Address Requests (Portal Request Processor)

Last Modified on 03/18/2024 12:12 pm CDT

Tool Rights | View Address Requests | Approve Address Requests for an Address that Does Not Already Exist in Campus | Approve Address Requests for an address that does already exist in Campus | Deny Address Requests

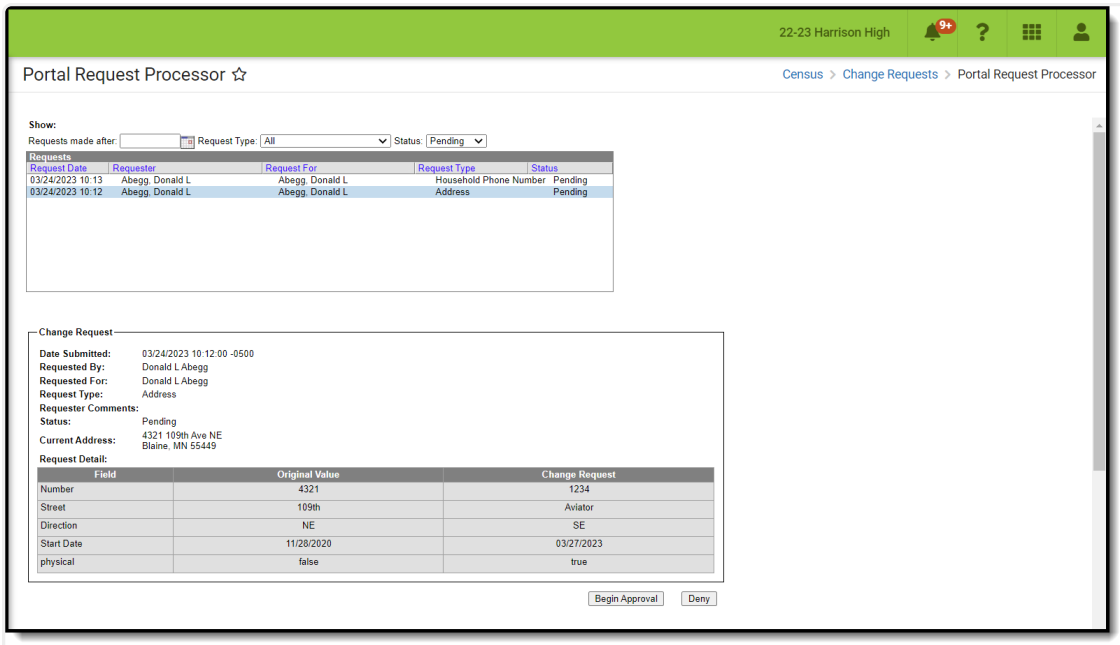
Classic View: Census > Portal Request Processor > Address Request Type

Search Terms: Portal Request Processor

The Address type change request is used for household address changes, such as:

- Street address changes
- Mailing address changes

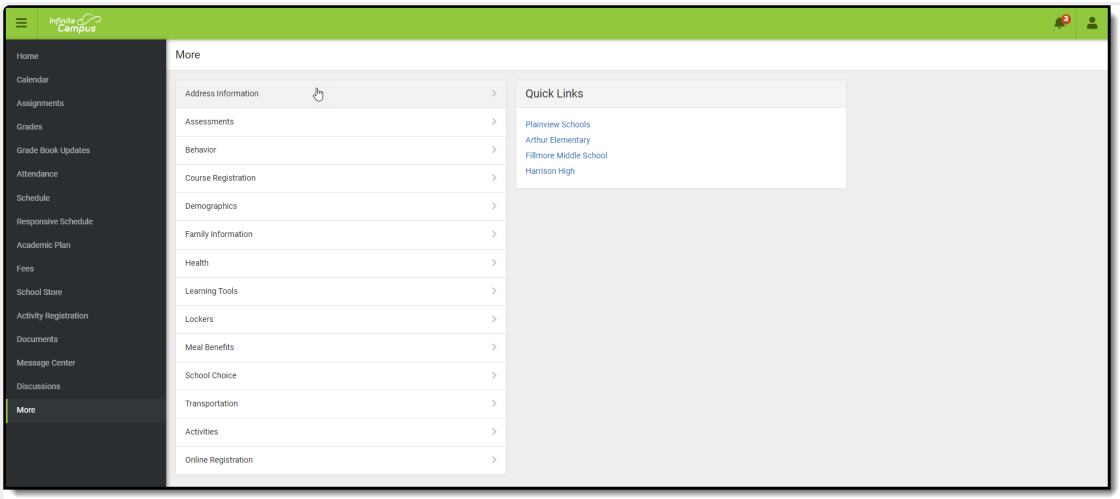
These options are determined by the Portal Self Service settings.



