



ALL IS WELL HEALTH CARE ACADEMY

Student Portal complete manual

How students sign in and read their programs, class dates, payments
and lessons — and how staff open a student's portal to help them.

Step-by-step guide · 5 chapters · edition of September 29, 2026
all-is-well-student-portal.vercel.app

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Each chapter matches one screen of the site. The same words appear when you press a ? on that screen.

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Start here — how the Student Portal works

What the portal is, who can use it, how to get in, and what every part of the screen means. Read this first.

1 What this page is for

WHAT THIS IS

The Student Portal is a private web page where an All is Well student can see **their own** school records in one place: the programs they registered for, their class dates, what they have paid, their payment plan, their class materials and the contact details the school has on file.

Nothing on it is typed in by hand. It reads the same enrollment records the school uses (Transition Enroll) and the lesson plans the instructors post on the Classes site. If something on the page is wrong, the record behind it is wrong — tell the school and they fix it at the source.

WHO CAN USE IT

WHO	HOW THEY GET IN	WHAT THEY SEE
Students	Type the email they registered with and tap the link the portal emails them. No password.	Only their own programs, payments, lessons and details.
School staff	Open Staff sign-in on the sign-in screen and use the same email and password as the Leadership Dashboard.	A list of every student. Staff pick one student and see exactly what that student sees — used to help someone over the phone.
Anyone	Press See a demo on the sign-in screen.	A made-up student called Maria Sample. No real records.

WHERE TO FIND IT

Open all-is-well-student-portal.vercel.app on a phone, tablet or computer. It works the same on all of them. Add it to your phone home screen or bookmark it so it is one tap away.

HOW YOUR PRIVACY IS PROTECTED

- The database itself only hands back rows that match the email you signed in with. Even if someone changed the page, they could not see another student.
- The portal does not store Social Security numbers or ID documents.
- Access is logged.

Every screen title and section title has a small ? beside it. Tap it for a plain-English explanation of that part. The ? **Help** button at the bottom-right explains whichever screen you are on.

2 Step by step

Get into your portal for the first time

1. Open all-is-well-student-portal.vercel.app.
2. In **Email address**, type the email you used when you registered for your program.
3. Tap **Email me a sign-in link**. A message under the button says the link is on its way.
4. Open your email on the same phone or computer. Look for the sign-in email the portal just sent (it can take a minute; check Spam or Promotions if it is not in your inbox).
5. Tap the link in the email. The portal opens and says **Hi** and your first name.

Find your next class date

1. Sign in.
2. Look at the four cards under your name. The **Next class** card shows the start date of your next class and, underneath, the program name.
3. For the full dates (start, end and orientation) scroll down to **Your programs**.

Check what you still owe

1. Sign in and scroll to **Your programs**.
2. Each program card has a line that reads *Tuition · Paid · Balance*. **Balance** is what is left for that program. A green **Paid in full** tag means nothing is left.
3. If you are on a payment plan, the **Payment plan** box lists every installment with its date and amount. A green **Paid** tag shows it was received; an amber **Due** tag shows it is still to pay.

Make a payment

1. Scroll to **Payments**.
2. Tap the purple **Make a payment** button. A secure Chase checkout page opens in a new tab.
3. Enter the amount and your card details on the Chase page.
4. In the note, type **your full name and your program** so the school can match the payment to you.
5. Finish on the Chase page, then close that tab. Keep the Chase receipt.

Open your class materials

1. Scroll to **My lessons**.
2. Materials are grouped by topic (for example *Week 1 Monday*).
3. Each item shows a letter: **M** material, **A** assignment, **Q** quiz, **?** question.
4. Tap a purple link under an item to open the file, video, form or quiz. It opens in a new tab so the portal stays open.

Sign out

1. Tap **Sign out** at the top-right, next to your email.
2. The sign-in screen comes back. Always sign out on a shared or public computer.

See what the portal looks like before you register

1. On the sign-in screen tap **See a demo**.
2. A yellow bar at the top says *Demo — sample student, sample data*. Everything below is made up.
3. Tap **Exit demo** in the yellow bar to go back.

3 If something looks wrong

Who do I call if something looks wrong?

