



ALL IS WELL HEALTH CARE ACADEMY

Student Portal complete training manual

Every screen, every button and every message, with pictures and numbered steps — for students, and for the staff who help them.

For students and staff · all-is-well-student-portal.vercel.app

Pictures use an invented student (Maria Sample). No real records are shown.

Edition of September 28, 2026 · 22 chapters · 77 pages

Contents

Parts 1 and 2 are for everyone. Part 3 is for school staff. Part 4 is for looking things up.

GETTING STARTED

- | | | |
|----------|--|-----------|
| 1 | About this manual | 4 |
| | Who this manual is for, how it is laid out, and how to read the pictures. | |
| 2 | The Student Portal at a glance | 6 |
| | What the portal is, what you need to use it, where the information comes from and how your privacy is protected. | |
| 3 | Signing in | 10 |
| | The sign-in screen, the emailed link, and exactly what to do the first time and every time after. | |

USING YOUR PORTAL

- | | | |
|-----------|--|-----------|
| 4 | Your summary cards | 17 |
| | The greeting and the four cards at the top: Programs, Next class, Paid to date and Next payment — what each counts and how. | |
| 5 | Your programs | 21 |
| | Reading a program card line by line: status, dates, calendar links, tuition, balance and your payment plan. | |
| 6 | Add to calendar | 24 |
| | Put your class start and end, your orientation and each payment date into the calendar on your phone or computer. | |
| 7 | My lessons | 27 |
| | Your class materials, assignments, quizzes and questions: how they are arranged, how to open them, what the New tag means, and why something might not be there yet. | |
| 8 | My progress | 32 |
| | Your attendance, skills check-offs, readiness checklist and certification exam, as the school has recorded them. | |
| 9 | Payments | 38 |
| | The payment history table, the Make a payment button, what the tags on a payment mean, and how to print a payment record. | |
| 10 | Your details and the footer | 42 |
| | The contact details the school has for you, how to get them changed, and what to do if your record cannot be found. | |
| 11 | Request a change | 44 |
| | Ask the school to correct your name, email, phone, address or anything else, and see its answer in the portal. | |
| 12 | Signing out and staying safe | 49 |
| | How to sign out, and simple habits that keep your records private. | |

13	Using the portal on a phone	50
	The portal works on any phone. Here is what changes on a small screen.	
14	Demo mode	53
	See every part of the portal with made-up data — before you register, or to show someone what to expect.	
15	Getting help inside the portal	55
	The ? buttons, the Help button, the explanation pop-up with its short videos, and the online manual.	
FOR STAFF		
16	Staff sign-in	59
	How staff get into the portal with a password instead of an emailed link.	
17	The student list and the staff view	62
	Finding a student, opening their portal, and getting back.	
18	Answering change requests	65
	How a student's Request a change reaches the Leadership Dashboard, and how to mark it Done or Declined.	
19	Helping a student: call scripts	68
	Step-by-step answers to the calls the front desk gets most.	
HELP AND REFERENCE		
20	Every message, explained	71
	An A-to-Z of every message the portal can show, what caused it and what to do.	
21	Glossary	75
	Plain meanings of the words used in the portal and in this manual.	
22	Quick reference card	77
	The most common tasks on one page. Print it and keep it by the phone.	

About this manual

Who this manual is for, how it is laid out, and how to read the pictures.

Who this manual is for

This manual explains every part of the **All is Well Student Portal**, one screen at a time, with a picture of each screen and numbered steps for every task. It is written for two groups of readers:

READER	READ THESE PARTS
Students — anyone registered for an All is Well program	Part 1 <i>Getting started</i> , Part 2 <i>Using your portal</i> and Part 4 <i>Help and reference</i> .
School staff — front desk, admissions, instructors, the director	Everything, and especially Part 3 <i>For staff</i> , which shows how to open any student's portal to help them over the phone and how to answer their change requests.

How the manual is laid out

- **One chapter per job.** Each chapter starts on a new page with a purple heading, so you can print just the chapter you need.
- **Pictures of the real screens.** Every screen in the portal appears as a figure.
- **Numbered pink circles.** A pink circle with a number points at one part of the screen. The list under the picture says what each number is.
- **Numbered steps.** Tasks are written as purple numbered steps. A green *Result* line tells you what you should see after a step, so you know it worked.
- **Boxes.** Coloured boxes mark a **Note** (useful to know), a **Tip** (a faster way), a **Careful** (a common mistake) or an **Important** (something that affects privacy or money).

Words written in a special way

LOOKS LIKE	MEANS
	A button or link you press or tap.
	A white button with a purple outline.
Your programs	A heading or label you will see on the screen.

Check your email.

A message the portal shows you, word for word.

all-is-well-student-portal.vercel.app

Something you type, such as a web address.

About the example student

All the pictures use an **invented student called Maria Sample** (maria.sample@example.com) and invented classmates. None of them are real people and none of the dates, amounts or phone numbers are real records. Your own portal will look the same but show your own information. The dates in the pictures are examples, so they may not match the dates written in the text.

Note. The same explanations are built into the portal itself. Every heading has a small ? button that shows the short version of the chapter for that part of the screen, often with a short video (Chapter 15).

The Student Portal at a glance

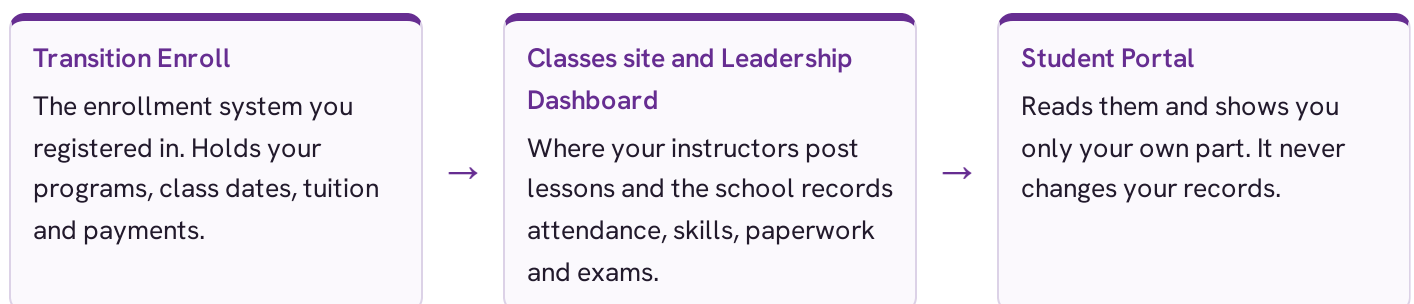
What the portal is, what you need to use it, where the information comes from and how your privacy is protected.

What the portal is

The Student Portal is a private web page that shows **one student their own school records**, all in one place:

- the programs you registered for, and whether you are enrolled;
- your class start date, end date and orientation date, with links to put them in your calendar;
- your tuition, what you have paid, what is left, and your next payment;
- your payment plan, installment by installment;
- your class materials, assignments and quizzes, with a **New** tag on anything posted since your last visit;
- your progress: attendance, skills check-offs, readiness checklist and certification exam;
- every payment the school has on file for you, with a printable payment record;
- the contact details the school has for you, and a form to ask for a change.

Where the information comes from



The portal only **reads** your records, so you cannot break anything by pressing buttons in it. The one thing you can send is a **change request** (Chapter 11): it goes to the school, and the school decides and updates the record. If something is wrong, the record behind it is wrong: the school fixes the record and the portal shows the fix the next time you open it.

What you need

YOU NEED	WHY
----------	-----

The email address you registered with	The portal finds your records by that email. It is also where your sign-in link is sent.
Access to that email inbox on the device you are using	You sign in by tapping a link in an email. No password.
A phone, tablet or computer with an up-to-date web browser	Safari, Chrome, Edge or Firefox all work. There is no app to install.
An internet connection	Your records are read live each time you open the page.

Where to find it

Type `all-is-well-student-portal.vercel.app` into your browser's address bar. Bookmark it, or on a phone use **Share** → **Add to Home Screen**, so it is one tap away next time.

A map of the page

After you sign in, everything is on **one long page**. Scroll down to move from part to part:

The screenshot shows the top of the All is Well Student Portal. At the top, there is a navigation bar with the All is Well logo (1), the text 'All is Well Student Portal', the user's email 'maria.sample@example.com' (2), and a 'Sign out' button (3). Below the navigation bar, a greeting 'Hi Maria.' (4) is displayed. A message states: 'Everything below comes from your enrollment records. If something looks wrong, tell the school and we'll fix it.' Below this message are four summary cards: 'PROGRAMS' (5) showing 3 active programs, 'NEXT CLASS' (6) showing the start date 'October 11, 2026' for 'Certified Nursing Assistant — 3 Week Hybrid Day', 'PAID TO DATE' (7) showing '\$950.00' for 3 payments, and 'NEXT PAYMENT' (8) showing '\$400.00' due on 'October 15, 2026' for the same program. Below these cards is a section titled 'Your programs' (9) which lists the 'Certified Nursing Assistant — 3 Week Hybrid Day' program as 'Enrolled'. It provides class dates (October 11, 2026 to October 29, 2026), orientation date (October 8, 2026), registration date (September 7, 2026), and links to 'Add to calendar' (Class starts, Class ends, Orientation). It also shows tuition (\$1,200.00), paid amount (\$800.00), and balance (\$400.00). A 'Payment plan' section lists two payments: 'September 7, 2026 · \$400.00' (Paid 2026-09-07) and 'September 25, 2026 · \$400.00' (Paid 2026-09-25).

Figure 1. The top of the portal after signing in (sample student Maria Sample).

- 1 The All is Well logo. Tapping it opens the school website.
- 2 The email you are signed in with.
- 3 **Sign out**.
- 4 The greeting, with your first name.
- 5 **Programs** card — how many programs you registered for.
- 6 **Next class** card — the start date of your next class.
- 7 **Paid to date** card — everything you have paid so far.
- 8 **Next payment** card — the amount and date of your next installment.

ORDER ON THE PAGE	SECTION	CHAPTER
1	Greeting and four summary cards	Chapter 4
2	Your programs , with <i>Add to calendar</i> links	Chapter 5, Chapter 6
3	My lessons	Chapter 7
4	My progress	Chapter 8
5	Payments , with a <i>Receipt</i> on each payment	Chapter 9
6	Your details , with <i>Request a change</i>	Chapter 10, Chapter 11

How your privacy is protected

- **The database checks who you are.** It only hands the page rows that match the email you signed in with. Even a changed copy of the page could not show another student.
- **No passwords to steal.** Students sign in with a one-time link that expires after an hour.
- **No sensitive documents.** The portal does not store Social Security numbers or ID documents.
- **Change requests are yours only.** You can only send requests for the email you signed in with, and only you and the school staff can read them.
- **Access is logged.**

Signing in

The sign-in screen, the emailed link, and exactly what to do the first time and every time after.

The sign-in screen

This is the first thing everyone sees. There is no password: you type your email and the portal emails you a link.

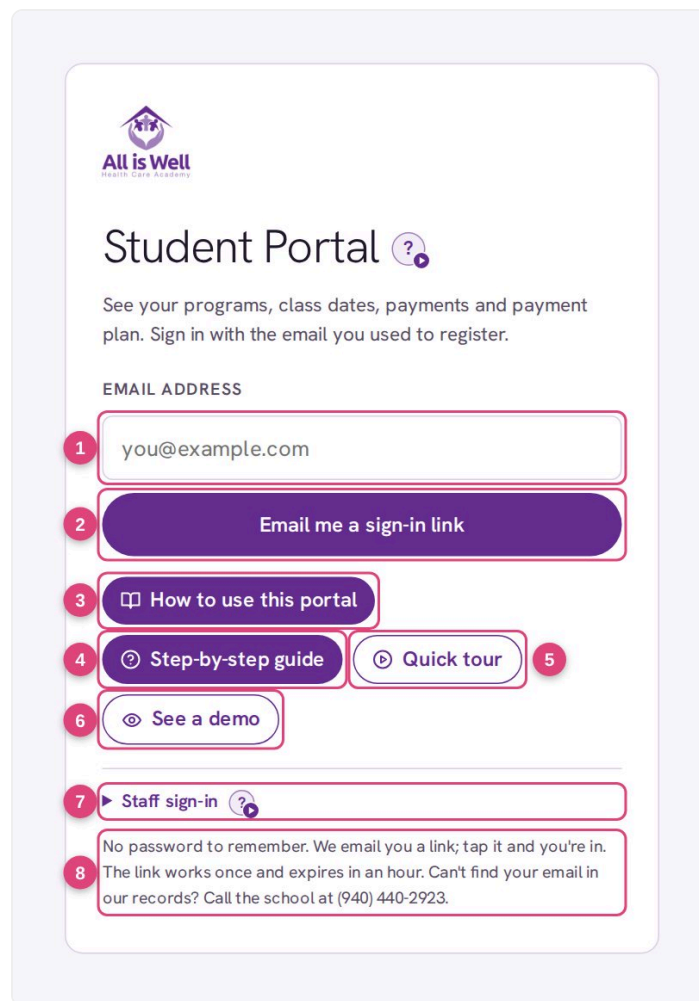


Figure 2. The sign-in screen.

- | | |
|---|--|
| <p>1 Email address box — type the email you registered with.</p> <p>2 Email me a sign-in link — sends the link.</p> <p>3 How to use this portal (book picture) — a page-turning flip-book guide to the portal (opens a new tab).</p> <p>4 Step-by-step guide (question-mark picture) — the online manual (opens a new tab).</p> | <p>5 Quick tour (play picture) — a short flip-book walk-through (opens a new tab).</p> <p>6 See a demo (eye picture) — the portal with a made-up student (Chapter 14).</p> <p>7 Staff sign-in — for school staff only (Chapter 16).</p> <p>8 Reminder of how the link works, and the school's phone number.</p> |
|---|--|

Sign in for the first time

1 Open `all-is-well-student-portal.vercel.app` on the phone or computer you want to use.

2 Tap in the **Email address** box (1).

3 Type the **same email you used when you registered** for your program. Check it for typos.

4 Tap **Email me a sign-in link** (2).

Result: The button briefly says , then a message appears under it (see the next picture).

5 Open your email **on the same device**. Look for the sign-in email the portal just sent. It can take a minute. Check **Spam**, **Junk** and **Promotions** too.

6 Open the email and tap the sign-in link.

Result: The portal opens and greets you with **Hi** and your first name.

Figure 3. After pressing the button, the portal confirms which address it sent the link to.

- 1 Check your email. We sent a sign-in link to ... It can take a minute to arrive — look in spam if you don't see it. Read the address in this message: if it is wrong, type it again.

The rules of the sign-in link

RULE	WHAT IT MEANS FOR YOU
It works once	After you tap it, the same link cannot be used again. Ask for a new one next time.
It expires after one hour	If you come back later, just ask for a new link.
The newest link wins	If you ask twice, use the most recent email. Older links stop working.
It signs in the device that opens it	Tap it on your phone and your phone is signed in, not your computer.

Staying signed in

Once you are in, the browser remembers you. Next time you open the portal on the same device and browser, it goes straight to your records — until you press **Sign out** or clear your browser's data.

Careful. On a shared or public computer (a library, a friend's laptop) always press **Sign out** when you finish (Chapter 12).

