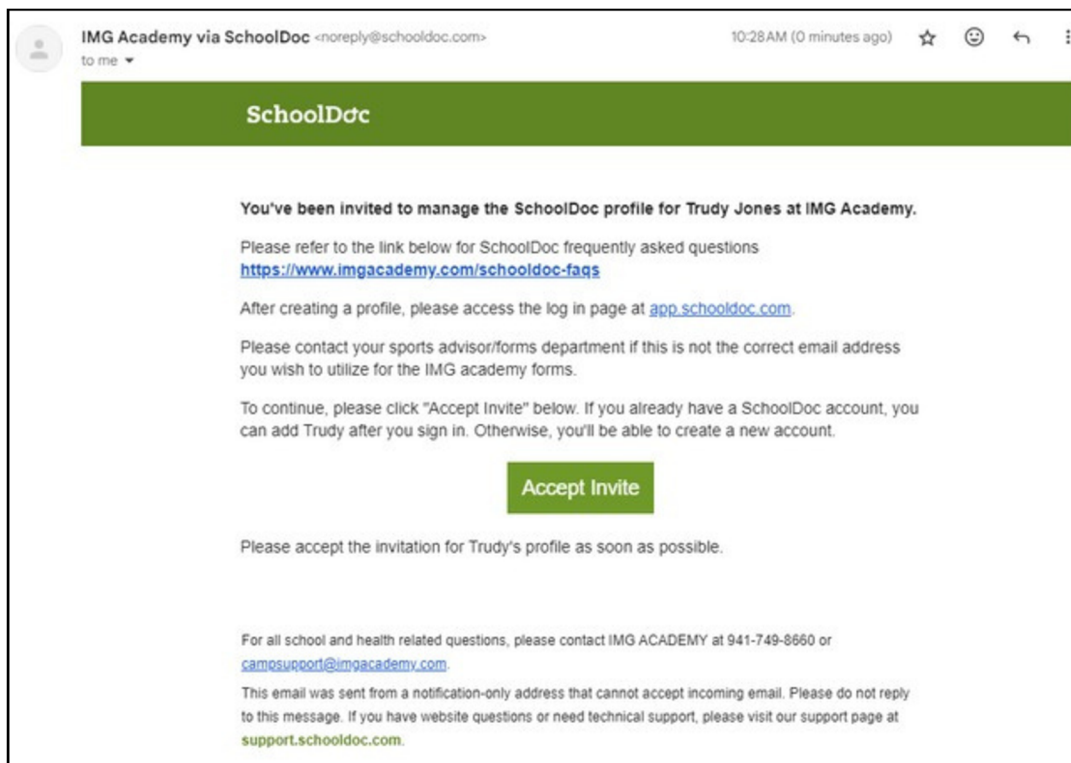


## ACTIVATING YOUR SCHOOLDOC ACCOUNT

1. Once notified by the Enrollment Office that you are fully enrolled into the Boarding School program, you will receive your invitation to SchoolDoc within 24-48 hours. The email will come directly from SchoolDoc to "Accept Invite" to your student-athlete's health profile, similar to the image below:



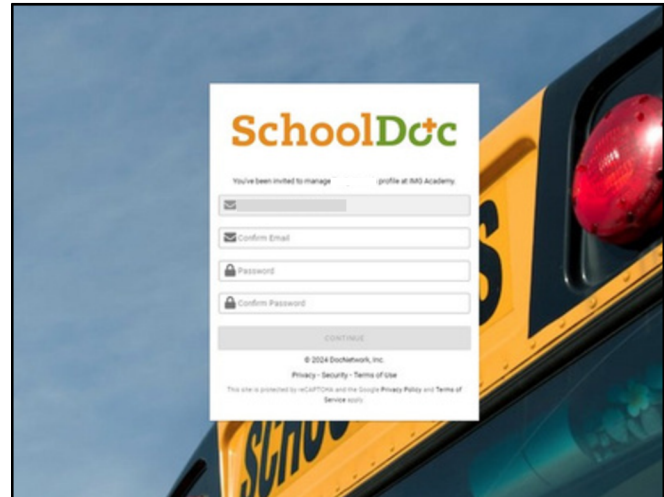
## TROUBLESHOOTING TIPS

If the Accept Invite link is invalid or expired:

- Visit [App.schooldoc.com](http://App.schooldoc.com) and select 'Reset Password.' The email will also be the same one that you're receiving email notifications from IMG Academy as well as your initial invite from SchoolDoc.
- If you're unable to do this - Reach out to [IMGA.SchoolSupport@imgacademy.com](mailto:IMGA.SchoolSupport@imgacademy.com) or 941-749-8757

## SETTING UP YOUR ACCOUNT

2. You will be prompted to create an account with the email address you were invited with.



3. After you're signed in, you will be prompted to click **"Account Settings"** and then **"Accept Invite(s)."**

4. Once you've accepted the invite, you will be prompted to add your personal information as a parent/legal guardian (name, phone, address).

