

Understanding Potential Activation Challenges

1. Multiple Children and the need for multiple email addresses

- A unique email address is needed per student/faculty in order to create the unique username and password for each individual to login to the system and complete the initial and daily checker.
- Some tips for helping with this:
 - Provide a secondary parent's email address for a second child
 - If the email is a gmail account, add "+1" before the "@" symbol in the email. This will be recognized as a unique email, but the email will still be directed to the primary inbox.
 - For more information about this hint, [CLICK HERE](#)

2. Explanation of email and text as it relates to:

- **Initial checker**
 - The parent identified by the school as the "primary" parent will receive **1 text per child** and at least **1 email** for the household.
 1. The TEXT will contain a (a) Username, (b) password, and (c) link to the ImHealthyToday Portal for the School.
- **Daily checker**
 - **1 text** reminder
 - **per household** will be sent to the "primary" parent's cell phone.

3. Family wants to change the ImHealthyToday "primary" parent

- The quickest way to make this change is to visit the [Imhealthytoday Schools Website](#) and utilize the "chat" feature in the bottom corner.