Call the school at
(940) 440-2923

or text

(940) 312-5305

. The school is at 800 W. Eldorado Parkway Ste. 106, Little Elm, TX 75068.

The page is blank or stuck on the sign-in screen after I tapped the link.

Reload the page once. If it still shows the sign-in screen, the link was probably used already or expired — request a new one (see

Sign in

in this manual).

I see "The portal is not configured yet."

The page could not load its connection to the school records. Try again in a few minutes on a different browser. If it keeps happening, call the school.

4 Flip-book edition

The same subject as a page-turning flip-book. Opens in a new tab.

FLIP-BOOK

How to use this portal

Page-turning edition. Opens in a new tab.

FLIP-BOOK

Quick tour

Page-turning edition. Opens in a new tab.

Sign in — getting into the portal

Students sign in with a one-time link sent to their email. Staff use a password. This is the first screen everyone sees.

1 What this page is for

WHAT THIS SCREEN IS FOR

It proves who you are before the portal shows any records. There is **no password** for students: you type your email, the portal emails you a link, and tapping that link signs you in. Only the person who can open that email inbox can get in.

WHICH EMAIL TO USE

Use the **same email you gave when you registered** for your program. The portal finds your records by that email. A different email will sign in but show *We couldn't find a student record*.

THE SIGN-IN LINK

- It works **once**. After you use it, it cannot be used again.
- It **expires after one hour**. If you are late, just ask for a new one.
- Open it on the **same phone or computer** where you want to use the portal. The link signs in the device that opens it.

THE BUTTONS UNDER THE FORM

BUTTON	WHAT IT DOES
 How to use this portal	Opens the page-turning flip-book guide in a new tab.
 Step-by-step guide	Opens this manual.
 Quick tour	A short flip-book walk-through.
 See a demo	Shows the portal filled with a made-up student. Nothing real. See Demo mode .

Staff sign-in

A fold-out for school staff only. Students can ignore it.

Can't find your email in our records? Call the school at (940) 440-2923.

2 Staff sign-in

For All is Well staff only. It uses a **password** instead of an emailed link, so staff can get in quickly while a student is on the phone.

- Use the same email and password as the Leadership Dashboard.
- After signing in, staff see a list of every student and can open any one student's portal to see exactly what that student sees.
- Only emails on the school's staff list get the student list. Anyone else who signs in here just sees their own record.

Students: you do not need this. Use the email box above it.

3 Step by step

Sign in as a student

1. Tap in the **Email address** box and type your registration email.
2. Tap **Email me a sign-in link**. The button says *Sending...* for a moment.
3. A message appears: *Check your email. We sent a sign-in link to ...*
4. Open your email on this same device. Find the sign-in email (look in Spam or Promotions too).
5. Tap the link. The portal opens on your records.

Get a new link

1. Go back to the portal sign-in screen.
2. Type your email again and tap **Email me a sign-in link**.
3. Use the **newest** email. Older links stop working.
4. If you see a message asking you to wait, wait the number of seconds it shows and try again. This limit stops strangers flooding your inbox.

Sign in as staff

1. Tap **Staff sign-in** to open the fold-out.
2. Type your staff email and your password (the same as the Leadership Dashboard).
Tick **Show password** to see what you typed.
3. Tap **Sign in as staff**.
4. The student list opens. See **Staff view** in this manual.

4 If something looks wrong

The email never arrived.

Wait one or two minutes, then check Spam, Junk and Promotions. Make sure the email was typed correctly — the confirmation message repeats the address it sent to. Then request a new link. If nothing arrives after two tries, call the school.

I see "Please enter the email address you registered with."

The box is empty or the address is not a full email (it needs an @ and a dot, like `name@gmail.com`). Fix it and tap the button again.

I tapped the link but I am back on the sign-in screen.

The link was already used, is older than one hour, or a newer link was sent after it. Request a new one and tap the link in the newest email.

I tapped the link on my phone but I want to use my computer.

The link signs in the device that opens it. Request a new link from the computer and open the email on the computer.

Staff sign-in says "Invalid login credentials".