Get a new link (expired, used, or never arrived)

- 1 Go back to the portal sign-in screen.
- 2 Type your email again and tap **Email me a sign-in link**.
- 3 Open the **newest** sign-in email and tap its link.

Messages you may see on this screen

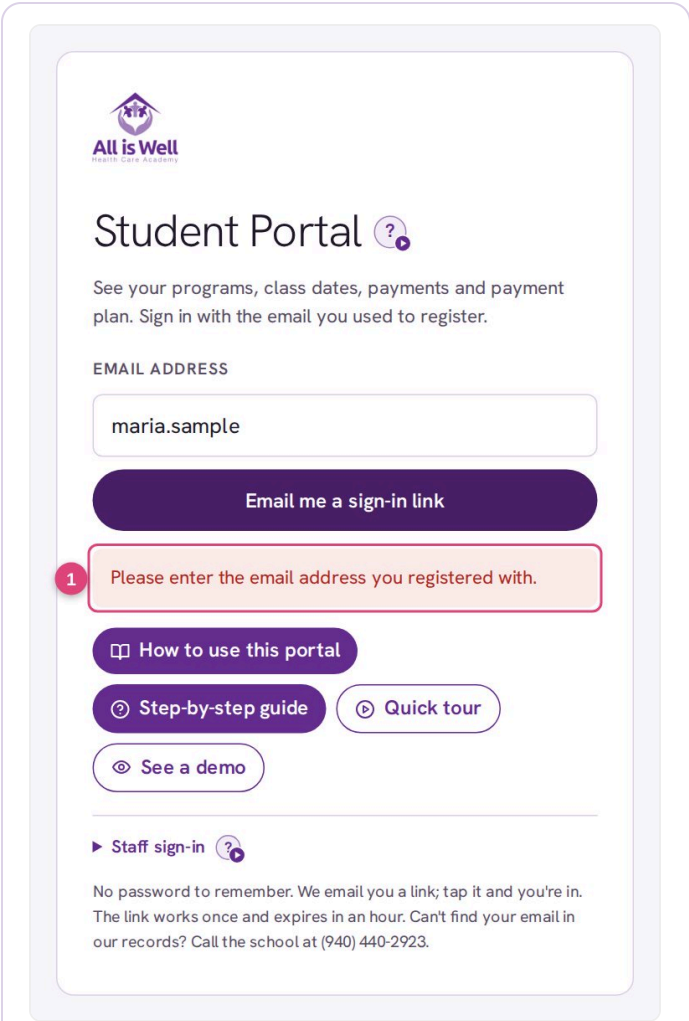


Figure 4. The address is incomplete.

- 1
- Please enter the email address you registered with. The box was empty or the address was missing an @ or a dot. Fix it and try again.

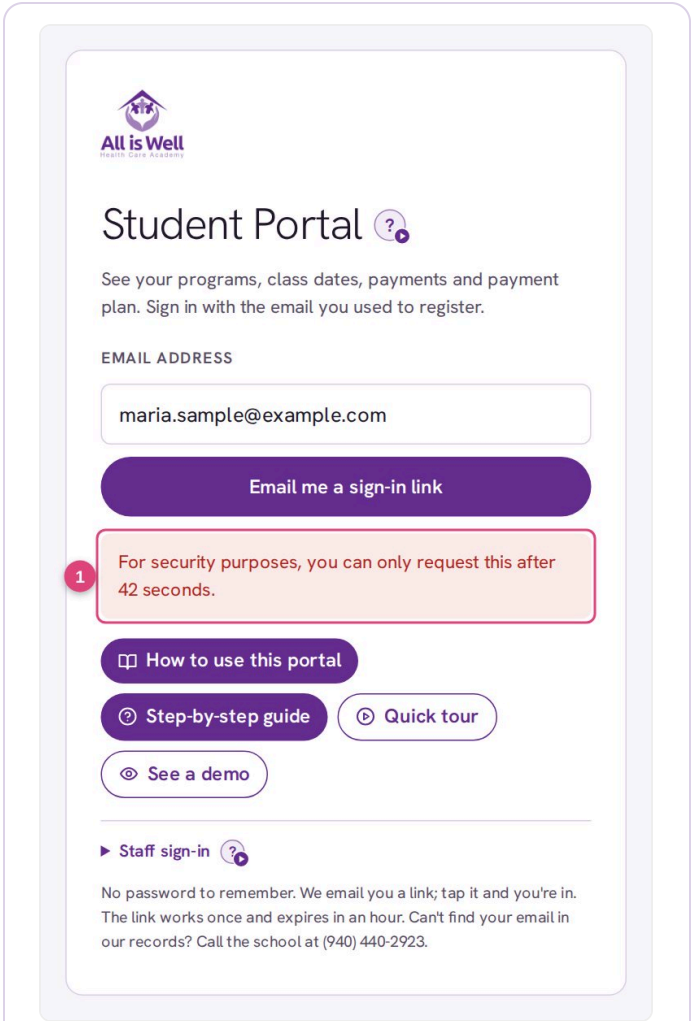


Figure 5. Too many links asked for in a short time.

- 1
- A message asking you to wait a number of seconds. This limit stops strangers flooding your inbox. Wait, then press the button once.

MESSAGE	WHAT HAPPENED	WHAT TO DO
Please enter the email address you registered with.	The box is empty or not a full email address.	Type the full address, e.g. name@gmail.com.
Check your email. We sent a sign-in link to ...	Success. The link is on its way.	Open your email on this device.

A message asking you to wait	You asked for links too quickly.	Wait the time shown, then ask once.
We could not send the link. Please try again in a minute.	The email could not be sent just then.	Try again in a minute. If it keeps happening, call (940) 440-2923.
The portal is not configured yet. Please call the school.	The page could not load its connection to the school records.	Reload. Try another browser. If it stays, call the school.

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

The link had already been used, was more than an hour old, or a newer link was sent after it. Ask for a new link and tap the one in the newest email.

I signed in but it says it could not find my record.

You signed in with an email that is not on your registration. See **We couldn't find a student record** in Chapter 10.

Your summary cards

The greeting and the four cards at the top: Programs, Next class, Paid to date and Next payment — what each counts and how.

Right under **Hi <your name>** are four cards, two by two (one under another on a phone). They are the quickest answer to the questions students ask most.

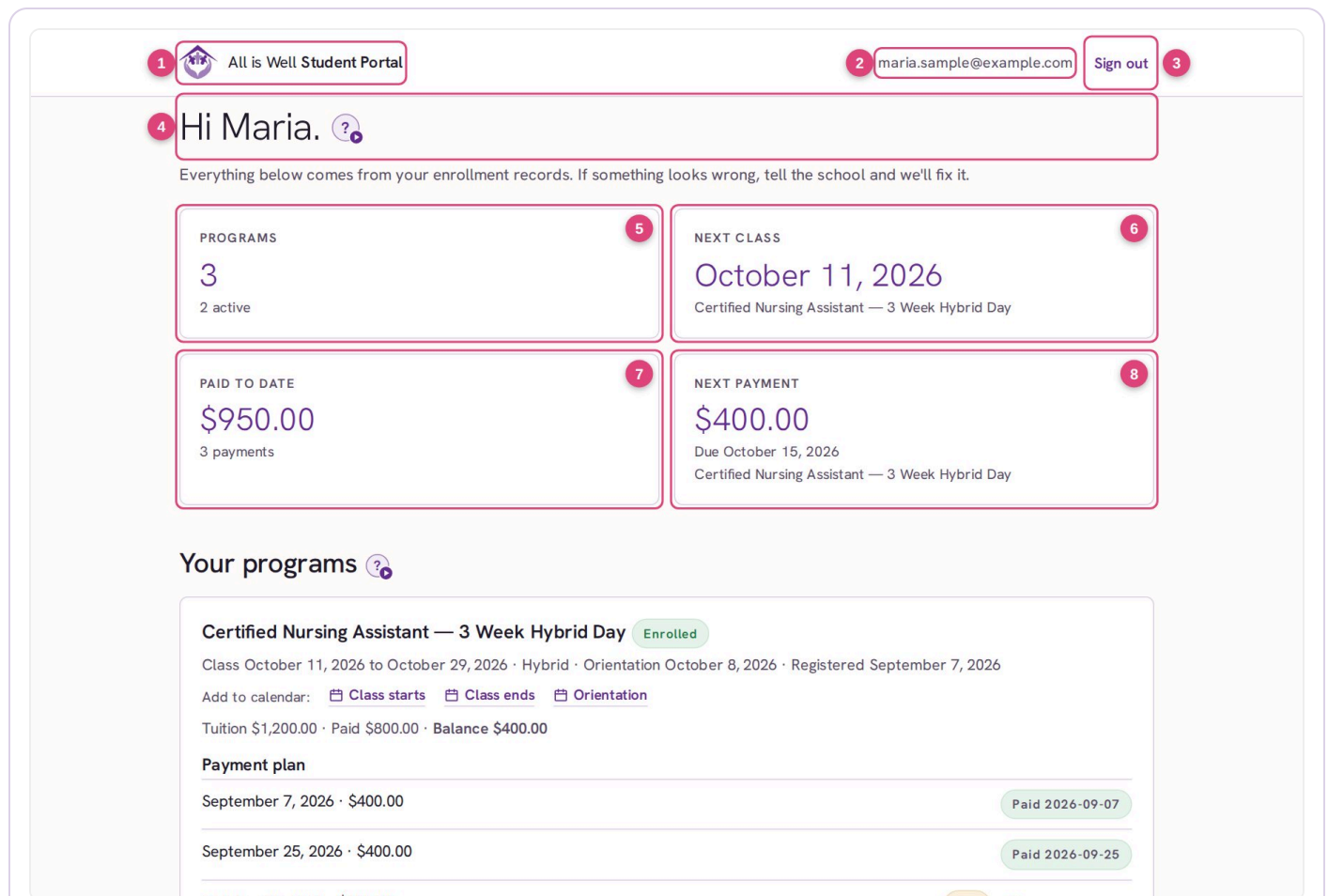


Figure 6. The four summary cards (5, 6, 7 and 8).

- 4** Greeting with your first name, as it is on your registration.
- 5** **Programs:** the big number is every program you registered for; the small line says how many are active.
- 6** **Next class:** the start date of your next class; the small line is the program.
- 7** **Paid to date:** all successful payments added up; the small line is how many payments.
- 8** **Next payment:** the amount of your next installment; underneath, the date it is due and the program.

Programs

The big number counts **every registration** on file for you — including any you dropped. The small line underneath, for example *2 active*, counts only the ones where you are still **Enrolled**.

Example: Maria registered for three programs and dropped one, so the card shows **3** with *2 active* underneath.

Next class

The portal looks at the classes you are **enrolled in**, keeps only the ones starting **today or later**, and shows the earliest. The line underneath names the program.

WHAT YOU SEE	WHY
A date, e.g. October 6, 2026	Your next class starts that day.
A dash (—) and <i>No upcoming class on file</i>	None of your enrolled classes starts today or later. Normal once your class has started. If you are waiting to start, call (940) 440-2923.

Paid to date

Every payment on file with a **successful** status, added up across all your programs. Payments that failed or are still pending are **not** counted. The small line says how many successful payments that is.

Example: Maria's payments are \$400 + \$400 + \$150 = **\$950.00** from *3 payments*. Her Payments table also shows one failed \$400 payment — it is not counted.

Note. Paid to date is across **all** programs. To see what you owe on **one** program, look at that program's card (Chapter 5).

Next payment

The **Next payment** card saves you looking through your payment plans. For every program you are **enrolled in**, the portal finds the **first installment that is not marked paid** — the first amber **Due** row in that program's **Payment plan** box (Chapter 5). If more than one program has one, the card shows the one with the **earliest date**.

NEXT PAYMENT
 \$400.00
 Due October 15, 2026
 Certified Nursing Assistant — 3 Week Hybrid Day

Figure 7. The Next payment card.

- 1 The card's name.
- 2 The amount to pay.
- 3 Due and the date, exactly as it is written in your payment plan; then the program it is for.

NEXT PAYMENT
 —
 Nothing due

Figure 8. When no installment is waiting to be paid.

- 1 A dash (—), with Nothing due underneath.

WHAT YOU SEE	WHY
An amount, Due and a date	That is your next installment. Pay it by that date (Chapter 9).
A dash (—) and Nothing due	Every installment on your enrolled programs is marked paid, or you have no payment plan. Dropped programs are not counted.

Check your next payment in one look

- 1 Sign in. The four cards are at the top.
- 2 Read the **Next payment** card: the amount, the due date and the program.
Result: In the sample picture: \$400.00, due on the date shown, for Certified Nursing Assistant.
- 3 To put the date in your calendar, find the same row in the program's **Payment plan** box and tap **Add to calendar** (Chapter 6).
- 4 To pay it, see Chapter 9.

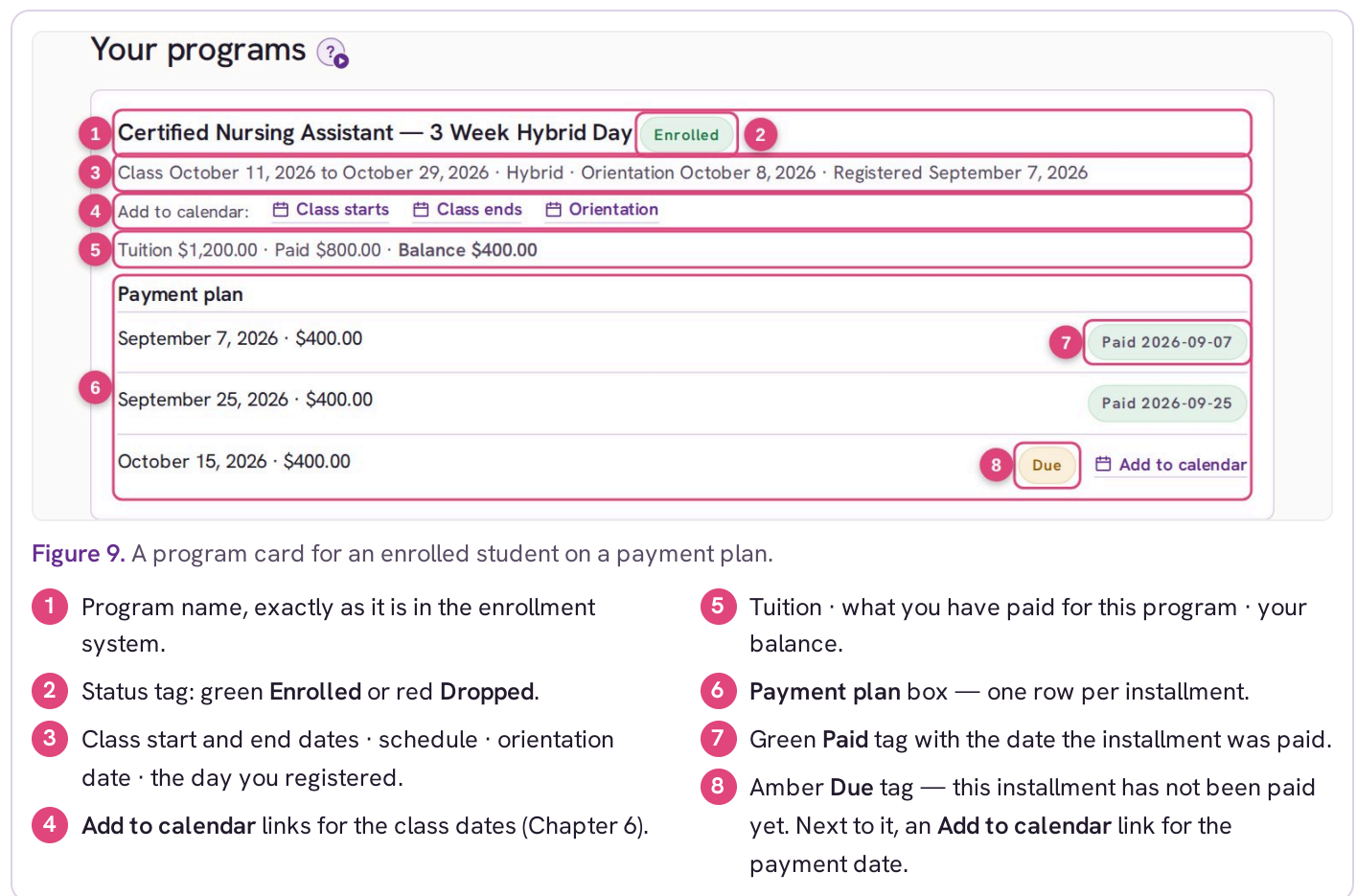
The Next payment card says *Nothing due*, but I still owe money.

