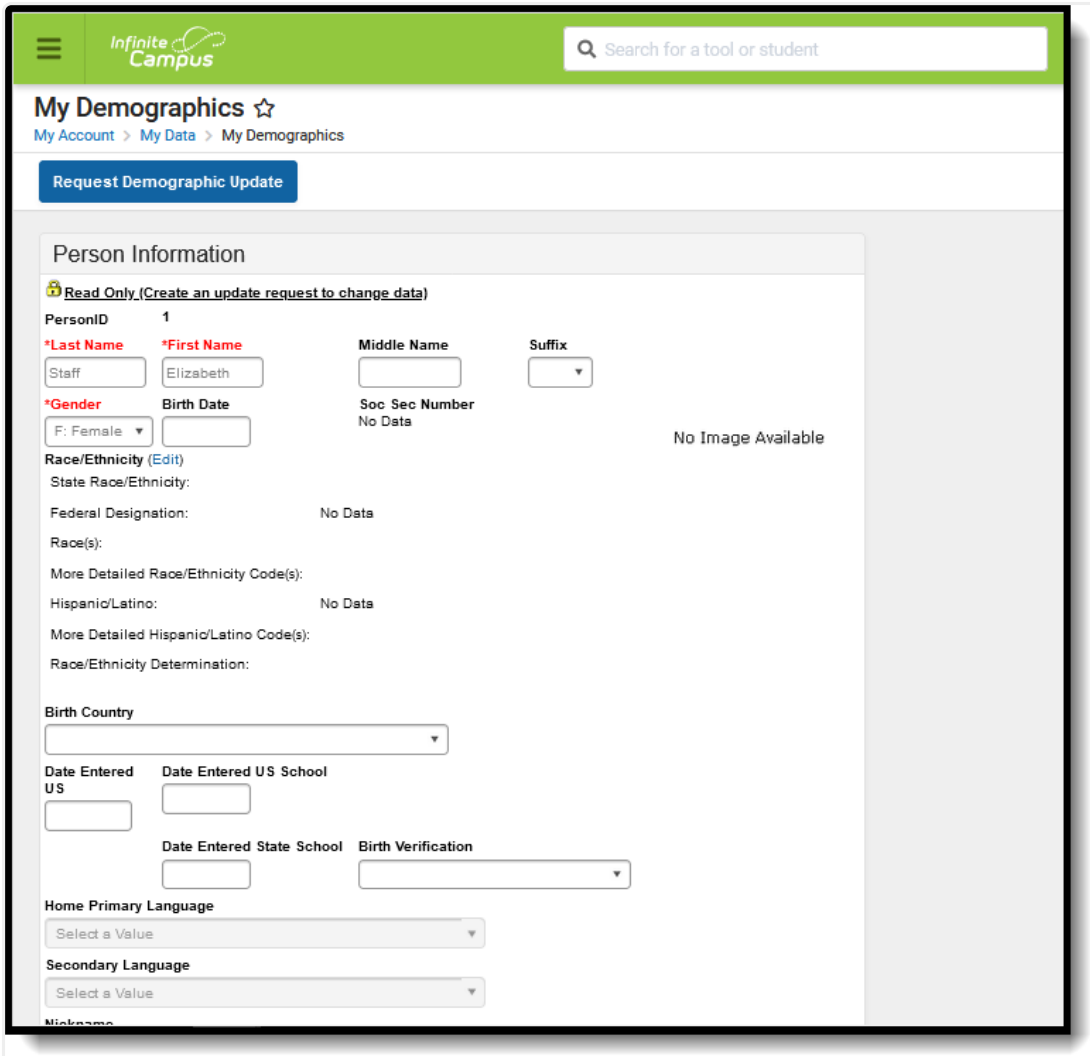
My Demographics

Last Modified on 08/11/2026 11:56 am CDT

Tool Search: My Demographics

The My Data Demographics tool allows district staff members to review and/or update their personal information and contact preferences. Update requests will be reviewed by an administrator and approved or denied as appropriate.