The email or password is wrong. It is the same password as the Leadership Dashboard. If you signed in but see your own record instead of the student list, your email is not on the staff list — ask Edmund to add it.

5 Flip-book edition

The same subject as a page-turning flip-book. Opens in a new tab.

FLIP-BOOK

How to use this portal

Page-turning edition. Opens in a new tab.

Your portal — everything on one page

After you sign in: your summary cards, your programs, your lessons, your payments and your details, top to bottom.

1 What this page is for

WHAT THIS SCREEN IS FOR

It answers the questions students ask most: **When is my class? How much do I owe? Where are my materials?** Everything is on one long page. Scroll down to move from one part to the next.

WHAT IS ON THE PAGE, TOP TO BOTTOM

1. **The top bar** — the All is Well logo (it opens the school website), your email and **Sign out**.
2. **Hi <your first name>** and four summary cards.
3. **Your programs** — one card per program you registered for, with dates, money and payment plan.
4. **My lessons** — class materials, assignments and quizzes (only once your class has lessons).
5. **My progress** — your attendance, skills check-offs, readiness checklist and certification exam.
6. **Payments** — the **Make a payment** button and every payment on file.
7. **Your details** — the contact details the school has for you, and **Request a change** to ask for a correction.
8. **The footer** — the school address and phone number.

WHERE THE INFORMATION COMES FROM

Programs, dates, tuition and payments come from Transition Enroll, the system you registered in. Lessons come from the Classes site, where your instructors post them. The portal only reads; it never changes your records.

If something looks wrong, call (940) 440-2923 or text (940) 312-5305. The school fixes the record and the portal shows the fix the next time you open it.

2 The number cards

The cards across the top of the page, left to right.

CARD	WHAT IT COUNTS
Programs	How many programs you have registered for, including any you dropped. The small line underneath says how many are active (still enrolled).
Next class	The start date of your next class that has not started yet, among the programs you are enrolled in. The line underneath is the program name. A dash means no upcoming class is on file — for example your class has already started.
Paid to date	Every successful payment on file, added up, across all your programs. The line underneath says how many payments that is. Payments that are pending or failed are not counted.
Next payment	The amount and date of your next payment plan installment. It is the first row with an amber Due tag in a Payment plan box; if more than one program has one, the earliest date is shown. The line underneath names the program. A dash and <i>Nothing due</i> means no installment is waiting to be paid.

3 We couldn't find a student record

Your sign-in **worked**, but the email you used is not on any registration in the school's system, so there is nothing to show.

WHAT TO DO

1. If you might have registered with a **different email**, tap **Sign out** at the top-right and sign in with that one.
2. Otherwise call the school at (940) 440-2923. They will link your email to your registration.

Staff who see this for a student: the email in the student list does not match a registration. Check the email in Transition Enroll.

4 Your programs

One card for every program you registered for, newest registration first.

PART OF THE CARD	WHAT IT MEANS
Program name	The program as it appears in the enrollment system, for example <i>Certified Nursing Assistant — 3 Week Hybrid Day</i> .
Enrolled / Dropped	Green Enrolled means you are in the class. Red Dropped means the registration was cancelled. A dropped program may show <i>Reason on file</i> at the bottom.
Class ... to ...	First and last day of your class. <i>Class dates to be confirmed</i> means the school has not set them yet.
Schedule	How the class runs, for example <i>Hybrid, Day</i> or <i>Evening</i> .
Orientation	The date of your orientation, when the class has one.
Registered	The day you registered.
Add to calendar	Under the dates, for a program you are enrolled in: Class starts , Class ends and Orientation each download a calendar file for that day. Only dates that have not passed yet have a link.
Tuition	The price of this program for you.
Paid	Successful payments recorded against this class.
Balance / Paid in full	Tuition minus Paid. It never shows below zero.

THE PAYMENT PLAN BOX

If you agreed a payment plan, each installment is one row: its date and amount on the left, and on the right a green **Paid** tag (with the date it was paid) or an amber **Due** tag.

The first **Due** row is your next payment; it is also shown on the **Next payment** card at the top. A **Due** row with a date still to come has an **Add to calendar** link that puts the payment date in your calendar.