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 (940) 440-2923 to set up or correct your plan.

Your programs

Reading a program card line by line: status, dates, calendar links, tuition, balance and your payment plan.

The **Your programs** section has one card for every program you registered for, the **newest registration** first.



Line 1 — dates and schedule

PART	MEANING
Class October 6, 2026 to October 24, 2026	First and last day of your class. If the school has not set them yet you see <i>Class dates to be confirmed</i> .
Hybrid, Day, Evening...	How your class runs.
Orientation ...	Your orientation date, when your class has one. Only shown if one is set.

Registered ...

The day you registered.

Line 2 — Add to calendar

For a program you are **enrolled** in, the line **Add to calendar:** has a link for each date that has not passed yet: **Class starts**, **Class ends** and **Orientation**. Each one puts that day in your phone or computer calendar. Chapter 6 explains how.

Line 3 — the money

PART	MEANING
Tuition	The price of this program for you.
Paid	Successful payments recorded against this class only.
Balance	Tuition minus Paid. It never shows less than zero.
Green Paid in full tag	Shown instead of a balance when nothing is left to pay.

Worked example (the card in the picture above): Tuition \$1,200.00 – Paid \$800.00 = **Balance \$400.00**.

The payment plan box

Only shown if you agreed a payment plan. Each row is one installment: its **date and amount** on the left and a tag on the right. A **Due** row whose date has not passed also has an **Add to calendar** link.

Find out when your next payment is due and how much

- 1 Look at the **Next payment** card at the top (Chapter 4). It already shows the answer.
- 2 For the details, scroll to **Your programs** and find the program.
- 3 In the **Payment plan** box, go down the rows to the **first amber Due tag**.
- 4 The date and amount on that row are your next installment.
Result: In the picture above: **\$400.00**, on the date in the Due row. The Next payment card shows the same.
- 5 To pay it, see Chapter 9.

Other things you may see on a card

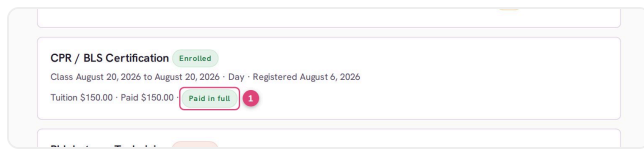


Figure 10. A program with nothing left to pay.

- 1 Paid in full** replaces the balance.

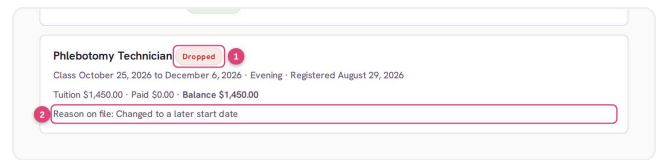


Figure 11. A dropped registration.

- 1 Red Dropped tag.**
- 2 Reason on file,** when the school recorded one.

A dropped program has no **Add to calendar** links, and its plan does not count for the **Next payment** card.

A program shows Dropped but I am still coming to class.

Call the school right away on **(940) 440-2923**. The registration record needs correcting.

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 the school is still matching, may not be counted yet. Keep your receipt and call **(940) 440-2923**.

I see “No registrations on file yet.”

Your student record exists but has no registration attached. Call the school.

Add to calendar

Put your class start and end, your orientation and each payment date into the calendar on your phone or computer.

The portal can put your important dates into your own calendar, so your phone reminds you. Each **Add to calendar** link downloads a small **calendar file** for one day. Your phone or computer opens it and adds the event.

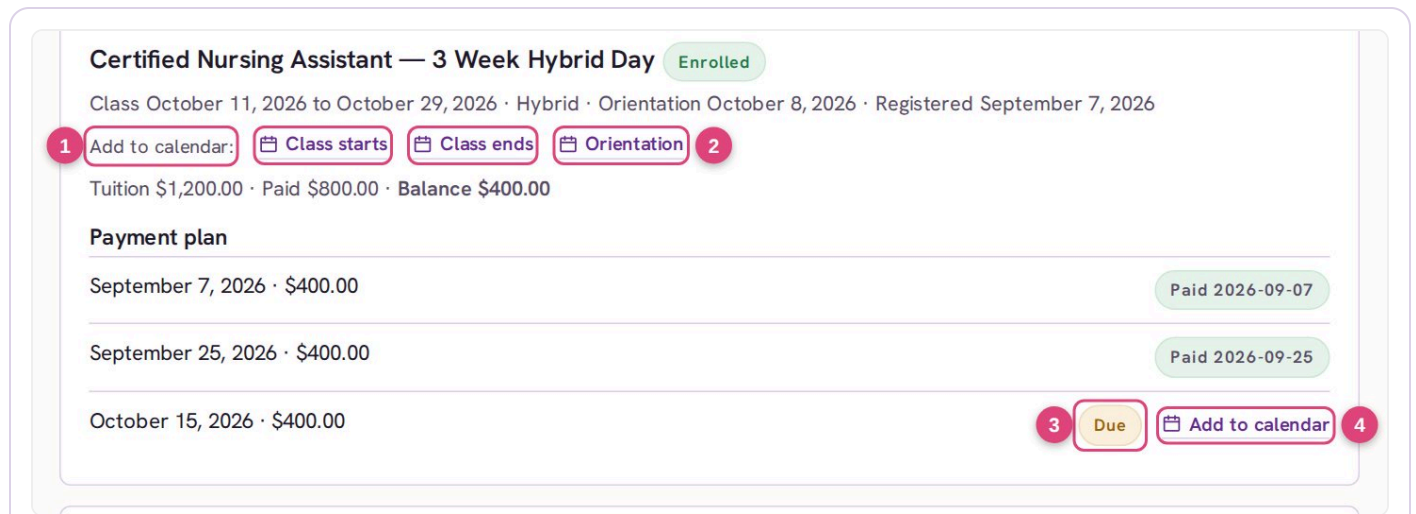


Figure 12. The Add to calendar links on a program card.

- 1 Add to calendar:** — the start of the line of links under the class dates.
- 2 Class starts**, **Class ends** and **Orientation** — one link for each date.
- 3 An amber Due** installment in the payment plan.
- 4 Add to calendar** next to it — puts that payment date in your calendar.

Which dates have a link

LINK	WHERE	SHOWN WHEN
Class starts	Under the class dates	You are enrolled and the first day of class is today or later.
Class ends	Under the class dates	You are enrolled and the last day of class is today or later.
Orientation	Under the class dates	You are enrolled, your class has an orientation date, and it is today or later.

Add to
calendar

Next to an amber **Due** tag in the
payment plan

The installment is not paid and its date is today or later.

Dates that have already gone have no link. A dropped program has no links at all.

What goes into your calendar

PART OF THE EVENT	WHAT IT SAYS
Title	For a class date, for example <i>All is Well — Certified Nursing Assistant class starts</i> . For a payment, for example <i>All is Well — payment of \$400.00 due (Certified Nursing Assistant)</i> .
Day	An all-day event on that date. It does not block time in your day.
Place	All is Well Health Care Academy, 800 W. Eldorado Parkway Ste. 106, Little Elm, TX 75068.
Notes	The full program name and what the day is. A payment adds: <i>Pay in the Student Portal under Payments, or call the school at (940) 440-2923.</i>

The file is named after the event and the date, for example `all-is-well-certified-nursing-assistant-class-starts-2026-10-11.ics`. Files that end in `.ics` are the standard calendar files every calendar app understands.

Add your class start date to your calendar

- 1 Scroll to **Your programs** and find the program you are enrolled in.
- 2 On the line **Add to calendar:**, tap **Class starts**.
Result: A calendar file downloads.
- 3 **iPhone or iPad:** tap **Add** when the calendar event appears, or open the download and tap **Add**.
Result: The event is in your Calendar app.
- 4 **Computer:** open the downloaded file. It opens in Outlook, Apple Calendar or your usual calendar; save the event.
- 5 **Google Calendar:** open Google Calendar on a computer, go to **Settings**, then **Import**, and pick the file.
- 6 Repeat for **Class ends** and **Orientation** if you want those too.

Get a reminder for a payment

1 In the program's **Payment plan** box, find the amber **Due** row.

2 Tap **Add to calendar** next to it.

Result: A calendar file downloads.

3 Open it and add the event, as above.

Result: The payment date and amount are in your calendar.

Note. The file is made on your own phone or computer. Nothing is sent to the school and nothing about you is shared with anyone.

Careful. A calendar event is a copy. If the school changes your class date or payment plan, the event in your calendar does **not** change. Check the portal, delete the old event and add the new date again.

I tapped Add to calendar and nothing happened.

Look in your **Downloads**: the file ends in **.ics**. Open it from there. On some Android phones, open the file from the notification or the Files app and choose your calendar app.

There is no Add to calendar link for my class.

The date has already passed, the class has no dates yet (*Class dates to be confirmed*), or the registration is not enrolled.

My lessons

Your class materials, assignments, quizzes and questions: how they are arranged, how to open them, what the New tag means, and why something might not be there yet.

My lessons shows what your instructors have posted for the class you are enrolled in. You never see another class's lessons.

1 Certified Nursing Assistant — Oct 6, 2026

2 October 11, 2026 to October 29, 2026

3 Before your first day

4 **M** **5** **Welcome and course outline** **6**

Read before your first day. Bring a photo ID and wear navy scrubs and closed-toe shoes.

7 Course outline.pdf

A **Student information form**

Fill in the form before orientation so we can set up your clinical placement.

Student information form

Week 1 Monday

M **Skills lab safety**

Watch the short video, then read the checklist. We will practise hand hygiene first thing.

Lab walkthrough (video) Safety checklist.pdf

? **Why does a nursing assistant check the call light?**

Answer in two or three sentences in class.

Week 1 Wednesday

A **Chapter 1 questions**

Answer questions 1 to 12 on the worksheet. Hand in at the start of class on Wednesday.

Figure 13. The top of the My lessons section.

- | | |
|--|--|
| 1 Your class's lesson plan name. | 5 The item's title . |
| 2 Class start and end dates. | 6 The instructions from your instructor. |
| 3 A topic — usually a day or a week. | 7 An attachment — tap to open it in a new tab. |
| 4 The type letter : M, A, Q or ?. | |

The four types of item

LETTER	TYPE	WHAT TO DO WITH IT
M	Material	Read or watch it. Often needed before class.
A	Assignment	Complete it and hand it in the way the instructions say, by the time they say.
Q	Quiz	A test. The link opens it. Read the instructions first — some quizzes can only be retaken once.
?	Question	A question from your instructor to answer, in class or as the instructions say.

Attachments

The purple links under an item are its attachments: PDFs, Google Docs, Google Forms, YouTube videos or web pages. Each one opens in a **new tab**, so the portal stays open in the old one.

Tip. On a phone, a new tab may open on top. Use your browser's tab button or the back arrow to get back to the portal.

Open a material and do an assignment

- 1 Scroll to **My lessons**.
- 2 Find today's topic, for example *Week 1 Wednesday*.
- 3 For an **M** item, read the instructions and tap each purple link to open the material.
- 4 For an **A** item, read the instructions carefully — they say what to hand in and when.
- 5 Tap the worksheet or form link, complete it, and hand it in as the instructions say (in class, or by submitting the form).

Result: A Google Form shows its own confirmation when submitted.

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**. It is the quickest way to see what your instructor has added.

Week 1 Wednesday

A

Chapter 1 questions

NEW

1

Answer questions 1 to 12 on the worksheet. Hand in at the start of class on Wednesday.

Chapter 1 worksheet

Other

M

State exam handbook

NEW

2

The official candidate handbook for the state competency exam.

Candidate handbook

Figure 14. Two items posted since the student's last visit.

1 New on an assignment in its topic.

2 New on a material in the **Other** group.

RULE	WHAT IT MEANS FOR YOU
It counts from your last visit on this device	The portal remembers when you last opened it on this phone or computer. Items that appeared after that are marked New.
The tags stay while you keep the browser open	Reloading the page does not wipe them. The next time you come back, only items posted since then are New.
First visit on a device: no tags	The portal has nothing to compare with yet, so nothing is marked New. A new phone or browser starts again.
An item with a future date	It is marked New from the day it appears for you.
Staff view and demo	Never show New tags. Staff opening your portal does not change your last visit.

Items with no topic

1 Other

M State exam handbook

The official candidate handbook for the state competency exam.

Candidate handbook

Figure 15. Items your instructor did not put under a topic are collected at the bottom.

1 The **Other** group.

When lessons are not there yet

Instructors often prepare items ahead of time and keep them hidden, or set a date before which an item stays hidden. **An item appears as soon as it is posted and its date has arrived** — you do not need to do anything.

CPR / BLS — one-day class
August 20, 2026 to August 20, 2026

1 Nothing posted yet — check back soon.

Figure 16. Your class has a plan, but nothing is visible yet.

1 Nothing posted yet — check back soon.

My lessons

1 Your class materials will appear here once your instructor posts them.

Figure 17. You are enrolled, but your class has no lesson plan yet.

1 Your class materials will appear here once your instructor posts them.

WHAT YOU SEE	MEANING
No My lessons section at all	You have no enrolled class with lessons, or no enrolled class at all.
Your class materials will appear here once your instructor posts them.	You are enrolled but your class does not have a lesson plan yet.
Nothing posted yet — check back soon.	Your class has a plan but nothing in it is visible yet.
A quiz you were told about is missing	It may be set to appear on a later date. Check again on the day.

A link asks me to “request access”.

The file has not been shared for students to open. Tell your instructor which item and link it is.

My class has started and My lessons is still missing.

Tell your instructor. Staff can check exactly what you see (Chapter 19).

