Family Contact Requests (Portal Request Processor)

Last Modified on 10/22/2022 9:43 am CDT

Tool Rights | View Family Contact Requests | Approve Family Contact Requests | Deny Family Contact Requests

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

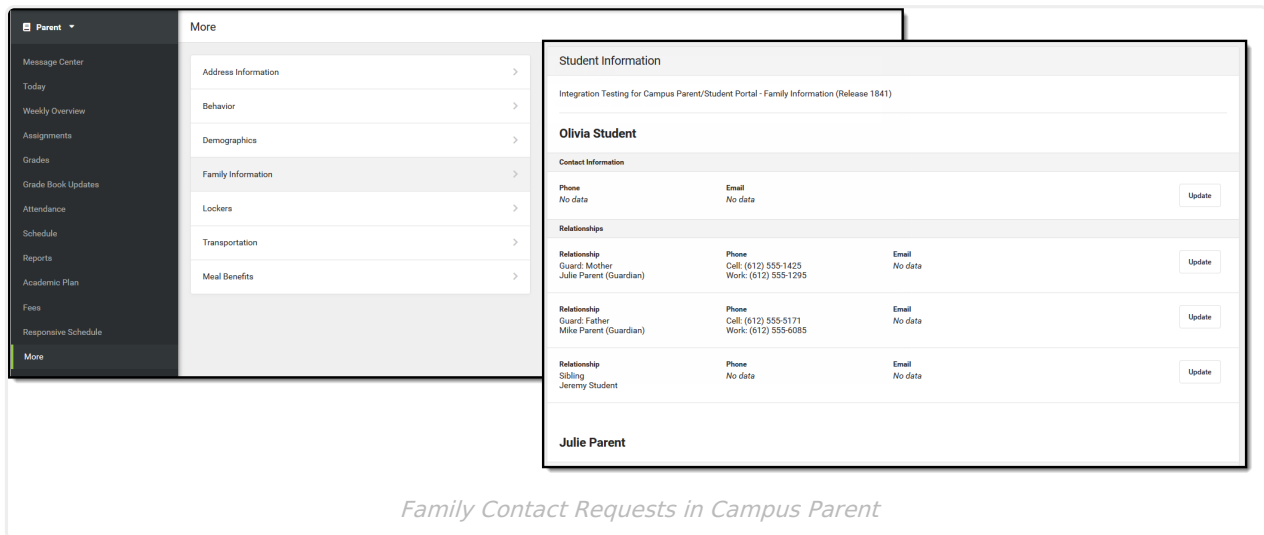These options are determined by the Portal Self Service settings.

Portal Request Processor - Family Contact Request

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

Family Contact Requests in Campus Parent

> 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
Allows a user to view the Family Contact Information Requests if: • 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.	Allows a user to view, approve and deny the Family Contact Information requests if: • 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. > Staff who have these rights see the Begin Approval and Deny buttons on the Portal Request Processor.

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.