- As a parent/legal guardian, you should fill in this section with your own contact information. You will be able to add additional contact information, including your student-athlete's details, at a later time.
- Click **"Confirm"** once all information is complete in this step, and then **"Save"** to move forward.

### About You

**Please complete the form below with your information as the owner of the account. If you are using SchoolDoc for someone other than yourself (e.g., your child), please do not enter their information here. Any field outlined in red requires a response.**

\* First Name

\* Last Name

\* Email Address

\* Phone Number

I would like to receive text message alerts.

No
Yes

\* Street Address

Address Line 2 (Optional)

City

State/Province

Postal Code

Country

CANCEL

CONFIRM

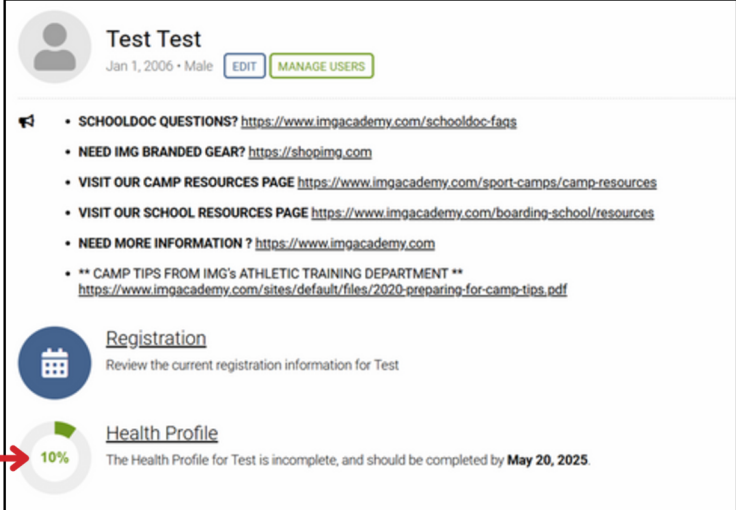
5. You will then be taken to your profile where you can manage your Registration and Health Profile. This is where you will see your progress on the Health Profile, as well as access important resources and documents.

**Note:** Your School + IMG A Forms status will need to be marked as **CLEARED** in order to participate in on-campus programming. Please be aware that your completion percentage may not be 100% if one of the following applies:

- Completed but not cleared = 94%
- Cleared = 80%
- Not Started = 77%
- Completed but not cleared = 96%

If you have more than one child enrolled in Boarding School, you will see both of their profiles on the left side of the screen. Select the student-athlete's name you would like to complete their information for to move forward from this screen.

**IMPORTANT NOTE:** If you'd like to invite another user to be able to view your SchoolDoc account, please navigate to your main Profile page, and then select **Manage Users**. You will then enter the email address and click **"Add User."**



The screenshot shows a user profile for 'Test Test' (Jan 1, 2006 • Male) with 'EDIT' and 'MANAGE USERS' buttons. Below the header is a list of links: 'SCHOODOC QUESTIONS?', 'NEED IMG BRANDED GEAR?', 'VISIT OUR CAMP RESOURCES PAGE', 'VISIT OUR SCHOOL RESOURCES PAGE', 'NEED MORE INFORMATION?', and '\*\* CAMP TIPS FROM IMG's ATHLETIC TRAINING DEPARTMENT \*\*'. At the bottom, there are two circular progress indicators: 'Registration' (100%) and 'Health Profile' (10%). A red arrow points to the 'Health Profile' indicator, which has a text note: 'The Health Profile for Test is incomplete, and should be completed by May 20, 2025'.

6. Select **“Health Profile”** to continue. If you select **“Registration”** you will see the important documents as well as details about your upcoming registrations.