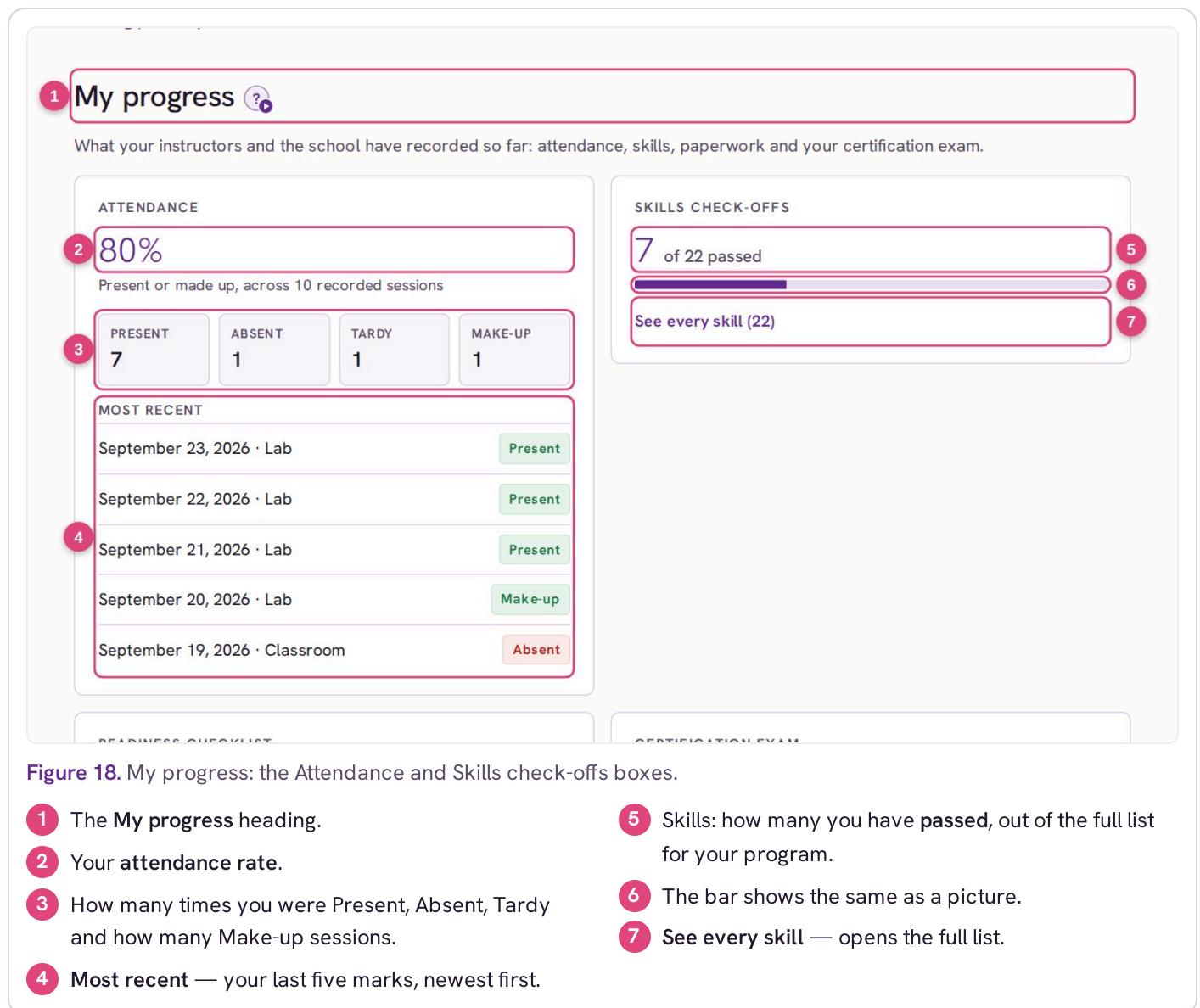
Nothing is marked New, but I know my instructor posted something.

This may be your first visit on this phone or computer, or you already opened the portal after it was posted. Look through the topics for the day.

My progress

Your attendance, skills check-offs, readiness checklist and certification exam, as the school has recorded them.

My progress shows what your instructors and the school have recorded about you so far, in four boxes. They are the **same records the school looks at** in its Leadership Dashboard. You can look, but you cannot change anything here.



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. The line underneath says, for example, **Present or made up, across 10 recorded sessions**. Sessions nobody has marked yet are not counted at all.

Worked example: Maria has 7 Present, 1 Absent, 1 Tardy and 1 Make-up = 10 marked sessions. Present plus Make-up = 8. 8 out of 10 = **80%**. A Tardy (late) counts as a marked session but not as present.

TAG	MEANING
Green Present	You were there.
Red Absent	You were not there.
Amber Tardy	You were late.
Green Make-up	You made up a missed session.

Each row in **Most recent** gives the date and the kind of session (for example *Classroom* or *Lab*).

Skills check-offs

The hands-on skills you must show in the lab, for example *Hand Hygiene*. The big number, such as **7 of 22 passed**, counts the skills you have **passed** out of the full list for your program. Tap **See every skill** to open the list.

ndance, skills, paperwork and your certification exam.

SKILLS CHECK-OFFS

7 of 22 passed

See every skill (22)

Hand Hygiene	Passed ¹
Applies Knee-High Elastic Stocking	Not attempted ³
Ambulates Using Transfer Belt	Not attempted
Assists with Bedpan	Not attempted
Cleans Upper or Lower Denture	Not attempted
Counts and Records Radial Pulse	Passed
Counts and Records Respirations	Passed
Donning and Removing PPE	Passed
Drains and Records Urinary Drainage Bag	Not attempted
Dresses Client with Affected (Weak) Right Arm	Not attempted
Feeds Client Who Cannot Feed Self	Not attempted
Gives Modified Bed Bath	Attempted
Measures and Records Blood Pressure	Passed
Measures and Records Urinary Output	Not attempted
Measures and Records Weight	Passed
Performs PROM for One Knee and One Ankle	Not attempted
Performs PROM for One Shoulder	Not attempted
Positions Resident on Side	Needs improvement ²
Provides Catheter Care	Not attempted
Provides Foot Care on One Foot	Not attempted
Provides Mouth Care	Passed
Provides Perineal Care	Attempted

Figure 19. Skills check-offs with the full list open.

- ¹ Green **Passed** — done.
- ² Amber **Needs improvement** — tried, but needs more practice.
- ³ **Not attempted** — not tried yet. **Attempted** means tried, but not passed yet.

Readiness checklist

The paperwork and steps the school needs before and during class. There are always nine: **Application, Enrollment Agreement, ID, Background Check, Deposit, CPR Card, Documents, Clinical Clearance** and **LMS Access**. The big number, such as **5 of 9 complete**, counts the ones marked Complete.

READINESS CHECKLIST

1

5 of 9 complete

2

Complete

3

Documents due September 25, 2026

Past due

4

Missing

CERTIFICATION EXAM

5

Texas HHSC

Pending

6

ELIGIBLE

Yes

REGISTERED

Yes

EXAM DATE

November 7, 2026

Figure 20. My progress: the Readiness checklist and Certification exam boxes.

- | | | | |
|---|---|---|--|
| 1 | How many of the nine items are complete. | 4 | Red Missing — nothing is on file for this item yet. |
| 2 | Green Complete . | 5 | The exam organisation and your result. |
| 3 | A red Past due item, with the date it was due. | 6 | Whether you are eligible and registered, and your exam date. |

TAG	MEANING	WHAT TO DO
Green Complete	The school has it.	Nothing.
Pending	Started or handed in, not finished yet.	Nothing, unless the school asks.
Amber Attention needed	Something about it needs sorting out.	Ask the school what is needed.
Red Past due (with <i>due</i> and a date)	It was due on that date and is not complete.	Bring it in or call (940) 440-2923.
Red Missing	Nothing is recorded for it yet.	Ask the school if you need to bring something.

Certification exam

Your state or national exam: the testing organisation (for example *Texas HHSC*), whether you are **Eligible** (*Yes* or *Not yet*), whether you are **Registered** (*Yes* or *No*), the **Exam date** (or *Not set*) and the result tag: **Pending**, green **Passed**, red **Not passed** or amber **Retest**. Once you pass, it can also show **Certified on** and your **Certificate number**.

When nothing is recorded yet

That is normal before or early in your class. Each box says so in plain words and fills in as the school records things.

My progress ?

What your instructors and the school have recorded so far: attendance, skills, paperwork and your certification exam.

ATTENDANCE 1 No attendance recorded yet. Your instructor marks it in class and it shows here once they do.	SKILLS CHECK-OFFS 2 No skills checked off yet. Your instructor records each skill when you demonstrate it in the lab.
READINESS CHECKLIST 3 Nothing recorded yet. The school ticks off your paperwork (application, ID, background check and so on) as it comes in.	CERTIFICATION EXAM 4 No exam on file yet. When you are eligible, the school registers you for the state or national exam and the details show here.

Figure 21. My progress before anything has been recorded.

1 No attendance recorded yet. Your instructor marks it in class and it shows here once they do.	3 Nothing recorded yet. The school ticks off your paperwork (application, ID, background check and so on) as it comes in.
2 No skills checked off yet. Your instructor records each skill when you demonstrate it in the lab.	4 No exam on file yet. When you are eligible, the school registers you for the state or national exam and the details show here.

My progress ?

What your instructors and the school have recorded so far: attendance, skills, paperwork and your certification exam.

- 1 Your progress could not be loaded right now. Please try again later, or call the school at (940) 440-2923.

Figure 22. When your progress cannot be read just then.

- 1 Your progress could not be loaded right now.
Please try again later, or call the school at (940) 440-2923.

While the boxes are being read you may briefly see Loading your progress...

Check your attendance and what paperwork is still needed

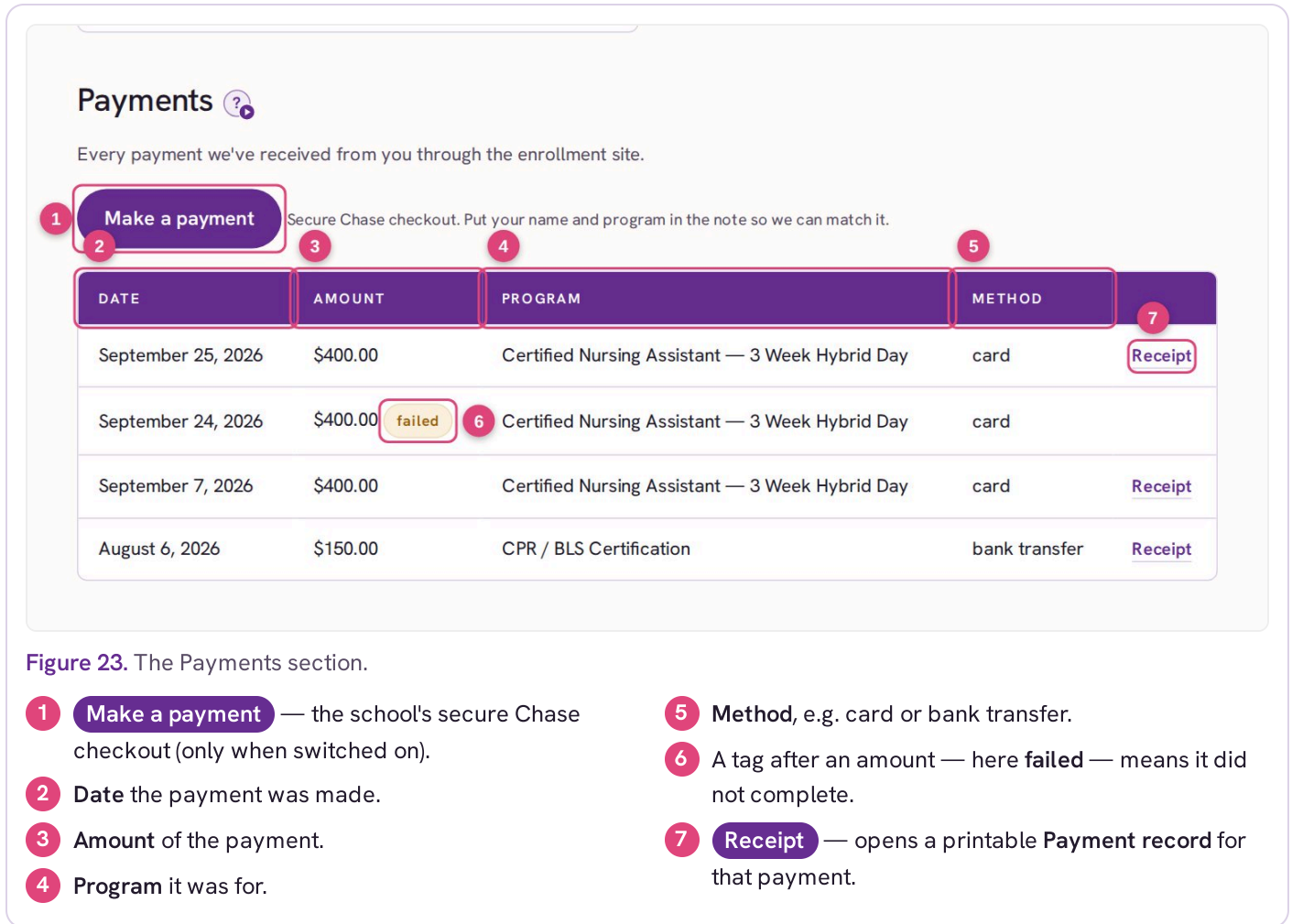
- 1 Scroll to **My progress**.
- 2 Read the big number in **Attendance**. Check the **Most recent** marks.
- 3 In **Readiness checklist**, look for red **Past due** or **Missing** tags and amber **Attention needed**.
- 4 Bring what is needed to the school, or call (940) 440-2923.
Result: Once the school records it, the tag turns green **Complete** the next time you open the portal.

It says Absent but I was in class.

Tell your instructor, or call (940) 440-2923. The mark is corrected in the school's records and the portal shows the fix.

Payments

The payment history table, the Make a payment button, what the tags on a payment mean, and how to print a payment record.



The payment table

Every payment on file for you in the enrollment system, **newest first**. If none are on file you see **No payments on file.**

TAG AFTER THE AMOUNT	MEANING	COUNTED IN PAID?	RECEIPT?
(no tag)	The payment went through.	Yes	Yes
pending	Started but not finished yet.	No — not until it succeeds	No

failed

Did not go through.

No

No

Make a payment

The **Make a payment** button opens the school's secure Chase checkout page in a new tab. It only appears when the school has online payments switched on. If you do not see the button, the school is not taking payments through the portal at the moment — call (940) 440-2923 to pay.

Pay an installment online

- 1 Check how much to pay: read the **Next payment** card (Chapter 4), or find the first amber **Due** row in your program's payment plan (Chapter 5).
- 2 Scroll to **Payments** and tap **Make a payment**.
Result: A Chase checkout page opens in a new tab.
- 3 Enter the amount.
- 4 In the note or memo box, type **your full name and your program**, e.g. *Maria Sample — CNA October*. This is how the school matches the payment to you.
- 5 Enter your card details on the Chase page and finish the payment.
Result: Chase confirms the payment. Keep that confirmation (a screenshot or the email).
- 6 Close the Chase tab to return to the portal.

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

Important. Only pay through the button in the portal or directly with the school. If anyone contacts you asking for card details, hang up and call the school yourself on (940) 440-2923.