5 My lessons

Your class materials, posted by your instructors on the Classes site. You only ever see lessons for the class you are enrolled in.

HOW IT IS LAID OUT

- A box for each class, with the class name and dates.
- Inside, lessons are grouped by **topic** — usually a day or a week, such as *Week 1 Monday*. Items with no topic are under *Other*.
- Each item has a letter in a square:

LETTER	TYPE	WHAT TO DO WITH IT
M	Material	Read or watch it. Often needed before class.
A	Assignment	Work to complete and hand in. The instructions say how and when.
Q	Quiz	A test. The link opens it.
?	Question	A question from your instructor to answer.

The purple links under an item are its **attachments**: files, videos, Google Docs, forms or websites. They open in a new tab.

THE NEW TAG

A small purple **New** tag after a title means the item was posted since the last time you opened the portal on this phone or computer. The tags stay while you keep the portal open and are gone the next time you visit. The very first time you open the portal on a device, nothing is marked New. Staff looking at your portal and the demo never show New tags.

WHY SOMETHING IS NOT THERE YET

Instructors can prepare items ahead of time and keep them hidden, or set a date before which an item stays hidden. You see an item as soon as it is posted and its date has arrived.

Nothing posted yet — check back soon means your class has a plan but nothing is visible yet.

6 Payments

Every payment on file for you in the enrollment system, newest first.

COLUMN	WHAT IT SHOWS
Date	The day the payment was made.
Amount	How much. A tag after the amount (for example <i>pending</i> or <i>failed</i>) means it was not completed.
Program	Which program it was for.
Method	How it was paid, for example card.
Receipt	Opens a Payment record for that payment: the school's name, address and phone, your name and email, the payment date, amount, program, method and a reference number. Print or save as PDF prints it or saves a copy. Only payments that went through have one.

THE MAKE A PAYMENT BUTTON

Opens the school's secure Chase checkout in a new tab. The button only appears when the school has its payment page switched on. Always type **your name and program** in the note so the school can match the payment to you.

A payment made with the button is matched by the school using your note, so it may take a little time to appear in this table and in your balance. Keep your Chase receipt until it does.

7 Your details

The contact details the school has on file for you: **Name, Email, Phone, City, Student since** (the day your student record was created) and **How you heard about us**.

To change something, use **Request a change** just below your details, or call the school at (940) 440-2923 or text (940) 312-5305.

For your protection the portal does not store Social Security numbers or ID documents.

8 My progress

What your instructors and the school have recorded about you so far, in four boxes. It only shows your own records. You can look but not change anything here.

BOX	WHAT IT MEANS
Attendance	The big number is your attendance rate : the sessions you were present for or made up, out of every session your instructor has marked. Sessions nobody has marked yet are not counted. Underneath: how many times you were Present , Absent , Tardy (late) and how many Make-up sessions you did, then your five most recent marks.
Skills check-offs	How many of the hands-on skills for your program you have passed in the lab, out of the full list. Tap See every skill for the list. Each skill is <i>Not attempted</i> , <i>Attempted</i> , <i>Needs improvement</i> or <i>Passed</i> .
Readiness checklist	The paperwork and steps the school needs before and during class: Application, Enrollment Agreement, ID, Background Check, Deposit, CPR Card, Documents, Clinical Clearance and LMS Access. Each is <i>Complete</i> , <i>Pending</i> , <i>Missing</i> , <i>Past due</i> or <i>Attention needed</i> .
Certification exam	Your state or national exam: the testing organisation, whether you are eligible , whether you are registered , the exam date and the result (<i>Pending</i> , <i>Passed</i> , <i>Not passed</i> or <i>Retest</i>).

WHEN A BOX SAYS NOTHING IS RECORDED YET

That is normal before or early in your class. Each box fills in as your instructor and the school record things. They are the same records the school looks at.

If something here looks wrong — for example you were in class but it says Absent — tell your instructor, or call (940) 440-2923.

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Request a change

Use this when your name, email, phone, address or anything else on your record is wrong or out of date.