My Demographics

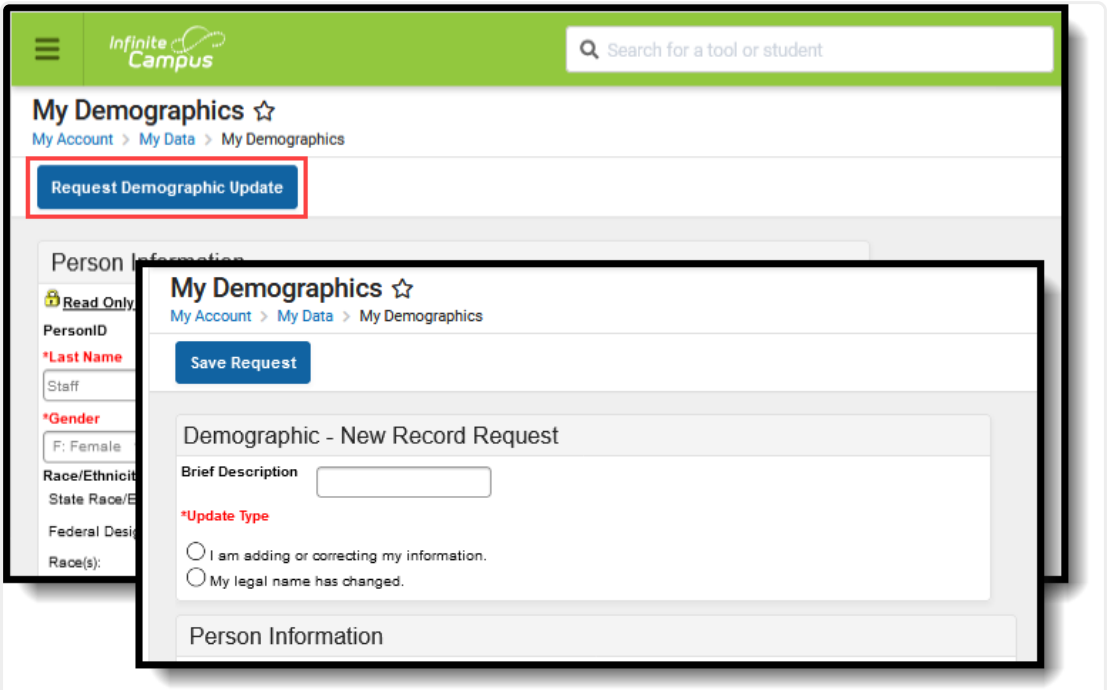
See the My Data (My Account) Tool Rights article to learn about rights needed to use this and related tools.

Protected Identity Information is available on the Identities tool.

Data appearing in My Demographics reflects the Census Demographics.

If information in My Demographics is outdated or inaccurate, a user may submit the correct information and request an update. There are two **Update Types**:

- Add or Correct Information
- Legal Name Changes



Request Demographic Update

Request an update to add or correct information

1. Select the **Request Demographic Update** icon. A new Demographics screen displays/
2. Enter a **Brief Description** for this modification. This is not a required field, but entering a description helps organize requests when viewing them in the My Request tool and when Request Approvers make approval or denial decisions.
3. Select the **Update Type** for this request. To add or correct information, select the first option - **I am adding or correcting my information**.
4. Enter the modified information. **First Name, Last Name,** and **Gender** are the only required fields.
5. Click the **Save Request** icon when finished.

An entry is added to the My Request tool, noting changes were requested on a particular date. A designated approver will review the changes and accept or deny as necessary. A message indicating a request has been approved or denied is visible in Message Center on the Process Alerts view. The user may select this link to display the My Requests tool.

When the request is approved by the designated approver, the requested change will be updated. If the Demographics request contains no changes to fields in the Identity tool, the Request Processor will not create a new identity when the Create a New Identity option is selected.

Request an update for legal name changes

1. Select the **Request Demographic Update** icon. A new Demographics screen displays.
2. Enter a **Brief Description** for this modification. This is not a required field, but entering a description helps organize requests when viewing them in the My Request tool and when Request Approvers make approval or denial decisions.
3. Select the **Update Type** for this request. To request an update due to a legal name change, select the second option - **My legal name has changed**.
4. Enter the modified information. **First Name, Last Name,** and **Gender** are the only required fields.
5. Click the **Save Request** icon when finished.