Payment records (receipts)

Every payment that went through has a **Receipt** link at the end of its row. It opens a **Payment record**: a clean page you can print or save as a PDF, for example for an employer, a sponsor or your own files.

Due September 25, 2026 Past due

All is Well Health Care Academy
800 W. Eldorado Parkway Ste. 106, Little Elm, TX 75068
(940) 440-2923

Payment record

A record of a payment received by All is Well Health Care Academy, from the Student Portal.

STUDENT	Maria Sample
EMAIL	maria.sample@example.com
PAYMENT DATE	September 25, 2026
AMOUNT	\$400.00
PROGRAM	Certified Nursing Assistant — 3 Week Hybrid Day
METHOD	Card
REFERENCE	1

Printed September 28, 2026. Questions about this payment: call the school at (940) 440-2923.

[Print or save as PDF](#) [Close](#)

Figure 24. A Payment record, opened from Receipt.

- 1 The school's name, address and phone number.
- 2 The heading **Payment record**, with the line A record of a payment received by All is Well Health Care Academy, from the Student Portal.
- 3 Student, Email, Payment date, Amount, Program, Method and Reference.
- 4 The amount.
- 5 **Reference** — the school's number for this payment. Quote it if you call about the payment.
- 6 [Print or save as PDF](#).
- 7 [Close](#).

Under the details a line says *Printed* and today's date, then *Questions about this payment: call the school at (940) 440-2923*.

Print or save a payment record

- 1 Scroll to **Payments** and find the payment by its date and amount.
- 2 Tap **Receipt** at the end of its row.
Result: The Payment record opens on top of the page.
- 3 Tap **Print or save as PDF**.
Result: Your browser's print window opens. Only the payment record is printed, not the rest of the portal.
- 4 To print, choose your printer. To keep a copy, choose **Save as PDF** (on a computer) or use **Share / Save to Files** (on a phone).
- 5 Tap **Close**, press **Esc**, or tap outside the record to go back.

Note. The payment record repeats what the school has on file. It is not a tax form. For anything official, ask the school.

I paid but the payment is not in the table.

Give the school a little time to match it. If it is still missing after a few business days, call (940) 440-2923 with your Chase receipt.

A payment shows “failed”.

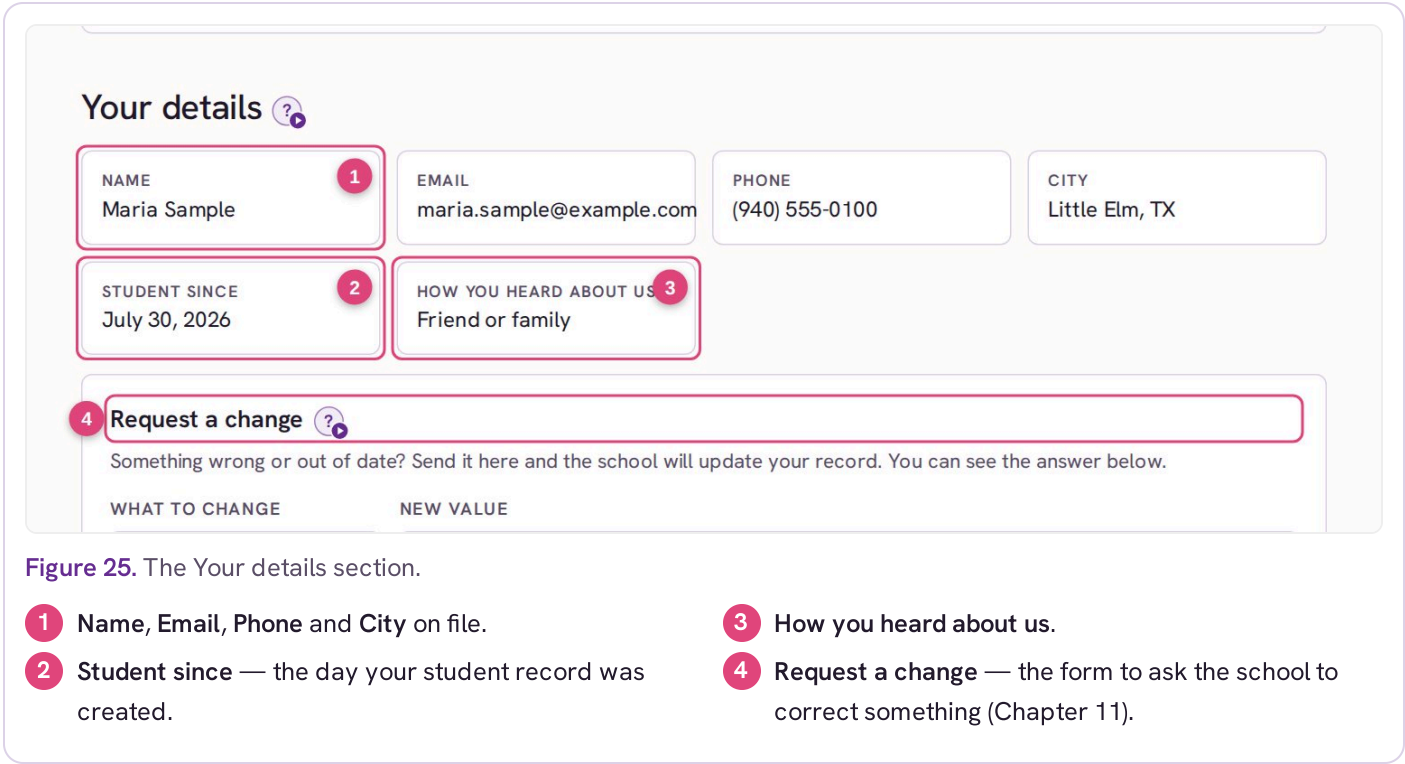
That attempt did not go through. Try again, or call the school to pay another way.

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 none. If you think it went through, call the school.

Your details and the footer

The contact details the school has for you, how to get them changed, and what to do if your record cannot be found.



Changing your details

You cannot change your details yourself. This protects you: nobody who borrows your phone can change your email or phone number. Instead you **ask the school**, and the school updates your record:

WAY TO ASK	WHEN TO USE IT
Request a change, just under your details	Any time. You see the school's answer in the portal (Chapter 11).
Call (940) 440-2923 or text (940) 312-5305	Anything urgent, or after 5 requests in a day.

Under the form, a line repeats the phone numbers and has a **How to use this portal** button (the flip-book guide). It also says: *For your protection we don't store Social Security numbers or ID documents here.*

The footer

All is Well Health Care Academy · 800 W. Eldorado Parkway Ste. 106, Little Elm, TX 75068 · (940) 440-2923

This page shows your records only. Access is logged. Need help? Press ? Help at the bottom-right, or open the [step-by-step guide](#).

Figure 26. The footer at the very bottom of the page.

The school's name, address (800 W. Eldorado Parkway Ste. 106, Little Elm, TX 75068) and phone number, a reminder that the page shows only your records and that access is logged, and a link to the step-by-step guide.

“We couldn't find a student record”



All is Well Student Portal

maria.personal@example.com **Sign out**

We couldn't find a student record for
maria.personal@example.com ?

Your sign-in worked, but this email isn't on a registration in our system. If you registered with a different email, sign out and use that one. Otherwise call the school at (940) 440-2923 and we'll link it for you.

Figure 27. Signed in with an email that is not on any registration.

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

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

Request a change

Ask the school to correct your name, email, phone, address or anything else, and see its answer in the portal.

If something on your record is wrong or out of date, send a **change request** from the box **Request a change**, just under **Your details**. The request goes to the school staff. When they have dealt with it, the answer appears in the same box.

July 30, 2020

Friend or family

Request a change ?

Something wrong or out of date? Send it here and the school will update your record. You can see the answer below.

WHAT TO CHANGE	NEW VALUE
1 Name	2 Your full name, as it should appear

NOTE (optional)

3 Anything the school should know

4 Send request

5 YOUR RECENT REQUESTS

Phone → (940) 555-0142

6 Done

Sent September 22, 2026 · Answered September 23, 2026

7 School's note: Updated in Transition Enroll.

8 Declined

Something else → Please add my middle name

Sent September 8, 2026 · Answered September 10, 2026

Your note: Maria Luisa

School's note: Please bring your ID to the front desk so we can check it.

Need to change something? Call the school at (940) 440-2923 or text (940) 312-5305.

How to use this portal

For your protection we don't store Social

1 **What to change** — pick *Name, Email, Phone, Address* or *Something else*.

2 **New value** — what it should say. The grey hint changes with your choice.

3 **Note (optional)** — anything the school should know.

4 **Send request**.

5 **Your recent requests** — your last 10 requests, newest first.

6 **Green Done** — the school has dealt with it.

7 **School's note** — a message from the school, when it wrote one.

8 **Red Declined** — the school did not make the change. Read its note.

The form

WHAT TO CHANGE	GREY HINT IN NEW VALUE	TYPE
Name	<i>Your full name, as it should appear</i>	Your full name.
Email	<i>The new email address</i>	The full new email address.
Phone	<i>The new phone number</i>	The new number.
Address	<i>Street, city, state and ZIP</i>	Your full new address.

Ask for a new phone number

1 Scroll to **Your details**, then to **Request a change**.

2 In **What to change**, choose **Phone**.

Result: The hint in **New value** says *The new phone number*.

3 Type your new number in **New value**.

4 If you want, add a **Note**, for example *This is my new cell phone*.

5 Tap **Send request**.

Result: The button says **Sending...**, then the message below appears and the request is at the top of **Your recent requests** with an **Open** tag.

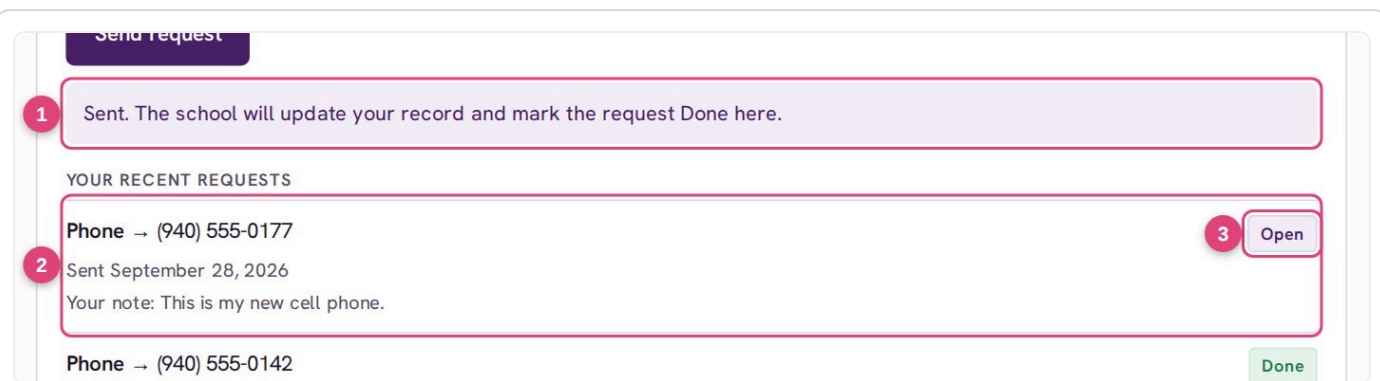


Figure 29. Right after sending.

1 Sent. The school will update your record and mark the request Done here.

2 The new request: what to change, the new value, *Sent* and today's date, and your note.

3 **Open** — waiting for the school.

Reading your recent requests

YOU SEE	MEANING
Open	Sent, and waiting for someone at the school.
Green Done	The school has dealt with it. Your details at the top show the change once the record is updated.
Red Declined	The school did not make the change. The School's note usually says why, or what to bring.

<i>Sent ... · Answered ...</i>	The day you sent it and the day the school answered.
<i>Your note: ...</i>	The note you added.
<i>School's note: ...</i>	The school's answer, for example <i>Updated in Transition Enroll</i> .
You have not sent any requests yet.	Nothing sent from this email so far.

Rules

- You can send up to **5 requests in a day**. For more, call (940) 440-2923.
- New value: up to 300 letters. Note: up to 500.
- Requests only change your record when the school updates it. The request itself changes nothing.
- If you ask for a new **email**, keep signing in with your old email until the school confirms the change. After that, sign in with the new one.
- Requests are switched off in the demo (Chapter 14) and in the staff view (Chapter 17).

Messages you may see

Figure 30. Send request pressed with New value empty.

1 The empty **New value** box.

2 Please type the new value.

MESSAGE	WHAT HAPPENED	WHAT TO DO
Please type the new value.	New value is empty.	Type what it should say.
That does not look like an email address.	You chose Email and the new value is not a full email address.	Type the full address, e.g. name@gmail.com.
Please keep the new value under 300 characters. / Please keep the note under 500 characters.	Too long.	Shorten it.

You have sent 5 requests today, which is the limit. Please call the school at (940) 440-2923.	The daily limit is reached.	Call or text the school.
We could not send your request. Please try again, or call the school at (940) 440-2923.	The request could not be saved just then.	Try again in a minute, or call.
Your earlier requests could not be loaded right now.	The list could not be read just then.	Reload the page later.

I sent a request days ago and it still says Open.

Call (940) 440-2923 or text (940) 312-5305 and mention the request.

Signing out and staying safe

How to sign out, and simple habits that keep your records private.

Sign out

- 1 Scroll to the very top of the page.
- 2 Tap **Sign out** at the top-right, next to your email.
Result: The sign-in screen comes back.

Good habits

SITUATION	DO THIS
Your own phone or computer	You can stay signed in. Lock the device with a passcode.
A shared, work or public computer	Always tap Sign out when you finish, and close the browser. Delete any payment record or calendar file you downloaded.
Someone asks for your sign-in link	Do not forward it. Anyone who taps it is signed in as you.
Someone calls asking for card details “for the school”	Hang up and call the school yourself on (940) 440-2923.
You lose your phone	Change your email password. Call the school if you are worried.

Using the portal on a phone

The portal works on any phone. Here is what changes on a small screen.

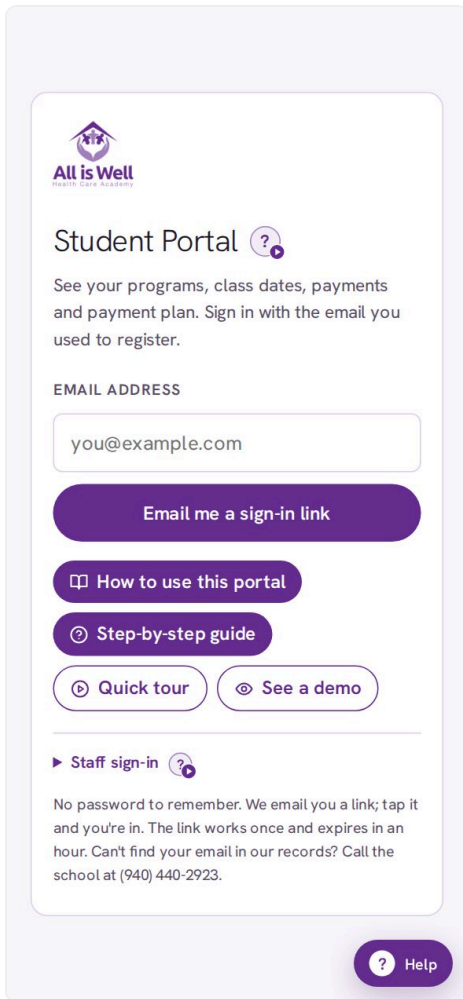


Figure 31. The sign-in screen on a phone.