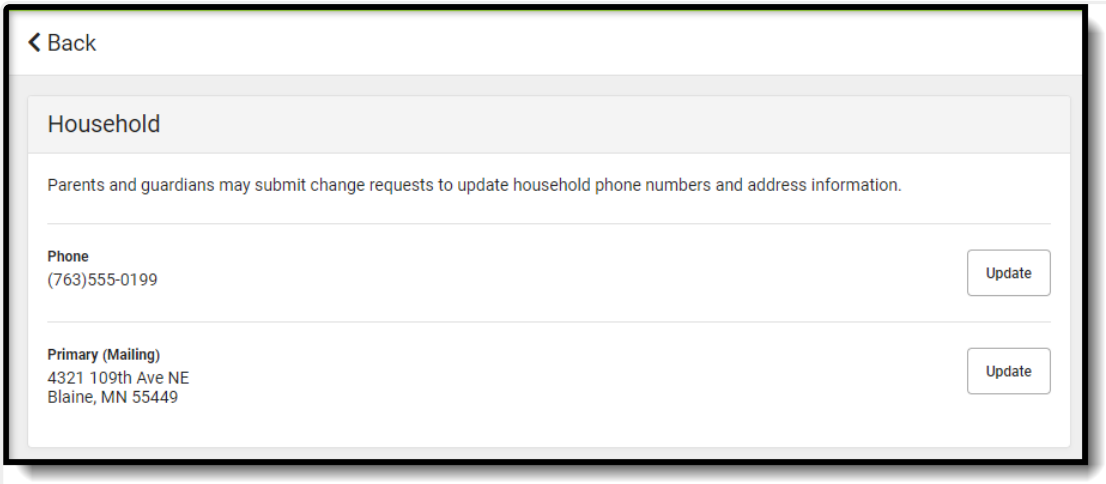
Portal Request Processor - Address Request

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

Copyright © 2010-2024 Infinite Campus. All rights reserved.



Campus Parent - Address Information Update View 1st Screen



Campus Parent - Address Information Update View 2nd Screen

Tool Rights

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

Read Functionality	Write Functionality

Copyright © 2010-2024 Infinite Campus. All rights reserved.

Read Functionality	Write Functionality
Allows a user to view the Household Address Requests if: • The user is assigned Read rights for this Household Address Request tool right AND • The person making the request 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 Household Address requests if: • The user is assigned Write rights for the Household Address Request tool right AND • The person making the request 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 can 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 Address Requests

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

Approve Address Requests for an Address that Does Not Already Exist in Campus

1. Select a **Pending Address** 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. Prior to updating an address, a search must be performed to see if that person already exists.
3. Click the **Search** button below the Search Criteria. This searches the database for an address that matches the entered information. The default search options are Number and the first five characters of the street name. Modify search criteria as often as desired.
4. When certain the requested address does not exist in Campus, mark **The requested address does not exist in Campus** checkbox.
5. Click the **Continue** button.
6. Review the entered information appearing on the next popup (step 2).
7. Make any necessary changes as required by district policy for address entry.
8. Enter **Comments** for the request.

Copyright © 2010-2024 Infinite Campus. All rights reserved.

9. Select the **Approve Change Request** button. A confirmation of the request being approved displays.. This changes the information in Census People.

The person who made the request receives a notification in the Message Center on the Portal indicating the new status and any comments that were entered.

There are three Save Options for addresses:

- **Save Changes** - adds the new address to the household beginning on the date entered and maintains the history by keeping (and ending the household's previous address. Historical information is retained.
- **Overwrite the Existing Address** - overwrites the address in the database. The original address no longer exists in Campus.
- **Change the Address** - the original address is kept in the database, but it is no longer associated with the household. The requested address is associated to the household starting on the date the original address started.

When the household address is assigned to a staff member, address changes are updated in Campus HR as well.

Approve Address Requests for an address that does already exist in Campus

1. Select a **Pending Address** 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. Prior to adding a person, a search must be performed to see if that person already exists.
3. Click the **Search** button below the Search Criteria. This searches the database for an address that matches the entered information.
4. Select the matching address in the **Search Results** window.
5. Click the **Continue** button.
6. Review the entered information appearing on the next pop-up (step 2).
7. If the address is shared with other households (i.e., multiple families share the same address or the address is an historical address for another family), a warning appears.
8. Determine and select the appropriate checkbox if the address is a Mailing address, a Secondary address and if it should be marked as Private (hides the address from the Portal). Mark the checkbox if this is a Physical address.
9. Enter **Comments** for the request.
10. Select the appropriate save option for this address:
    - Save changes in a new address and end the previous address for the household.
    - Change the address on the household to the one below (previous address are no longer associated with the household, but it will still be available in Campus).
11. Select the **Approve Change Request** button. A confirmation of the request being approved displays.

Copyright © 2010-2024 Infinite Campus. All rights reserved.

The person who made the request receives a notification in the Process Inbox on the Portal noting the request was approved and any comments that were entered.

Deny Address Requests

1. Select a **Pending Address** 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. In addition, the list of requests will update this item to have a status of Denied.

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

Copyright © 2010-2024 Infinite Campus. All rights reserved.