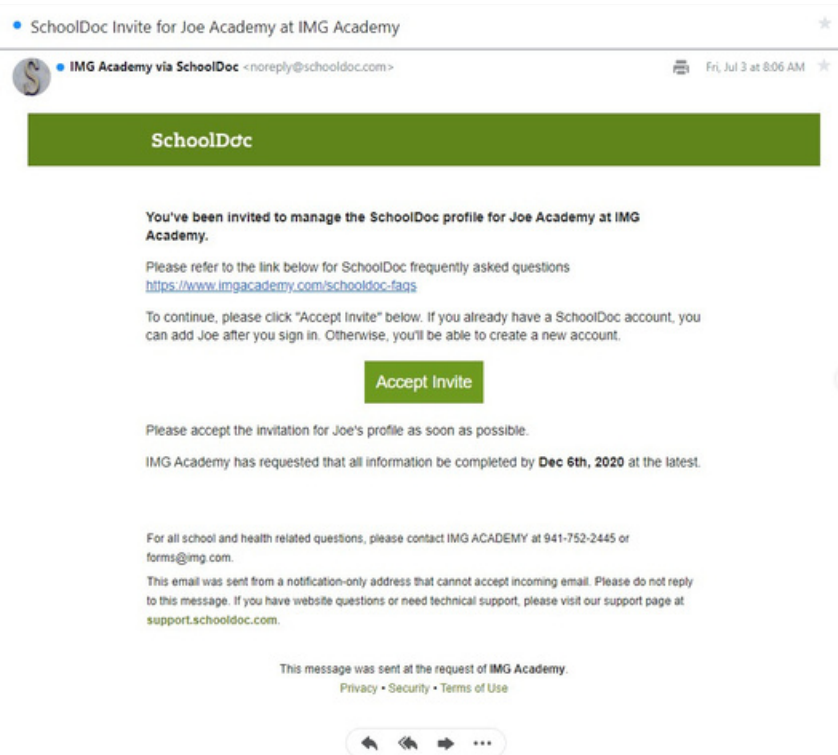


## SchoolDoc

IMG Academy requires all students to complete registration & health forms prior to participation in any sport training/activities, including an IMG physician's report and immunization record.

To complete your required forms, you will need to set up an account on SchoolDoc. All required registration & health forms **must be completed 30 days prior to arrival to campus**. Once you have submitted all of your forms, our Onboarding Team will review them to ensure that they have been filled out appropriately.

Below is an example of what an email invite from SchoolDoc will look like.



### Helpful Tips

- Visit [App.schooldoc.com](https://app.schooldoc.com), and select Reset Password
- Use the email address that you used to sign your TEA. Your Boarding School Advisor can pull this email address for you if you cannot remember
- If you're unable to do this, email the IMG Customer Support Team at [IMGASchoolSupport@img.com](mailto:IMGASchoolSupport@img.com) or by calling 941.749.8660
- All physicals for the 2023-24 school year must be completed on or after **June 15th**

#### How do I complete my forms?

Forms need to be submitted via SchoolDoc. You should have received instructions on setting up your account in your confirmation email. If you have not received those details, please contact the School Support Team at [IMGASchoolSupport@img.com](mailto:IMGASchoolSupport@img.com).

#### What if I can't complete all these forms before check-in?

We are happy to help you as much as we can in order to get them complete, but failure to complete these forms can delay your student's ability to participate in sport activities.

*For a complete SchoolDoc How-To Guide, please click the link below. You can find SchoolDoc FAQs on next page.*

[VIEW SCHOOLDOC GUIDE](#)

# SCHOOLDOC SETUP & INSTRUCTIONS - WHAT TO KNOW

## **When will I receive an email from SchoolDoc?**

You will receive a welcome email from SchoolDoc within **24** hours of enrollment. The email will be sent to the person who signed the Tuition Enrollment Agreement (TEA).

## **Will I have to create a new login each time I register for Boarding School?**

A new login will not be required each time. SchoolDoc will send an incomplete profile reminder email for returning students or another student associated with the same parent.

## **What should I do if I haven't received the email from SchoolDoc?**

Please contact IMG Academy's Support Team at [IMG.AcademySupport@img.com](mailto:IMG.AcademySupport@img.com), or call them at 941-749-8660. Students may also need to contact their sport advisor to ensure they have completed the enrollment process.

## **What if I have two children coming to school?**

If you have more than one child enrolled in the school, you will see all of their names after you register in SchoolDoc. This appears on the left panel after you login.

## **What happens if I forgot my login information or cannot locate the original email from SchoolDoc?**

Please contact the Support Team at [IMG.AcademySupport@img.com](mailto:IMG.AcademySupport@img.com) or call IMG at 941-749-8660

## **If I'm a returning student/parent of a student, do I need to log back into SchoolDoc?**

As per IMG policy, returning students will need to review the information previously submitted and provide authorization. Physical exam reports and Immunization details must be uploaded again and will be verified by the Support Team. You may re-upload the documents if they are still valid. The electronic submission process will assist our teams in continuing to provide you with excellent service.

## **Can I complete the forms on my mobile device?**

SchoolDoc can be used on a mobile device, however there is no Mobile App version available. The system is reactive to mobile devices.

## **When do I need to complete the forms in SchoolDoc by?**

Forms are due and should be completed **30 days prior** to the start of your arrival to provide enough time for our staff to review and verify completeness.

## **What if I enroll and my arrival date is within the next 30 days?**

Our Support Team will work with you to complete as much of your profile as we can prior to arrival. If there are any areas you have not completed, then your student will be held out of sport activities until completed.

## **Do I have the option to complete forms and fax/email them versus setting up the account?**

Per Academy policy, all forms should be submitted electronically via [app.schooldoc.com](http://app.schooldoc.com)

## **Are there certain browsers that SchoolDoc works best on?**

Google Chrome, Firefox, Microsoft Edge, and Safari. *Internet Explorer is not supported*

## **Can I add an authorized user for my child in SchoolDoc?**

If you are an authorized user of a participant's profile, you can add new authorized users to the profile through the 'Manage Users' option. An invite will be sent to the additional user.

## **Why am I receiving reminder emails even if all the steps are complete from the student perspective?**

The Support Team will review all of the forms and will provide an approval in the last step: 'IMG forms approval status.' The completion will be set to 100% after this, then you are cleared to participate in sport activities.

## **Will SchoolDoc send me reminders?**

SchoolDoc will send the initial invite and reminder, however subsequent reminder emails will be sent by IMG Academy.