**NOTE:**

- Red Dot = Incomplete
- Green Check = Complete

●	General Information
●	Emergency Contacts
●	Medications
●	Allergies
●	Participant Health Records
●	Orthopedic History
●	Immunizations
●	Authorizations
●	Johns Hopkins All Children's Hospital Forms
✓	-- SCHOOL FORMS --
●	School: Local Guardian Info
●	School: Insurance
●	School: Physician's Report
●	School: GSSI form
●	School: Authorizations
●	School: Completion Authorization
●	School: IMG forms approval status
✓	-- END SCHOOL FORMS --



7. On the right-hand side, select **'General Information'** to start the electronic forms process.

You can complete the forms in any order, but they all must be completed in order to participate in on-campus programming.

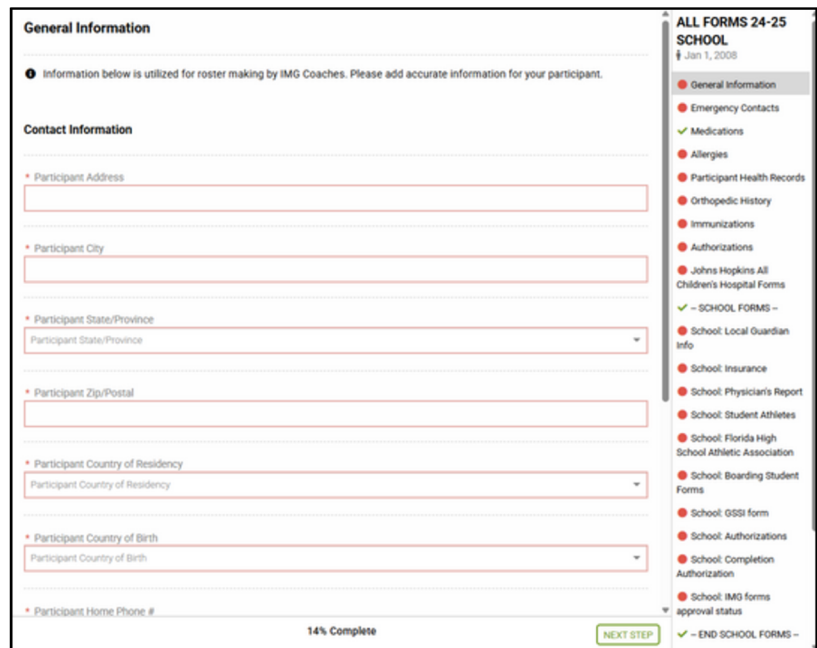
- **Note:**
  - Red Dot = Incomplete
  - Green Check = Complete

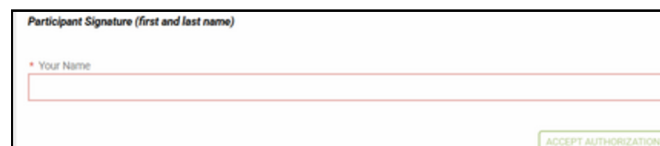
For all signatures to be authorized, Parents must select **"Accept Authorization."**

- **Note:** The red bars will turn green once you type in the appropriate information, but will not automatically save if you do not click the green **"Accept Authorization"** button.

Your LEGAL 'First and Last Name' is for whom ever is signing/filling out the forms (a parent/legal guardian).

- **Note:** Some sections may require the student-athlete's signature. Please ensure to review ALL signatures to make sure the appropriate person signs with their LEGAL First AND Last Name.



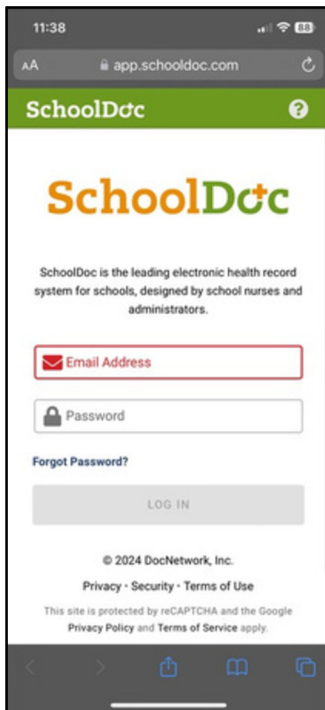


8. Selecting the **"Next Step"** button at the bottom of the screen will move you from one section to the next. You will need to complete each blank section or item on a screen in order to change the section from red (incomplete) to green (complete.)