1. In **What to change**, pick Name, Email, Phone, Address or Something else.
2. In **New value**, type what it should say.
3. Add a **Note** if the school needs to know more (optional).
4. Tap **Send request**. The request appears under **Your recent requests** as *Open*.

When the school has dealt with it, the request shows *Done* (your record is updated) or *Declined*, sometimes with a note from the school. Your details at the top update once the school changes the record.

You can send up to 5 requests a day. For anything urgent, call (940) 440-2923 or text (940) 312-5305.

If you change your **email**, keep using your old email to sign in until the school confirms the change.

Requests are switched off in the demo and in the staff view.

10

Step by step

Read one program card

1. Scroll to **Your programs**.
2. The heading is the program name. The tag next to it is **Enrolled** (green) or **Dropped** (red).
3. The first grey line gives the class start and end dates, the schedule (for example Hybrid or Day), your orientation date and the day you registered.
4. The second line gives **Tuition**, what you have **Paid** for this program, and your **Balance** — or a green **Paid in full** tag.
5. If you are on a payment plan, the **Payment plan** box lists each installment.

Pay the next installment

1. Look at the **Next payment** card at the top, or in the **Payment plan** box find the first row with an amber **Due** tag. Both show the same amount and date.
2. Scroll to **Payments** and tap **Make a payment**.
3. Pay that amount on the Chase page and put your name and program in the note.

Check a payment went through

1. Scroll to **Payments**.
2. Find the date and amount in the table.
3. An amount with no tag was received. An amount with a tag such as *pending* or *failed* did not go through (yet).
4. If a payment is missing, call the school with your receipt.

Put a date in your calendar

1. Scroll to **Your programs**.
2. Under the class dates, tap **Class starts**, **Class ends** or **Orientation** next to *Add to calendar*. For a payment, tap **Add to calendar** next to an amber **Due** tag.
3. A small calendar file downloads. On an iPhone tap **Add** (or open the download); on a computer open the file and it goes into Outlook or Apple Calendar. For Google Calendar, use **Import** in Google Calendar settings and pick the file.
4. The event is an all-day event with the school's address. Nothing is sent to the school.

Get a record of a payment

1. Scroll to **Payments**.
2. Tap **Receipt** at the end of the payment's row.
3. A **Payment record** opens with the school's details, your name and email, the date, amount, program, method and a reference number.
4. Tap **Print or save as PDF** to print it or keep a copy. Tap **Close** to go back.

Do an assignment

1. Scroll to **My lessons** and find the topic for the day.
2. Find the item with an **A** (assignment). Read the instructions under the title.
3. Tap the purple link to open the worksheet or form.
4. Hand it in the way the instructions say (in class, or through the form).

11 If something looks wrong

The Next class card shows a dash.

No enrolled class with a start date from today onward is on file. If your class has already started, that is normal. If you are waiting for a class, call the school to confirm your registration.

My balance looks too high.

Paid only counts successful payments recorded against that class in the enrollment system. A payment made another way, or one still being matched, may not be counted yet. Call the school with your receipt.

A program says Dropped but I am still in the class.

Call the school right away — the registration record needs to be corrected.

The Next payment card says Nothing due, but I still owe money.

The card only reads your payment plan. If you have a balance but no payment plan, or every installment is marked paid, it says *Nothing due*. Check the

Balance

on your program card and call the school to set up or correct your plan.

Add to calendar does nothing, or the file will not open.

The link downloads a small calendar file (it ends in `.ics`). Look in your Downloads and open it from there. Links only appear for dates that have not passed yet.

There is no Receipt link on a payment.

Receipts are only for payments that went through. A payment with a tag such as *pending* or *failed* has no receipt. If you think it went through, call the school.

I can't see My lessons at all.

My lessons appears once your class has a lesson plan. Until then there is nothing to show. If your class has started and it is still missing, tell your instructor.

12 Flip-book edition

The same subject as a page-turning flip-book. Opens in a new tab.

FLIP-BOOK

Quick tour

Page-turning edition. Opens in a new tab.

Demo mode — a sample student

See every part of the portal with made-up data, without signing in. Useful before you register and for staff showing someone what to expect.