An entry is added to the My Request tool, noting changes were requested on a particular date. A designated approver will review the changes and accept or deny as necessary. A message indicating a request has been approved or denied is visible in Message Center on the Process Alerts view. The user may select this link to display the My Requests tool.

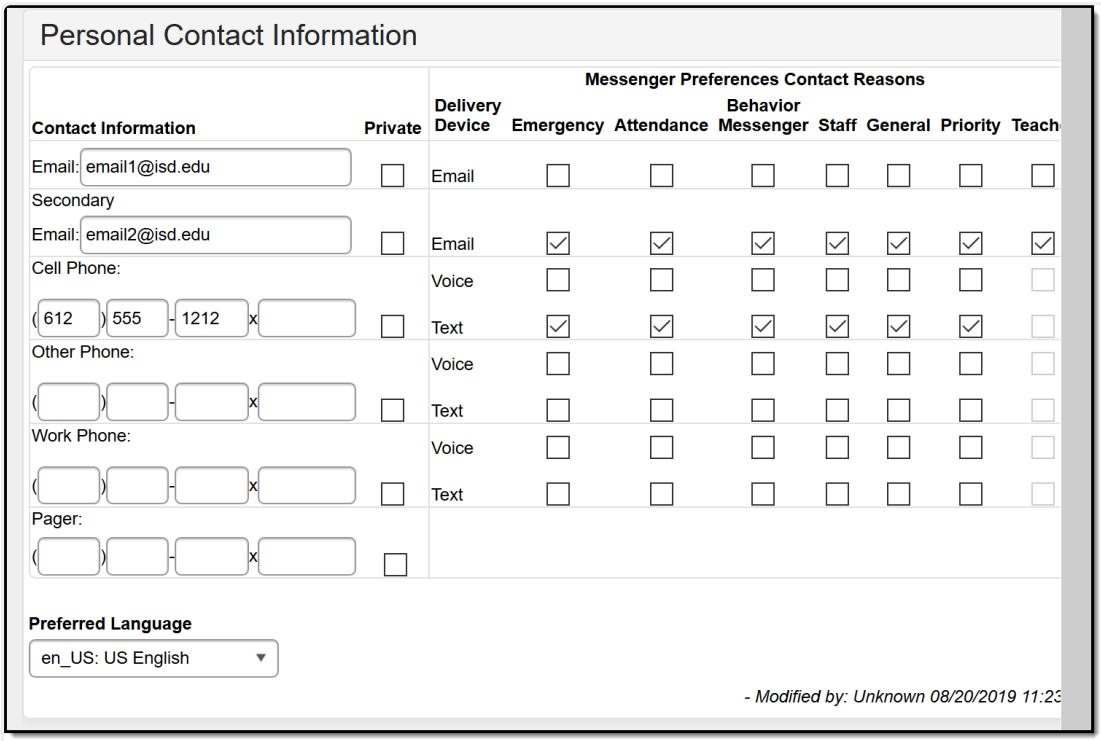
When the request is approved by the designated approver, the requested change will be updated. If the change was due to a legal name change, a new identity will be created as of the current date. The existing identity will end as of the day before the current date.

Submitted requests can be reviewed on the My Requests tool.

Personal contact information field descriptions

The Personal Contact Information editor includes phone numbers, messaging preferences, and the preferred language for receiving messages.

If Campus Messenger with Voice is used to deliver phone messages, each contact MUST have at least one phone number entered and flagged for a phone message type within the Messenger Preferences area. Otherwise, emergency voice messages will not be delivered to that person.



Personal Contact Information Editor

Voice and text messaging options ONLY display when the district uses Campus Messenger with Voice or Text Messaging functionality.

Data Element	Definition
Email/ Secondary Email	Lists the person's email addresses. The primary **Email** address displays in the following areas: • A teacher's email address displays on the Portal Schedule screen. • A parent's email address displays on the Roster. The Secondary Email address does NOT display in these areas.
Cell Phone	The person's cell phone number.
Other Phone	Additional phone number (not applicable to the Cell Phone, Work Phone, or Pager fields).
Private	When the Private checkbox is marked, it indicates that the details should be kept within school settings. See the Private Checkbox Information article for more details. Marking this checkbox does not affect any Messenger settings.