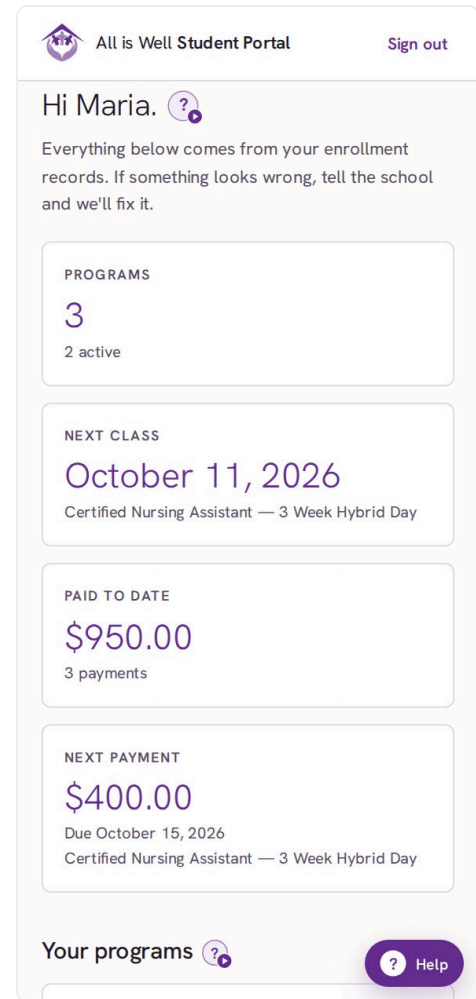


Figure 32. The portal on a phone.

- The four summary cards sit one under another instead of two by two.
- Your email is hidden at the top to save space; **Sign out** is still there.
- The four **My progress** boxes sit one under another.
- The **Request a change** form puts each box under the one before.
- The purple **? Help** button stays at the bottom-right.

Payments on a phone

On a phone each payment is a **block of its own** instead of a row in a wide table. Each block lists **Date**, **Amount**, **Program** and **Method** one under another, with **Receipt** at the bottom-right when the payment went through. Scroll down to see the next payment.

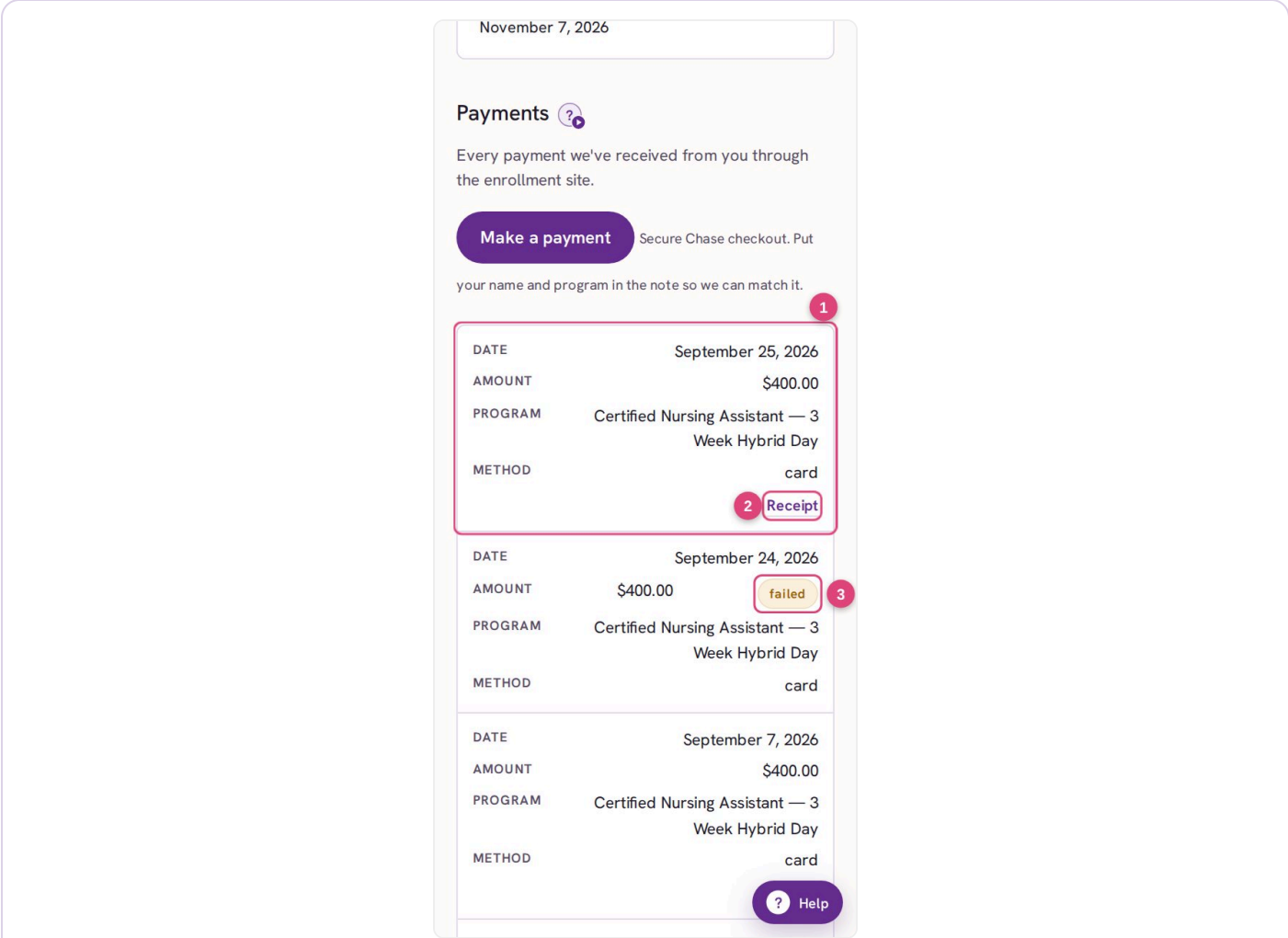


Figure 33. Payments on a phone.

- 1 One payment, as a block.
- 2 Receipt — opens the payment record (Chapter 9).
- 3 A failed payment: it has a tag and no Receipt.

The **Payment record** also fits a phone: its details are listed one under another.

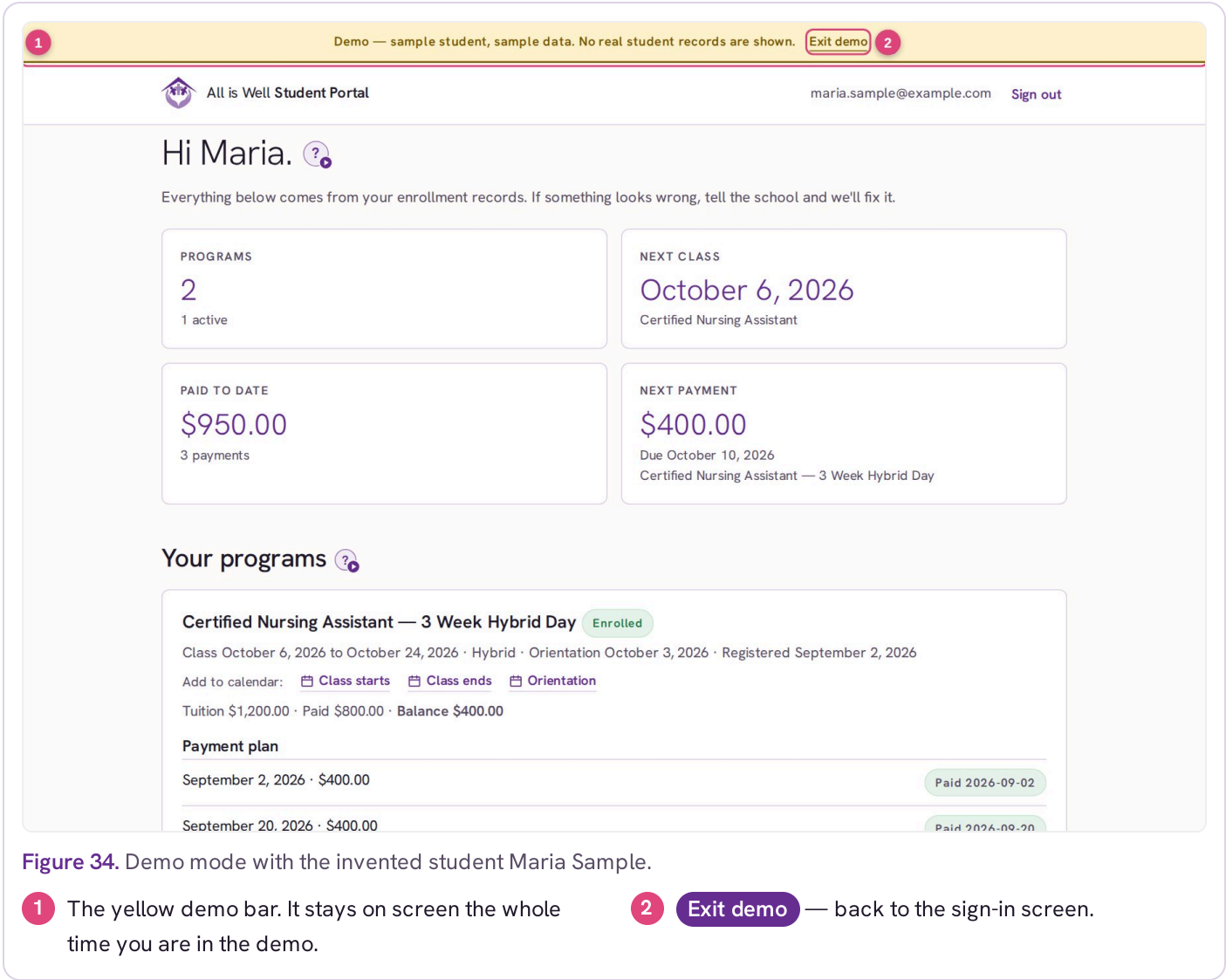
Put the portal on your home screen

- 1 iPhone (Safari): open the portal, tap the **Share** button, then **Add to Home Screen**, then **Add**.
- 2 Android (Chrome): open the portal, tap the browser menu (three dots), then **Add to Home screen**.
- 3 Tap the new icon to open the portal.
Result: If you are still signed in, your records open straight away.

Tip. Open the sign-in email on the **phone** if you want the **phone** signed in. The link signs in whichever device taps it. The same goes for **Add to calendar**: tap it on the phone whose calendar you use.

Demo mode

See every part of the portal with made-up data — before you register, or to show someone what to expect.



Demo mode fills the portal with an invented student. It shows the four summary cards, two programs (one with **Add to calendar** links and a payment plan), a week of lessons, sample **My progress** boxes, three payments with **Receipt** links, and a set of contact details.

PART	IN THE DEMO
Payment record	Opens as normal, with the words Sample only — demo data. under the heading.

Request a change	Switched off. The box says: Requests are switched off in the demo, because nothing is saved here. A signed-in student can send one from this spot.
New tags	Never shown.

Important. In demo mode the page does not contact the school database at all. Every name, date and amount is written into the page. The dates and prices are examples, not the real schedule or price of any program.

Open and leave the demo

- 1 On the sign-in screen tap See a demo.

Result: The yellow bar appears.

- 2 Scroll through to see every section.

- 3 Tap Exit demo in the yellow bar.

Result: The sign-in screen comes back.

Tip. Staff can send anyone a direct link to the demo: `all-is-well-student-portal.vercel.app/?demo=1`

Getting help inside the portal

The ? buttons, the Help button, the explanation pop-up with its short videos, and the online manual.

Your programs ? 1

Certified Nursing Assistant — 3 Week Hybrid Day Enrolled
 Class October 11, 2026 to October 29, 2026 · Hybrid · Orientation October 8, 2026 · Registered September 7, 2026
 Add to calendar: [Class starts](#) [Class ends](#) [Orientation](#)
 Tuition \$1,200.00 · Paid \$800.00 · Balance \$400.00

Payment plan

September 7, 2026 · \$400.00	Paid 2026-09-07
September 25, 2026 · \$400.00	Paid 2026-09-25
October 15, 2026 · \$400.00	Due Add to calendar

CPR / BLS Certification Enrolled
 Class August 20, 2026 to August 20, 2026 · Day · Registered August 6, 2026
 Tuition \$150.00 · Paid \$150.00 · Paid in full

Phlebotomy Technician Dropped
 Class October 25, 2026 to December 6, 2026 · Evening · Registered August 29, 2026
 Tuition \$1,450.00 · Paid \$0.00 · Balance \$1,450.00
 Reason on file: Changed to a later start date

My lessons ?

Class materials, assignments and quizzes for the class you are in.

2 ? Help

Figure 35. Two ways to get help on any screen.

- 1 A ? beside a heading explains that section. A small play sign on the ? means it also has a short video.
- 2 The ? Help button (bottom-right) explains the whole screen you are on.

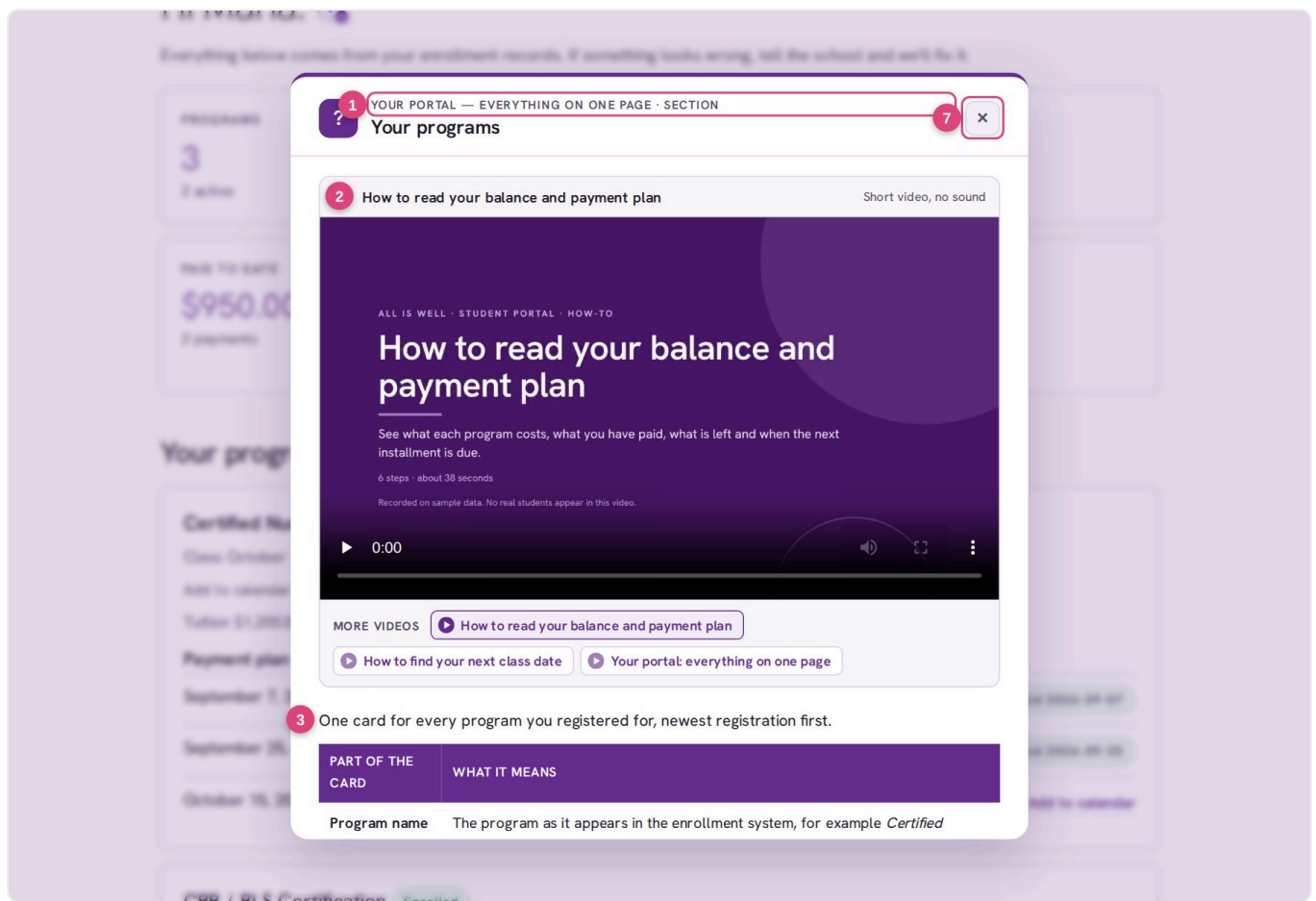


Figure 36. The explanation pop-up.