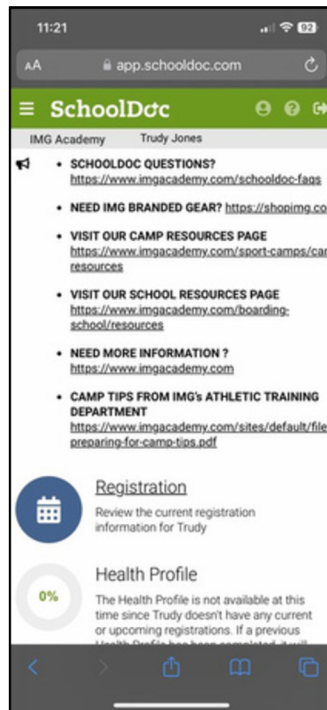
**NOTE:** Some sections will require you to click **"Accept Authorization"** or **"Accept Section"** before you click **"Next Step"** in order to be marked as complete.



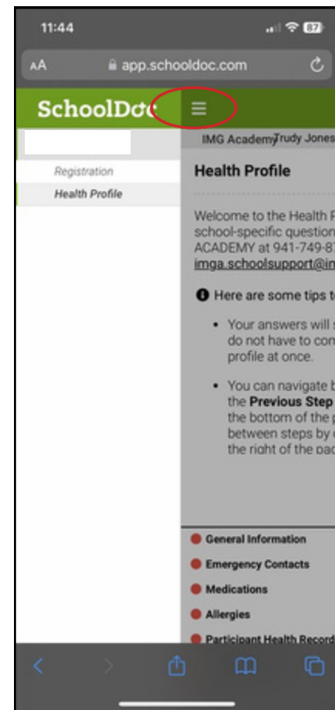
## HOW TO UPLOAD A PHOTO



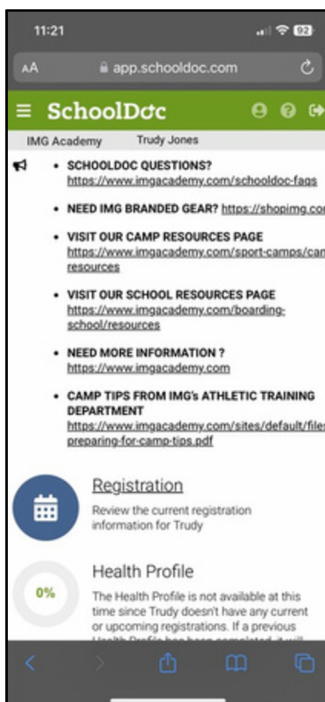
Login page



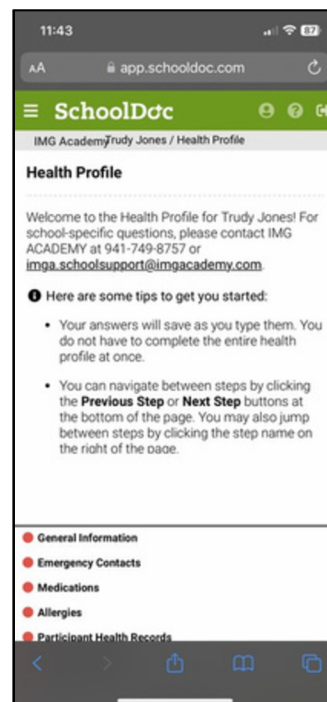
Screen after login.



If you have more than one participant, you can navigate from either participant by selecting the drop-down menu in the top left hand corner. You may select the participant you wish to work on.



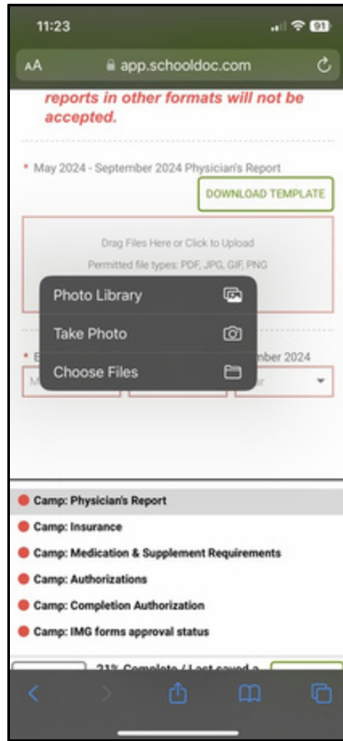
Once the correct student-athlete is selected, you must scroll down to reach their health profile. Select 'Health Profile.'



