

## Parent Portal Request Change in Information

The DC-G district is opening a new feature to Infinite Campus Parent Portal which will allow the parent/guardian to request a change in certain information in Infinite Campus. The request can be to correct a mistake in the information or inform district of a new Household phone, new address, or demographic change. Please allow up to 5 days for the request to be reviewed. Any request of a change of name will require proof of legal name change be provided to the building office.

The main areas are **Student Demographics**, **Household Phone** and/or **Address**.

The purpose **Portal Request** option is to correct any errors that might be in Infinite Campus such as a spelling mistake in a name, new address, or change in Household phone number.

When you log in to Parent Portal you will see two areas listed in the Index on left side.

The two areas are **Demographics** and **Household Information**

Below is the **Demographics** window with the current information.

If you wish to request a change, click on the blue **Update** button. That opens the window (see next page) where the change request will be made.

In the edit window that opens, make changes in any of the available fields. The fields identified in Red are required fields and cannot be empty when the changes are submitted.

At the bottom of the window is a **Comment** box which allows you to add any relevant explanation. This will help staff in determining if the change is requested or denied. For example if a **Last Name** has been changed, it may be denied until proof of the change can be provided to building staff.

It is important to note that these changes are **NOT** automatic. The change is submitted to office staff of the building the student attends. The staff will approve or deny and will include an explanation such as what else the staff may need so the change can be approved.

Please allow up to 5 days for the change request to be processed, verified, and approved.

When the change(s) you wanted to make are complete, press the **Send Update** button.

If the information change you wish to request a is your **Household Phone Number** or **Household Address**, click on the **Household Information** link in the index on left side of window.

The window is divided into **Household Phone Number** and Primary **Household Address**.

The **Household Phone Number** should be the **Primary** household phone number.

Click on the **Update** button for **Household Address**.

In the **Update Address** edit window that opens, make changes in any of the available fields. The fields identified in **RED** are required fields and cannot be empty when the changes are submitted.

There is also a **Checkbox** to check/uncheck depending on if this address is to be Mailing Address.

Below that you must select one of the two radio buttons designating the **Type of Change**.

Is the change due to having moved or will be moving and asks for the **Address Effective Date**.

**OR**

This request is a correction due to an error in the listed information. Press blue **Send Update** button when changes have been entered.

### Household Address

### Household Phone Number

Make corrections, put in a comment if an explanation is helpful, press **Send Update**.