- 1 Which screen and section you are reading about.
- 2 A short how-to **video** (no sound). Tap play to watch. Other videos for this part are under **More videos**.
- 3 The explanation: what it shows and what each part means.
- 4 **All videos** — the video library.
- 5 **All manuals** — the online manual library.
- 6 **Open the full manual page →** — the online manual at exactly this section.
- 7 Close (x). You can also press **Esc** or tap outside the box.

Get an explanation of any part of the page

- 1 Find the heading you want to know about.
- 2 Tap the small ? next to it.
Result: The explanation pops up, often with a short video at the top.
- 3 Tap play on the video to watch the steps. Tap a title under **More videos** to switch video.
- 4 For more detail tap **Open the full manual page →**.
- 5 Close the pop-up with × or by tapping outside it.
Result: Any video stops.

The how-to videos

The short videos show the real portal with the invented student Maria Sample. They have no sound: captions on screen say what to do. There is one for each everyday job, for example signing in, reading your payment plan, adding a date to your calendar, printing a payment record, reading My progress and sending a change request.

The online manual

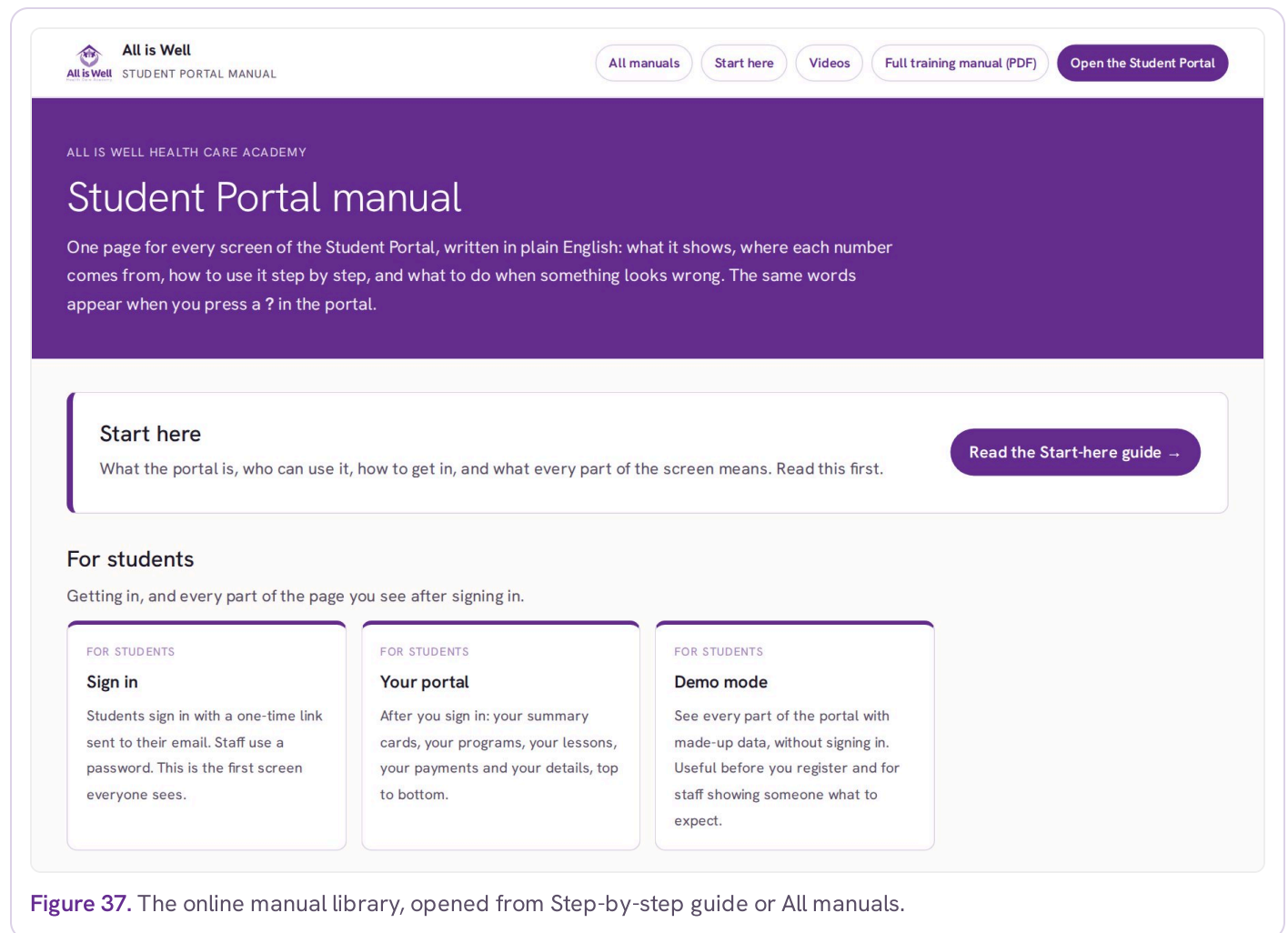


Figure 37. The online manual library, opened from Step-by-step guide or All manuals.

The online manual has one page per screen, each with a **Download this page as PDF** button, plus this complete manual, the shorter manual to download and the video library.

The **How to use this portal** button (on the sign-in screen and under **Your details**) opens a page-turning flip-book guide in a new tab.

Staff sign-in

How staff get into the portal with a password instead of an emailed link.

Staff sign in with a **password** so they can get in fast while a student is waiting on the phone. The login is the same as the **Leadership Dashboard**.

The screenshot shows a mobile app interface for staff sign-in. At the top, there's a header with a dropdown arrow, the text 'Staff sign-in', a question mark icon, and a red circle with the number 5. Below this is the label 'STAFF EMAIL'. A text input field contains 'staff.sample@example.com' and is marked with a red circle and the number 1. Below that is the label 'PASSWORD'. A password input field with dots is marked with a red circle and the number 2. Below the password field is a checkbox labeled 'Show password' marked with a red circle and the number 3. Below the checkbox is a large purple button labeled 'Sign in as staff' marked with a red circle and the number 4. At the bottom, there is explanatory text: 'Staff only. Same password as the dashboard. You can then open any student's portal to help them.' and 'No password to remember. We email you a link; tap it and you're in.'

Figure 38. The Staff sign-in fold-out, opened (sample staff email).

- | | |
|---|---|
| 1 Staff email. | 3 Show password — tick it to see what you typed. |
| 2 Password — your Leadership Dashboard password. It shows as dots. | 4 Sign in as staff . |
| | 5 ? — explains staff sign-in. |

▼ Staff sign-in ?

STAFF EMAIL

staff.sample@example.com

PASSWORD

1 sample-password

2 ☒ Show password

Sign in as staff

Staff only. Same password as the dashboard. You can then open any

Figure 39. Show password ticked: the password can be read.

- 1 The password, readable.
- 2 The ticked **Show password** box. Untick it to hide the password again.

Sign in as staff

- 1 Open the portal sign-in screen.
- 2 Tap **Staff sign-in** under the purple buttons.
Result: The fold-out opens.
- 3 Type your staff email and your Leadership Dashboard password.
- 4 If you are not sure you typed the password right, tick **Show password**, check it, and untick it.
- 5 Press **Sign in as staff**.
Result: The button says **Signing in...**, then the student list opens (Chapter 17). The password is hidden again and the tick is cleared as soon as you press the button.

Careful. Only tick **Show password** when nobody can see your screen.

WHAT HAPPENS	WHY	WHAT TO DO
Invalid login credentials	Email or password wrong.	Check Caps Lock, or tick Show password to check. Use the Leadership Dashboard password.

You see one student's record, or
"couldn't find a student record",
instead of the list

Your email is not on the staff
list, so the portal treats you
like a student.

Ask Edmund to add your email to the
staff list.

Important. Never sign in as staff on a computer students use. Sign out when you step away (Chapter 17).

The student list and the staff view

Finding a student, opening their portal, and getting back.

The screenshot shows a web interface for staff. At the top is a purple header bar with the text "Staff view — choose a student to open their portal. frontend@alliswellhca.example" and a "Sign out" link. Below the header is a search bar with the text "Open a student's portal" and a question mark icon. Below the search bar is a message "10 students on file. Open one to see exactly what that student sees." and a search input field with the placeholder "Search by name or email...". Below the search bar is a table with three columns: "STUDENT", "EMAIL", and "PHONE". The table lists 10 students, each with an "Open portal" button. The first student, Aaliyah Brooks, has a red circle with the number 6 next to her "Open portal" button.

STUDENT	EMAIL	PHONE
Aaliyah Brooks	aaliyah.brooks@example.com	(940) 555-0102
James Carter	james.carter@example.com	(940) 555-0101
Emily Davis	emily.davis@example.com	(940) 555-0109
Luis Hernandez	luis.hernandez@example.com	(940) 555-0108
Tyler Johnson	tyler.johnson@example.com	(940) 555-0106
Daniel Nguyen	daniel.nguyen@example.com	(940) 555-0103
Grace Okafor	grace.okafor@example.com	(940) 555-0107
Sofia Ramirez	sofia.ramirez@example.com	(940) 555-0104
Maria Sample	maria.sample@example.com	(940) 555-0100
Keisha Williams	keisha.williams@example.com	(940) 555-0105

Figure 40. The student list, shown after staff sign-in (sample students).

- 1 The purple staff bar — a reminder you are in the staff view.
- 2 **Sign out** — a white underlined link that ends your staff session.
- 3 **Open a student's portal** — the screen title.
- 4 How many students are on file, e.g. 10 students on file. Open one to see exactly what that student sees.
- 5 Search box — first name, last name or email.
- 6 **Open portal** — opens that student's portal.

Who is in the list

- Every student in the enrollment system **who has an email address**, sorted by last name.
- Students with no email do not appear, because the portal finds records by email.

- Up to **200** matches are shown at a time. If someone is missing, type more of their name.

Open a student's portal

10 students on file. Open one to see exactly what that student sees.

1

STUDENT	EMAIL	PHONE	
Maria Sample	maria.sample@example.com	(940) 555-0100	Open portal 2

Figure 41. Searching narrows the list as you type.

- 1

Typing *sam* matches Maria **Sample**.
- 2

Open portal on her row.

1

Staff view — you are looking at Maria Sample's portal. [Back to student list](#)

2

 All is Well Student Portal
 maria.sample@example.com [Sign out](#)

Hi Maria.

Everything below comes from your enrollment records. If something looks wrong, tell the school and we'll fix it.

PROGRAMS

3

2 active

NEXT CLASS

October 11, 2026

Certified Nursing Assistant — 3 Week Hybrid Day

PAID TO DATE

\$950.00

3 payments

NEXT PAYMENT

\$400.00

Due October 15, 2026

Certified Nursing Assistant — 3 Week Hybrid Day

Your programs

Certified Nursing Assistant — 3 Week Hybrid Day Enrolled

Class October 11, 2026 to October 29, 2026 · Hybrid · Orientation October 8, 2026 · Registered September 7, 2026

Add to calendar: [Class starts](#) [Class ends](#) [Orientation](#)

Tuition \$1,200.00 · Paid \$800.00 · Balance \$400.00

Payment plan

September 7, 2026 · \$400.00	Paid 2026-09-07
September 25, 2026 · \$400.00	Paid 2026-09-25

Figure 42. Looking at a student's portal as staff.

1

The staff bar names the student whose portal you are looking at.

2

Back to student list — a white underlined link.

All is Well Health Care Academy · Student Portal — Complete Training Manual

63

Staff see 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.

PART	IN THE STAFF VIEW
Summary cards, programs, Add to calendar , payments, Receipt	The same as the student sees.
My progress	The student's own attendance, skills, checklist and exam, the same as they see.
New tags	Not shown. Opening a student's portal does not change their last visit, so their own New tags are not used up.
Request a change	Switched off. The box says: Staff view: the student sends change requests from here. Answer them in the Leadership Dashboard. See Chapter 18.

Open a student's portal

- 1 Sign in as staff (Chapter 16).
- 2 Type part of the student's name or email in the search box.
Result: The list narrows as you type.
- 3 Press **Open portal** on their row.
Result: Their portal opens with the purple staff bar at the top.
- 4 When finished, press **Back to student list**.
Result: The page reloads and the list comes back.

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

MESSAGE	MEANING
Loading students...	The list is on its way. Wait a moment.
No student matches that search.	Nothing matches what you typed. Check the spelling or search by email.
We couldn't find a student record for ...	The student's email does not match a registration. Check it in Transition Enroll.

Answering change requests

How a student's Request a change reaches the Leadership Dashboard, and how to mark it Done or Declined.

