

# Household Phone Requests (Portal Request Processor)

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[Tool Rights](#) | [View Household Phone Requests](#) | [Approve a Household Phone Requests](#) | [Deny Household Phone Requests](#)

**Tool Search:** Portal Request Processor

The Household Phone Number Requests contain request changes for household phone numbers.

This updates the household phone number for all members of the household.

The screenshot shows the 'Portal Request Processor' page. At the top, there are filters for 'Request made after' (dropdown), 'Request Type' (dropdown set to 'All'), and 'Status' (dropdown set to 'All'). Below the filters is a table of requests:

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

Below the table is a 'Change Request' section. It shows the following details:

Date Submitted: 04/14/2014 12:54:00 -0500  
Requested By: Charles Evan Parent  
Requested For: Charles Evan Parent  
Request Type: Household Phone Number  
Requester Comments:  
Status: Pending  
Request Detail:

Field	Original Value	Change Request
Phone	(612)555-7479	(612)555-7477

At the bottom of the 'Change Request' section are 'Begin Approval' and 'Deny' buttons.

Portal Request Processor - Household Phone Number Requests

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

If the Auto-approve changes option is not selected, messages are listed in the [Message](#)

Center and in the [Portal Request Processor](#). If the Auto-approve changes option is selected, household phone requests are automatically updated without a message appearing in the Process Alerts or without an indication in the Portal Request Processor.

## Self Service Options ☆

System Settings > Portal Preferences > Self Service Options

**Save**

Address Information -

Activate Address Information

Display Household Phone Number

Allow Change Requests

Auto-approve Changes [?](#)  

Display Household Addresses

Allow Change Requests

Address Information Comments:

**Save**

### *Self Service Options - Auto-Approve Changes*

Parents/Guardians see the following, depending on [Self Service](#) options chosen by the district.

Household

Integration Testing for Campus Parent/Student Portal - Address Information (Release 1841)

Phone  
(612) 555-5184

Primary (Mailing)  
5270 93rd St  
Any Town, MN 55555

Back

Update

Household Phone and Address Updates

# Tool Rights

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

Read Functionality	Write Functionality
<p>Allows a user to view the Household Phone requests if:</p> <ol style="list-style-type: none"> <li>1. The user is assigned Read rights for the Household Phone Request AND</li> <li>2. 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.</li> </ol>	<p>Allows a user to view, approve and deny the Household Phone requests if:</p> <ol style="list-style-type: none"> <li>1. The user is assigned Write rights for the Household Phone request tool right AND</li> <li>2. 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.</li> </ol> <div style="background-color: #e0f2e0; padding: 10px; border-radius: 10px;"> <p>Staff who have these rights see the Begin Approval and Deny buttons on the Portal Request Processor.</p> </div>

## View Household Phone Requests

1. Select a **Household Phone** request from the **User Request List**. The information entered in the request display in the Change Request section.
2. Review the Change Request of submitted data.

## Approve a Household Phone Requests

1. Select a **Pending Household Phone** request from the **User Request List**. The information entered in the request display in the Change Request section.
2. Click the **Begin Approval** button.
3. Review the entered information (highlighted in yellow).
4. Enter **Comments** for the request.
5. Select the **Approve Change Request** button. A confirmation of the request being approved display. This changes the information in Census People and the request now displays as such. In addition, the list of requests updates this item to have a status of Approved.

The person who made the request receives a notification in their notifications on the Portal indicating the new status and any comments entered.

## Deny Household Phone Requests

1. Select a **Pending Household Phone Request** 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. This comment field displays to parents/guardians on the Portal if Self Service options have been selected.
4. Click the **Deny** button when finished. A warning message displays indicating the request has been denied. In addition, the list of requests updates this item to have a status of Denied.

The person who made the request receives a notification in their notifications on the Portal noting the reasons the request was denied.

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