Data Element	Definition
Work Phone	The person's work phone number.
Pager	The person's pager number.
Preferred Language	The designated language in which the person prefers to be contacted.
Comments	Details related to the person's contact information.

Messenger preference contact reasons

Data Element	Definition
Delivery Device	The device for which message preferences are being set: email, voice or text.
Emergency	Indicates Emergency messages should be sent to the delivery device.
Attendance	Indicates Attendance messages should be sent to the delivery device. Attendance messages notify guardians when students are absent or tardy from class.
Behavior Messenger	Indicates Behavior messages should be sent to the delivery device. Behavior messages notify **guardians** when a student is involved in a behavior incident.
Staff	Indicates messages intended for staff (individuals with a District Assignments record) should be sent to the delivery device. Staff who should receive notification of a referral being sent need to have a delivery device marked. These staff names are then available for selection in Behavior Preferences and in the **Notify** field on the Behavior Referral. **This column is displayed only when the person has a District Assignments record.** For users who have a District Assignment record and are also parents of students enrolled in the district, the Staff checkbox displays on the Contact Preferences list as well. It is recommended that those users have multiple logins to Campus - one for the Portal and one for Campus Instruction.
General	Indicates that messages marked as *General Notification* and sent from the Scheduling Messenger, Behavior Messenger, Staff Messenger, Survey Messenger or Message Builder should be sent to the delivery device. School Choice Messenger also uses this option.

Data Element	Definition
Food Service	Indicates POS Account Messenger messages should be sent to the delivery device. POS Account Messenger messages notify guardians of current account balances and when food service accounts have low or negative balances.
Priority	Indicates that messages marked as *Priority Notification* and sent from the Staff Messenger, Survey Messenger, or Message Builder should be sent to the delivery device.
Teacher	Indicates that messages sent from any of the Instruction Messenger tools (Grades Messages, Missing Assignment Messages, Class Messages, Failing Assignment Scheduler, and Missing Assignment Scheduler) should be sent to the delivery device. If given rights by the district or school, teachers can send messages to guardians regarding failing grades and missing assignments. They can also send general announcements.

Establish Messenger preferences

Messenger preferences designate which email and/or phone numbers should be used to contact people associated with Campus (*e.*g., guardians, students, staff).

Any person who has a relationship with a student can be designated as a messenger contact for that student, provided the Messenger checkbox is checked for that relationship in the Relationships tool. All voice, email, text, and survey messages sent from the system generate a Process Alert (for staff members only) or Portal Inbox (for parents and/or students with Portal accounts) message to the recipient, regardless of the preferences set in this area.

The messenger preferences that appear on this tool can be established and/or updated through one of the following methods:

- **Batch setting/updating preferences for all contacts through the Contact Preferences Batch tool -** System administrators can set preferences for all messenger contacts *en masse*.
- **Manual setting/updating of preferences for individual contacts on theDemographics tool -** Users with rights to the Demographics tool can modify messenger preferences of individual contacts.
- **Guardian and/or student contacts set/update their own preferences in the** Campus Portal **-** Messenger contacts with Portal accounts can set/update their own preferences for receiving messages, if the school allows them to do so. This ability is granted to Portal users only when the **Contact Information** checkbox is checked in **Portal Options**.
- **Staff contacts set/update their own preferences through My Data (My Demographics tool) -** Staff members can request modifications to their contact information, including phone numbers/email address, and messenger contact preferences.

When a selection is made for a particular contact type in the Messenger Preferences area, the contact receives a phone call/email/text for that message type, when applicable. If the message

applies to students, the contact receives one message per student with whom he/she has a Messenger relationship (as indicated by the **Messenger** checkbox in the Relationships tool). Any phone number or email address marked to receive a message receives one message per applicable student.

Campus Messenger with Voice preferences

Each type of phone message listed (*i.e.*, **Emergency**, **Attendance**, **Behavior**, **General**, **Priority,** and **Teacher**) can be assigned to a listed contact phone number (*i.e.*, **Household**, **Other Phone**, **Work Phone**, **Cell Phone**). If more than one phone number is specified for the same message type (*e.g.*, the Work Phone, Cell Phone, and Household Phone are marked to receive High Priority messages), multiple calls are made. This means that a person marked as a messenger contact for more than one student may receive the same message multiple times on multiple phone numbers.

