

Family Contact Requests (Portal Request Processor)

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Classic View: Census > Portal Request Processor > Family Contact Requests

Search Terms: Portal Request Processor

The Family Contact requests contain changes for member's contact information, such as:

- First Name, Last Name, Middle Name (for non-students)
- Gender (for non-students)
- Phone (cell, work, other)
- Primary and Secondary Email Address

These options are determined by the [Portal Self Service](#) settings.

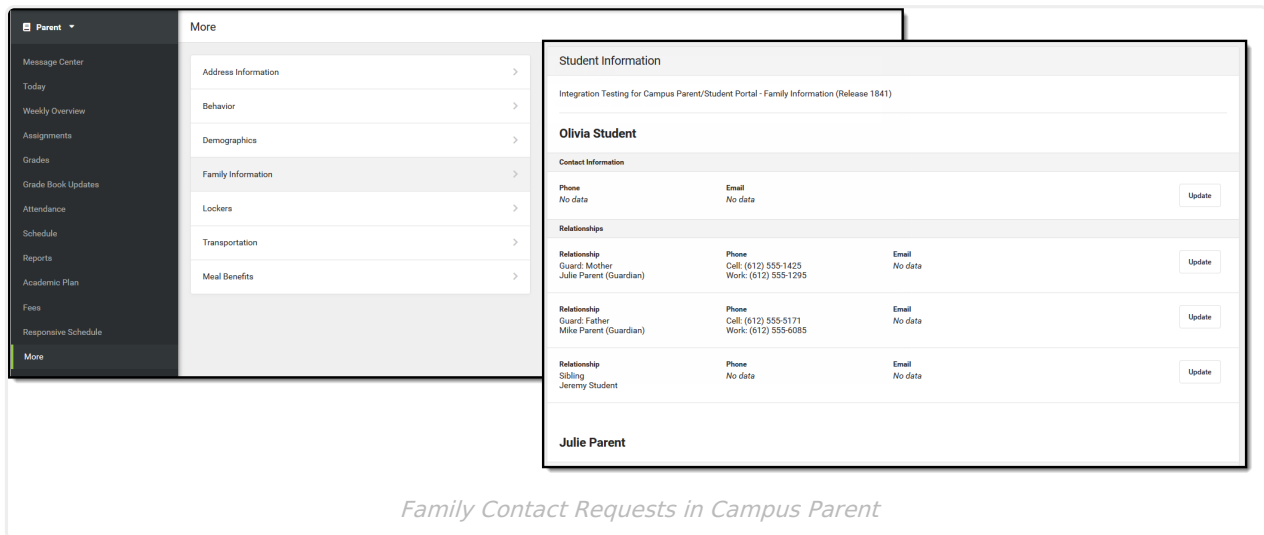
The screenshot shows the 'Portal Request Processor' interface. At the top, there is a search bar and navigation links. Below the search bar, the page title is 'Portal Request Processor' with a star icon. The breadcrumb trail is 'Census > Change Requests > Portal Request Processor'. There are filters for 'Requests made after', 'Request Type: All', and 'Status: Pending'. A table lists several requests with columns for Request Date, Requester, Request For, Request Type, and Status. The selected request is a 'Family Contact' request for 'Parent, Shirley L' submitted by 'Parent, Charles Evan' on 04/14/2014 at 12:53. Below the table, a 'Change Request' section provides details: Date Submitted (04/14/2014 12:53:00 -0500), Requested By (Charles Evan Parent), Requested For (Shirley L Parent), Request Type (Family Contact), Requester Comments, and Status (Pending). A 'Request Detail' table shows the original value and the change request for 'Cell Phone' and 'Email'. At the bottom right, there are 'Begin Approval' and 'Deny' buttons.

Request Date	Requester	Request For	Request Type	Status
04/14/2014 12:55	Parent, Charles Evan	Parent, Charles Evan	Address	Pending
04/14/2014 12:54	Parent, Charles Evan	Parent, Charles Evan	Household Phone Number	Pending
04/14/2014 12:54	Parent, Charles Evan	Parent, Charles Evan	Family Relationships	Pending
04/14/2014 12:53	Parent, Charles Evan	Parent, Shirley L	Family Contact	Pending
04/14/2014 12:52	Parent, Charles Evan	Student, Andrew McKay	Student Demographic	Pending
04/14/2014 12:51	Parent, Charles Evan	Student, Andrew McKay	Non-Household Contacts	Pending

Field	Original Value	Change Request
Cell Phone	(555)117-2774	(612)555-2774
Email		SRL_parent@mail.com

Portal Request Processor - Family Contact Request

Parents/Guardians see the following, depending on Self Service options chosen by the district.



Identity information for enrolled students must be changed on the Demographics tool of the Portal and not in the Family Contact area.

Tool Rights

Staff persons who have rights to the Family Contact Portal Request Processor have two options:

Read Functionality	Write Functionality
<p>Allows a user to view the Family Contact Information Requests if:</p> <ul style="list-style-type: none"> The user is assigned Read rights for this Family Contact Information Request tool right AND The person for whom the request is being made is either related to or in a household with a student enrolled in a school for which they have current year calendar rights. 	<p>Allows a user to view, approve and deny the Family Contact Information requests if:</p> <ul style="list-style-type: none"> The user is assigned Write rights for the Family Contact Information Request tool right AND The person for whom the request is being made is either related to or in a household with a student enrolled in a school for which they have current year calendar rights. <div style="background-color: #e0f2f1; padding: 5px; margin-top: 10px;"> <p>Staff who have these rights see the Begin Approval and Deny buttons on the Portal Request Processor.</p> </div>

In addition to these rights, if the staff person does not have rights to other items that require subrights (i.e., Social Security numbers), the user is not able to approve change requests to those items.

View Family Contact Requests

1. Select a **Family Contact Request** from the **User Request List**. The information entered displays in the Change Request section.
2. Review the Change Request of submitted data.

Approve Family Contact Requests

1. Select a **Pending Family Contact** request from the **User Request List**. The information entered in the request displays in the Change Request section.
2. Click the **Begin Approval** button. A Census Wizard-like view displays.
3. Review the entered information highlighted in yellow.
4. Make any necessary changes as required by district policy.
5. Enter **Comments** for the request.
6. Select the **Approve Change Request** button. A confirmation of the request being approved displays.

The person who made the request receives a notification in their Process Inbox on the Portal that the request was approved.

Deny Family Contact Requests

1. Select a **Pending Family Contact** Type request from the **User Request List**. The information entered in the request displays in the **Change Request** section.
2. Click the **Deny** button.
3. Enter **Comments** for the reason for denial of the request.
4. Click the **Deny** button when finished. A warning message displays indicating the request has been denied.

The person who made the request receives a notification in the Process Inbox on the Portal indicating the request was denied.