1 What this page is for

WHAT DEMO MODE IS

Demo mode fills the portal with an invented student, **Maria Sample**, so anyone can see what a real portal looks like. It shows two programs (Certified Nursing Assistant and CPR / BLS Certification), a payment plan, three payments, a week of lessons and a set of contact details.

IS ANY REAL INFORMATION SHOWN?

No. In demo mode the page does not contact the school database at all. Every name, date and amount is written into the page itself. Links to files in the demo lessons do nothing.

HOW YOU KNOW YOU ARE IN THE DEMO

A **yellow bar** stays at the top of the screen the whole time: *Demo — sample student, sample data. No real student records are shown.*

The dates and money in the demo are examples only. They are not the real price or schedule of any program. For real dates and prices use the school website or call the school.

2 Step by step

Open the demo

1. Open the Student Portal sign-in screen.
2. Tap **See a demo** (the button with the eye).
3. Or add `?demo=1` to the end of the address, for example `all-is-well-student-portal.vercel.app/?demo=1`. Staff can send that link to someone.

Leave the demo

1. Tap **Exit demo** in the yellow bar.
2. The normal sign-in screen comes back.

3 If something looks wrong

I signed in but I still see Maria Sample.

You are still in demo mode. Tap

Exit demo

, then sign in with your email. If the address bar ends in `?demo=1`, remove that part.

Staff view — open a student's portal

For school staff. Find any student and see their portal exactly as they see it, to help them over the phone or at the front desk.

1 What this page is for

WHAT THIS SCREEN IS FOR

When a student calls with a question — *when does my class start?, how much do I still owe?, where is my assignment?* — staff open that student's portal and look at the same screen the student is looking at. There is nothing to edit here; it is a window, not a control panel.

THE STUDENT LIST

The list shows every student in the enrollment system who has an email address, sorted by last name, with their email and phone. The line under the title says how many students are on file.

- Type in the search box to narrow the list. It matches first name, last name or email, as you type.
- The list shows up to 200 matches at a time. If you do not see someone, type more of their name.
- Students with no email on file do not appear, because the portal finds records by email.

THE PURPLE BAR AT THE TOP

While you are signed in as staff a purple bar stays at the top. On the list it reads *Staff view — choose a student* with your email and a **Sign out** button. Inside a student's portal it reads *Staff view — you are looking at <name>'s portal* with a **Back to student list** button.

STAFF SEE EXACTLY WHAT THE STUDENT SEES

Staff are allowed to read draft lessons in the database, but the portal hides them again here, so the staff view matches the student's view item for item. If a lesson is missing for the student, it is missing for you too — fix it on the Classes site.

Names, emails and phone numbers on this screen are confidential. Do not turn the screen toward other students or share screenshots.

2 The purple staff bar

This bar only appears for staff. It reminds you that you are looking at someone else's portal.

- **Back to student list** reloads the page and takes you back to the list.
- **Sign out** (on the list screen) ends your staff session.

You cannot change anything in a student's portal. Every change to dates, payments or lessons is made in Transition Enroll or on the Classes site.

3 Step by step

Help a student on the phone

1. Sign in with **Staff sign-in** on the sign-in screen.
2. Type part of the student's name or email in **Search by name or email**.
3. Click **Open portal** on their row.
4. The student's portal opens with the purple staff bar at the top. Walk them through the same screen they see.
5. When you are finished, click **Back to student list**.

Check why a student cannot see their lessons

1. Open the student's portal from the list.
2. If **My lessons** is missing, the student has no enrolled class with a lesson plan attached. Open the Classes site and attach the plan to their cohort.
3. If **My lessons** shows *Nothing posted yet*, the plan is attached but every item is still a draft or has a future *not before* date. Change the items to posted on the Classes site.
4. Reload the student list and open the portal again to confirm.

Sign out

1. On the student list, click **Sign out** in the purple bar.
2. Inside a student's portal you can also use **Sign out** at the top-right.

4 If something looks wrong

I signed in as staff but I see a single record, not the list.

Your email is not on the staff list. Ask Edmund to add it.

I opened a student and see "We couldn't find a student record".

Their email in the list does not match any registration. Check the email in Transition Enroll; it may have a typo or a second address.