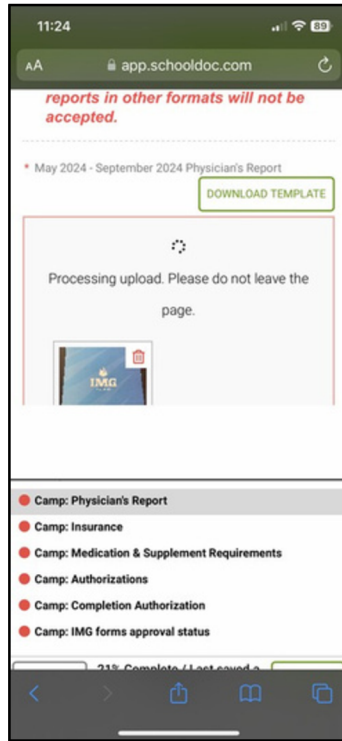
Here the screen splits in two. The top half of the screen is the form you are currently on/have selected. The bottom half can be used to navigate to a section that requires an upload/must be completed.



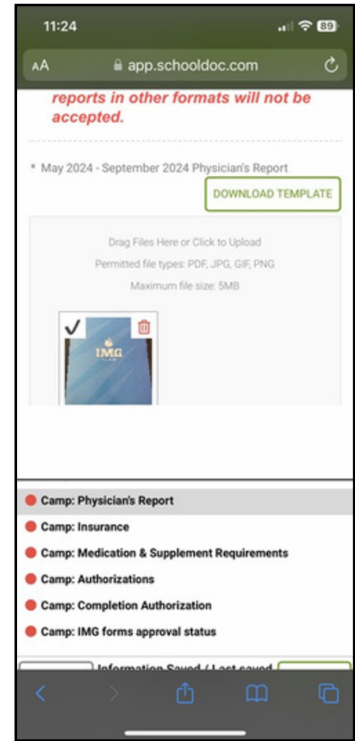
How to upload hard copy forms if unable to upload forms using a computer. Select/click into upload box.



Select from the two options to take/upload a photo from photo library.



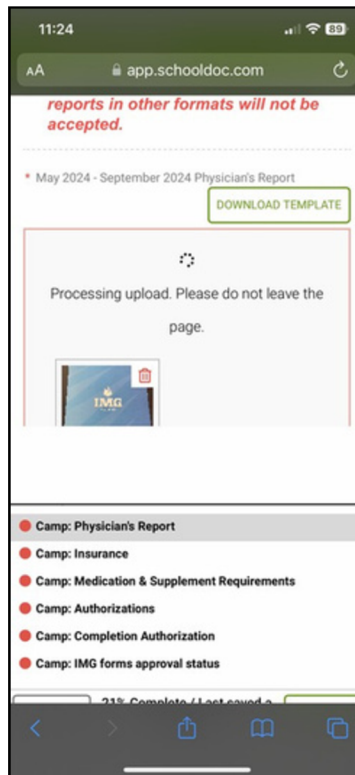
Once photo has been taken or chosen from the library, SchoolDoc will take a moment to upload/save form.



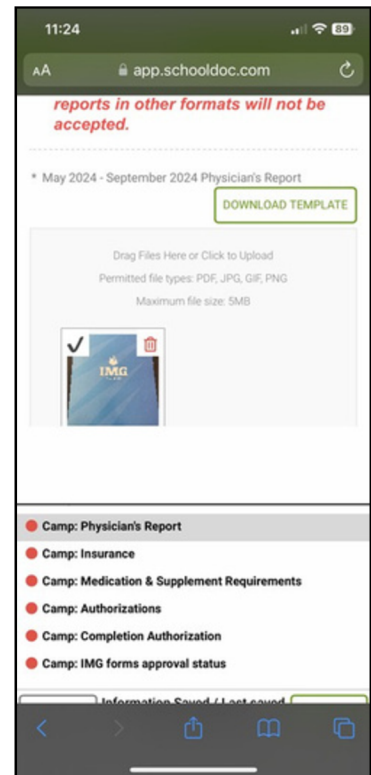
Once the photo/form is completely uploaded, a check mark will appear.



This is what the image looks like when you take a photo. If library option is used, then their photo library will pop up, and you can select the correct image.



This image shows SchoolDoc processing an image upload.



A photo was successfully uploaded when a check mark appears.

# SCHOOL DOC FAQs FOR BOARDING SCHOOL FAMILIES

## 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 [IMGA.SchoolSupport@imgacademy.com](mailto:IMGA.SchoolSupport@imgacademy.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 [IMGA.SchoolSupport@imgacademy.com](mailto:IMGA.SchoolSupport@imgacademy.com), or call them at 941-749-8660

## IF I'M A RETURNING STUDENT/PARENT OF A STUDENT, DO I NEED TO LOG BACK INTO SCHOOLDOC?

As per IMGA 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 IMGA 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.