Emergency voice messages

The Emergency Messenger dials all contact phone numbers marked to receive **Emergency** messages.

> If no phone numbers are marked for communication, emergency voice messages will not be delivered to the contact.

When an emergency message is sent from the district, only one message is delivered to a phone number, regardless of how many students are assigned to the messenger contact. Redials are attempted as set on the Voice Settings tool (System Administration > Messenger > Messenger Preferences > Voice Settings).

If the emergency message is sent to more than one school (rather than as a single message from the district level), a contact may receive multiple messages if that messenger contact has been assigned to more than one student.

Text messaging preferences

> The Text checkbox only appears in districts that use both the Text Messaging and Voice Messaging add-on features.

The **Text** Delivery Devices checkbox allows text messaging as a contact method for household, other phone, cell and/or work phone numbers.

Emergency text messages

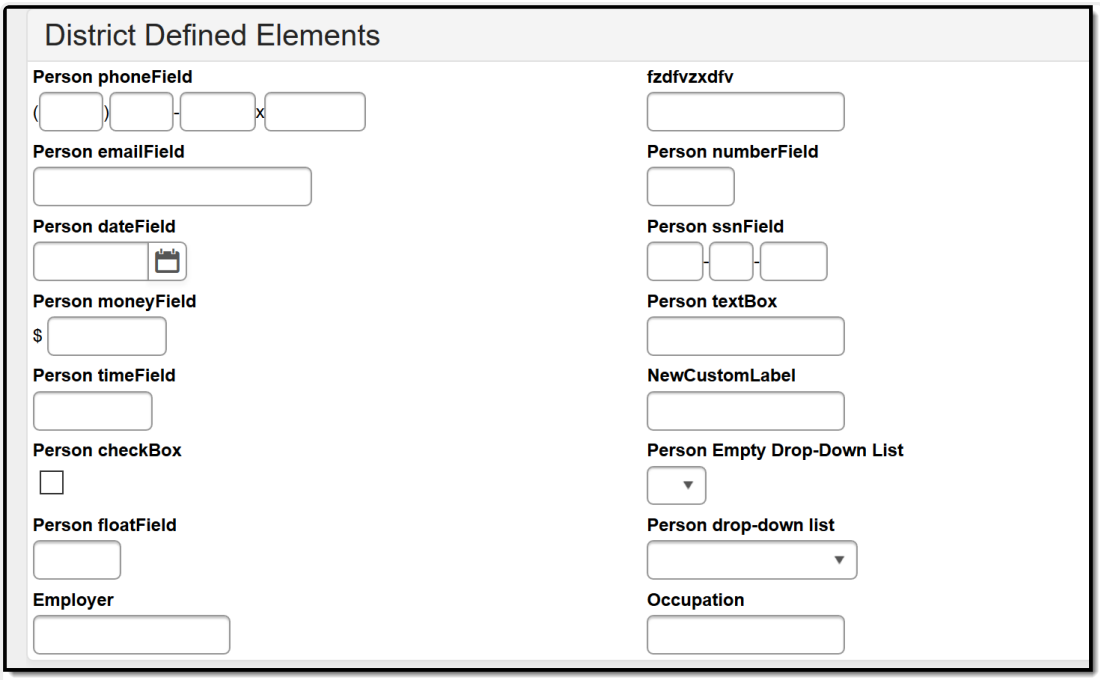
Emergency Messenger text messages are only delivered to a recipient as a final attempt at contact.

They are ONLY sent when all initial emergency phone calls and the scheduled number of redials have been attempted for the number without receipt confirmation from the recipient. Should the recipient confirm receipt of the message (by pressing "0" after listening), all text messages scheduled for delivery to any non-shared recipient phone numbers are canceled. Additional phone calls and/or redials to non-shared phone numbers are also canceled. Shared phone numbers must be confirmed separately to cancel additional calls to the number. However, shared Text numbers are not canceled.

District-defined elements

This editor may not display for all users.

When displayed, the District Defined Elements editor contains district-localized fields. *(Screenshot for example purposes only)*



District Defined Elements