How a request travels

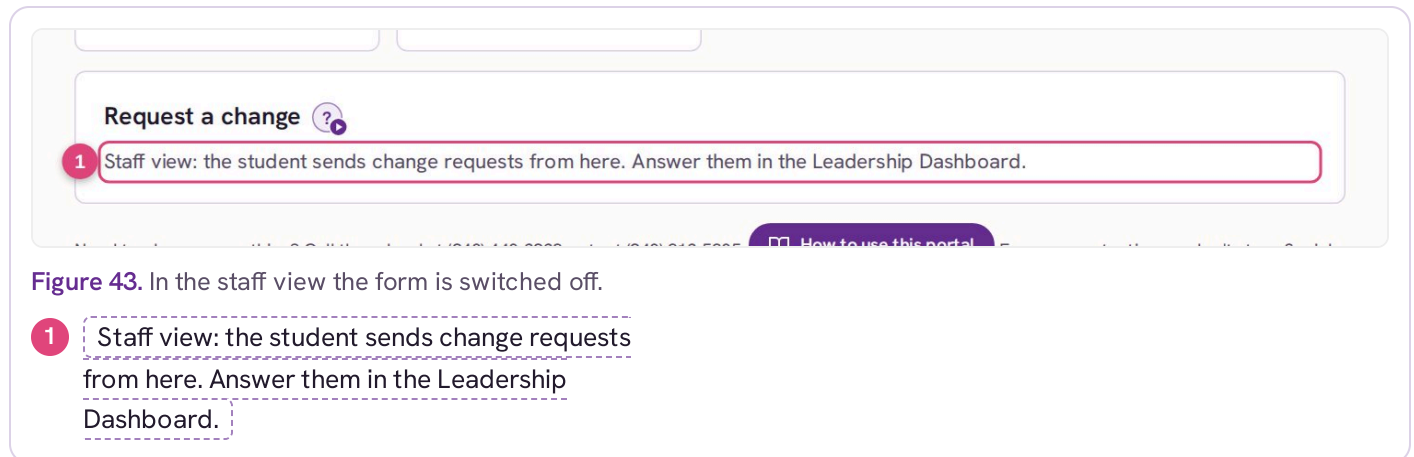
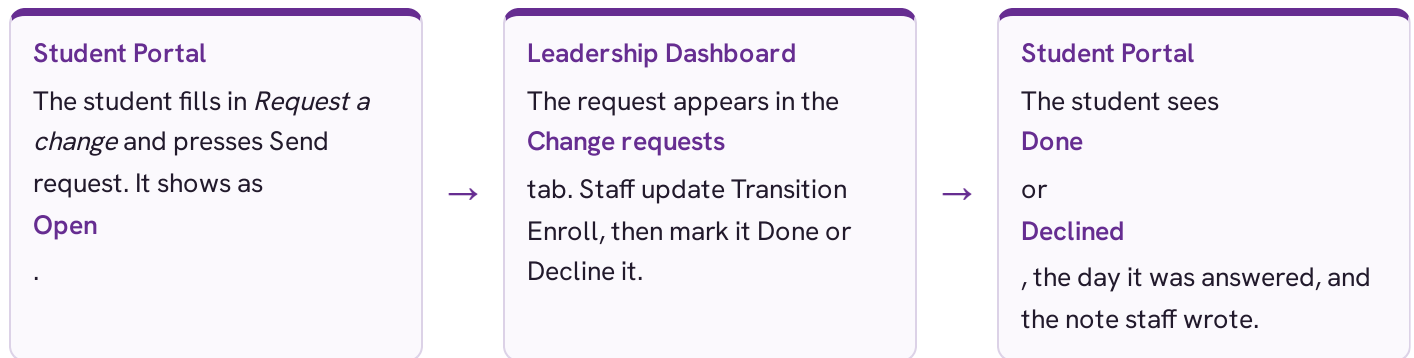


Figure 43. In the staff view the form is switched off.

- 1 Staff view: the student sends change requests from here. Answer them in the Leadership Dashboard.

The Change requests tab in the Leadership Dashboard

PART	WHAT IT SHOWS
Open card	How many requests are waiting for someone on staff.
Done this month card	Requests marked done since the 1st of the month.
Oldest open card	The longest any open request has waited, in days.

Open / All buttons	Open lists only waiting requests, oldest first, so the longest wait is at the top. All lists every request, newest first.
Each row	The day it was sent (and how many days ago), the student's name (or the email they signed in with when the dashboard has no match), what to change, the new value, the student's note and the status.
Mark done / Decline	Shown on open requests. Each asks for an optional note first.

Important. Marking a request **Done** does **not** change the student's record. Update the record in **Transition Enroll** first, then mark the request done. The dashboard says the same in the pop-up: *This does not change the student's record. Update Transition Enroll first, then mark it done here.*

Deal with a change request

- 1 Open the Leadership Dashboard and the **Change requests** tab.

Result: Open requests are listed, oldest first.

- 2 Read the request: who, what to change, the new value and the note.

- 3 Make the change in **Transition Enroll**.

- 4 Back in the dashboard, press **Mark done** on the row.

- 5 Type a short **Note for the record** if it helps the student, for example *Updated in Transition Enroll*. Then press **Mark done**.

Result: The row shows green **Done** with the date and who answered it. The student sees **Done** and your note as *School's note*.

Decline a change request

- 1 Press **Decline** on the row.

- 2 Write a note that tells the student why or what to do next, for example *Please bring your ID to the front desk so we can check it.*

- 3 Press **Decline request**.

Result: The student sees red **Declined** and your note.

- A student can send up to **5 requests in 24 hours**. After that they are told to call the school.

- Students can only see their own requests. Only staff can mark them Done or Declined.
- If two people answer the same request at once, only the first is saved; the second is told nothing was changed.

Tip. Write the note for the student: they read it word for word in their portal.

Helping a student: call scripts

Step-by-step answers to the calls the front desk gets most.

For every call: sign in as staff, search for the student, press **Open portal**, and look at the same screen they see.

“When does my class start?”

- 1 Look at the **Next class** card.
- 2 For full dates scroll to **Your programs**: start, end, schedule and orientation are on the first grey line.
- 3 Tell them they can tap **Class starts** under the dates to put it in their calendar (Chapter 6).
- 4 If the card shows a dash and they are waiting to start, check their registration in Transition Enroll.

“How much do I still owe?” / “When is my next payment?”

- 1 Read the **Next payment** card: amount, due date and program.
- 2 Scroll to **Your programs** and read the **Balance** on the program card.
- 3 If they paid recently and it is not counted, check the **Payments** table for a **pending** or **failed** tag.

“How do I pay?”

- 1 If **Make a payment** shows in their **Payments** section, walk them through Chapter 9.
- 2 Remind them to put their **name and program** in the note.
- 3 If the button is not there, take the payment another way.

"I need a receipt."

- 1 In their **Payments** table, find the payment.
- 2 Tell them to tap **Receipt** on that row, then **Print or save as PDF**.
- 3 No Receipt link means the payment did not go through (pending or failed).

"Was I marked absent?" / "What paperwork do I still need?"

- 1 Scroll to **My progress**.
- 2 Read **Attendance** and its **Most recent** marks.
- 3 In **Readiness checklist**, read out any **Past due**, **Missing** or **Attention needed** items.
- 4 Wrong marks are corrected in the Leadership Dashboard, not in the portal.

"I can't get in."

- 1 Ask which email they are typing. Check it matches the email in the student list.
- 2 If it is different, tell them to use the email on file — or update their email in Transition Enroll.
- 3 If it matches, ask them to look in Spam, Junk and Promotions.
- 4 Remind them: open the email **on the same device**, use the **newest** link, within **one hour**.
- 5 If they asked many times, they may need to wait for the limit to reset (Chapter 3).

"It says it couldn't find my record."

- 1 Search the student list for their name.
- 2 Compare the email on file with the one they signed in with (it is in the message).
- 3 Tell them which email to use, or correct the email in Transition Enroll.

"My lessons are missing."

- 1 Open their portal. If **My lessons** is missing or says **Your class materials will appear here once your instructor posts them.**, their class has no lesson plan attached.
- 2 If it says **Nothing posted yet — check back soon.**, the plan is attached but every item is a draft or has a future date.
- 3 Fix it on the **Classes** site (see the Classes manual): attach the plan to the cohort, or post the items.
- 4 Press **Back to student list**, open the student again and check.

"My details are wrong."

- 1 Check **Your details** in their portal.
- 2 Correct the record in Transition Enroll, or ask them to use **Request a change** so there is a record of it.
- 3 If they already sent a request, answer it in the dashboard's **Change requests** tab (Chapter 18).
- 4 Reopen their portal to confirm.

Every message, explained

An A-to-Z of every message the portal can show, what caused it and what to do.

MESSAGE (WORD FOR WORD)	WHERE	WHAT IT MEANS	WHAT TO DO
Check your email. We sent a sign-in link to ...	Sign-in	The link was sent.	Open the email on this device.
Class dates to be confirmed	Program card	The class has no dates yet.	Wait, or call the school.
For security purposes, you can only request this after N seconds. (or similar)	Sign-in	Too many links asked for too quickly.	Wait, then ask once.
Invalid login credentials	Staff sign-in	Wrong email or password.	Use the Leadership Dashboard login.
Loading students...	Staff list	The list is loading.	Wait a moment.
Loading your progress...	My progress	Your progress is being read.	Wait a moment.
No attendance recorded yet. Your instructor marks it in class and it shows here once they do.	My progress	No attendance marked yet.	Nothing. Normal early on.
No exam on file yet. When you are eligible, the school registers you for the state or national exam and the details show here.	My progress	No exam recorded.	Nothing until you are eligible.
No payments on file.	Payments	No payments recorded for you.	Call the school if you have paid.
No registrations on file yet.	Your programs	No registration linked to your record.	Call the school.
No skills checked off yet. Your instructor records each skill when you demonstrate it in the lab.	My progress	No skills recorded yet.	Nothing. Normal early on.
No student matches that search.	Staff list	Nothing matches the search.	Try fewer letters or the email.

No upcoming class on file	Next class card	No enrolled class starts today or later.	Normal once class starts.
Nothing due	Next payment card	No unpaid installment on your enrolled programs.	Check your balance; call if you still owe.
Nothing posted yet — check back soon.	My lessons	Plan exists, nothing visible yet.	Check back later.
Nothing recorded yet. The school ticks off your paperwork (application, ID, background check and so on) as it comes in.	My progress	No checklist items recorded.	Nothing. Normal early on.
Please enter the email address you registered with.	Sign-in	Box empty or not a full email.	Type the full address.
Please keep the new value under 300 characters. / Please keep the note under 500 characters.	Request a change	Too long.	Shorten it.
Please type the new value.	Request a change	New value is empty.	Type what it should say.
Reason on file: ...	Program card	Why a registration was dropped.	Call the school with questions.
Requests are switched off in the demo, because nothing is saved here. A signed-in student can send one from this spot.	Demo	Requests cannot be sent in the demo.	Sign in for real to send one.
Sending... / Signing in...	Sign-in, Request a change	Working.	Wait a second.
Sent. The school will update your record and mark the request Done here.	Request a change	Your request was sent.	Check back for Done or Declined.
Staff view: the student sends change requests from here. Answer them in the Leadership Dashboard.	Staff view	Requests are answered in the dashboard.	Use the Change requests tab.
That does not look like an email address.	Request a change	The new email is not a full address.	Type the full address.
The portal is not configured yet. Please call the school.	Sign-in	The page could not connect to the records.	Reload or try another browser; then call.

We could not send the link. Please try again in a minute.	Sign-in	The email could not be sent.	Try again in a minute.
We could not send your request. Please try again, or call the school at (940) 440-2923.	Request a change	The request was not saved.	Try again, or call.
We couldn't find a student record for ...	After sign-in	Email not on any registration.	Use your registration email or call.
You have not sent any requests yet.	Request a change	No requests from this email.	Nothing.
You have sent 5 requests today, which is the limit. Please call the school at (940) 440-2923.	Request a change	Daily limit reached.	Call or text the school.
Your class materials will appear here once your instructor posts them.	My lessons	No lesson plan for your class yet.	Check back later.
Your earlier requests could not be loaded right now.	Request a change	The list could not be read.	Reload later.
Your progress could not be loaded right now. Please try again later, or call the school at (940) 440-2923.	My progress	Your progress could not be read just then.	Try later, or call.

Common problems

The sign-in email never arrives.

Wait two minutes. Check Spam, Junk and Promotions. Check the address shown in the confirmation message. Ask for one new link. If nothing after two tries, call (940) 440-2923.

The link takes me back to the sign-in screen.

The link was used, expired (one hour) or replaced by a newer one. Ask for a new link.

I see someone called Maria Sample.

You are in demo mode. Tap **Exit demo**. If the address ends in ?demo=1, remove it.

Add to calendar does nothing.

Look in your Downloads for a file ending in .ics and open it (Chapter 6).

The page looks broken or blank.

Reload the page. Make sure your browser is up to date. Try another browser.

Glossary

Plain meanings of the words used in the portal and in this manual.

WORD	MEANING
Add to calendar	A link that downloads a calendar file for one date, so it goes into your own calendar.
Attachment	A link on a lesson item: a file, video, form or web page.
Attendance rate	Sessions you were present for or made up, out of every session marked.
Balance	Tuition minus successful payments for one program.
Calendar file (.ics)	The standard file that calendar apps open to add an event.
Certification exam	The state or national exam at the end of your program.
Change request	A message from you asking the school to correct your record. Open, Done or Declined.
Class / cohort	One run of a program with its own start and end dates.
Demo mode	The portal filled with a made-up student. No real records.
Dropped	A registration that was cancelled.
Due	An installment not yet paid.
Enrolled	You are registered and in the class.
Installment	One payment in a payment plan.
Item	One lesson entry: material (M), assignment (A), quiz (Q) or question (?).
Leadership Dashboard	The school staff's own site, where they record progress and answer change requests.
New tag	Marks a lesson item posted since your last visit on this device.
Next payment	The card showing your earliest unpaid installment.
Orientation	The session before your class starts, when your class has one.
Payment plan	An agreement to pay tuition in installments on set dates.
Payment record	The printable page a Receipt link opens for one successful payment.

Pending / failed	A payment that has not completed / did not go through.
Program	A course the school offers, e.g. Certified Nursing Assistant.
Readiness checklist	The nine paperwork items the school needs, from Application to LMS Access.
Sign-in link	The one-time link emailed to you. Works once, for one hour.
Skills check-off	A hands-on skill your instructor records when you show it in the lab.
Staff view	Staff looking at a student's portal to help them.
Topic	A heading that groups lesson items, usually a day or week.
Transition Enroll	The enrollment system the portal reads your records from.
Tuition	The price of a program for you.

Quick reference card

The most common tasks on one page. Print it and keep it by the phone.

Sign in

1. Type your registration email.
2. Tap *Email me a sign-in link*.
3. Tap the link in the email on the same device.

Next class date

1. Read the *Next class* card.
2. Full dates: *Your programs*.
3. *Class starts* puts it in your calendar.

What do I owe?

1. Read the *Next payment* card.
2. *Balance* is on the program card.

Pay online

1. *Payments* → *Make a payment*.
2. Put your name and program in the note.

Payment record

1. *Payments* → *Receipt* on the row.
2. *Print or save as PDF*.

Class materials

1. Scroll to *My lessons*.
2. Look for *New* tags; tap the purple links.

My progress

1. Scroll to *My progress*.
2. Red tags: bring what is needed.

Change my details

1. *Your details* → *Request a change*.
2. Or call (940) 440-2923 / text (940) 312-5305.

Staff: help a student

1. *Staff sign-in*, search, *Open portal*.
2. *Back to student list* when done.

Staff: change requests

1. Dashboard → *Change requests*.
2. Update Transition Enroll first, then *Mark done* or *Decline*.

All is Well Health Care Academy

800 W. Eldorado Parkway Ste. 106, Little Elm, TX 75068

Call (940) 440-2923 · Text (940) 312-5305

Student Portal: `all-is-well-student-portal.vercel.app` · Help: tap any ?