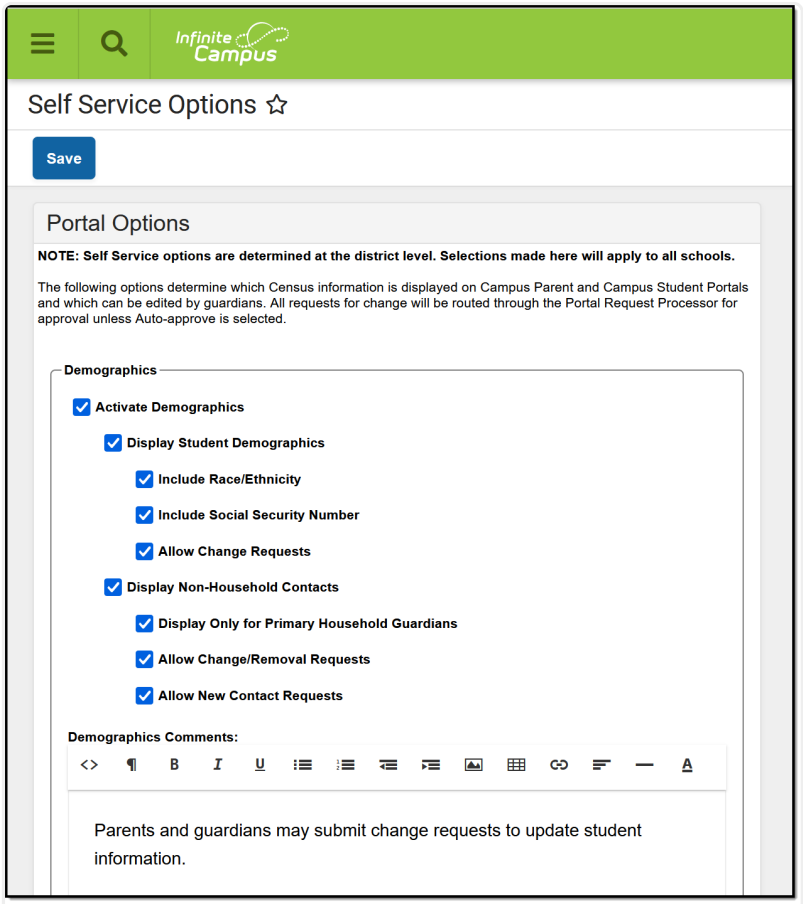
Self Service Options

Last Modified on 07/20/2026 1:23 pm CDT

Tool Search: Self Service Options

The Portal Self Service options allow districts to display and update Census data for users of Campus Parent and Campus Student. Information can be selected at a granular level allowing districts to choose what information can be viewed and what information can be updated. Districts can review all update requests submitted before updating the database.



Portal Self Service

See the Portal Self Service Options Tool Rights article for information on available tool rights.

Campus Student users (usually enrolled students) are not able to request changes to their data unless they are emancipated and their own guardian.

Student Demographic information, Household Contact information, Phone and Addresses can be viewed and modified for individuals marked as the student's guardian. The guardian does not need

to reside in the student's primary or secondary household.

Staff who have students in the district are allowed to view and edit information, as defined in the above table. Staff who do not have students in the district should use **My Data** to request changes to demographic, household and contact information.

Note the following:

- Self Service options are District-wide.
- Users have to determine which items to display and which items to allow for change requests.

Districts can choose to allow parents/guardians to request updates to Census information via Campus Student and Campus Parent. Submitted update requests are then reviewed by an authorized staff person using the Portal Request Processor, and each request can be approved or denied individually.

Like Portal Display Options, selected Self Service options determine what data can be requested for modification. Options can be turned on for student data, household data and family data.

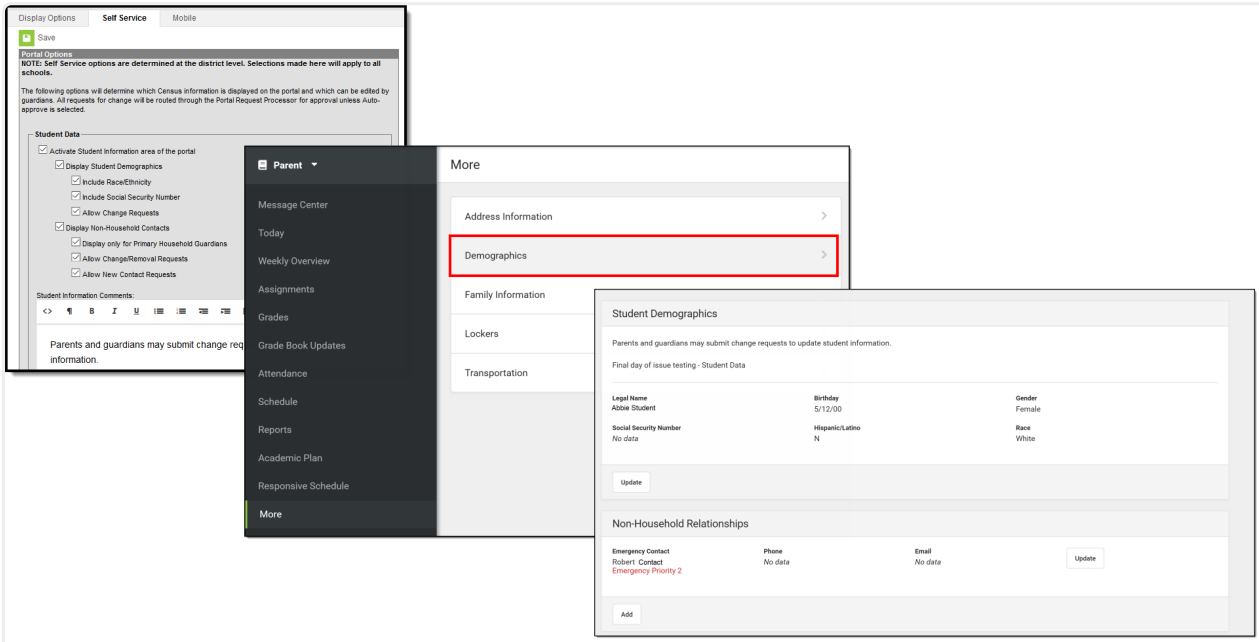
Set Self Service Options

1. Select the desired settings for each of the areas available for update options within Campus Student/Parent.
2. Click the **Save** icon when finished. Self Service options are saved, and Campus Parent users can update information as needed.

Review the following information for explanation of the available options.

Student Data

The Student Data options include both student demographic data (race/ethnicity, Social Security number, etc.) and Non-Household Contact Information (i.e., emergency contacts outside of the household).



Student Data Self Service Options

The following defines the available Student Data Self Service Options.

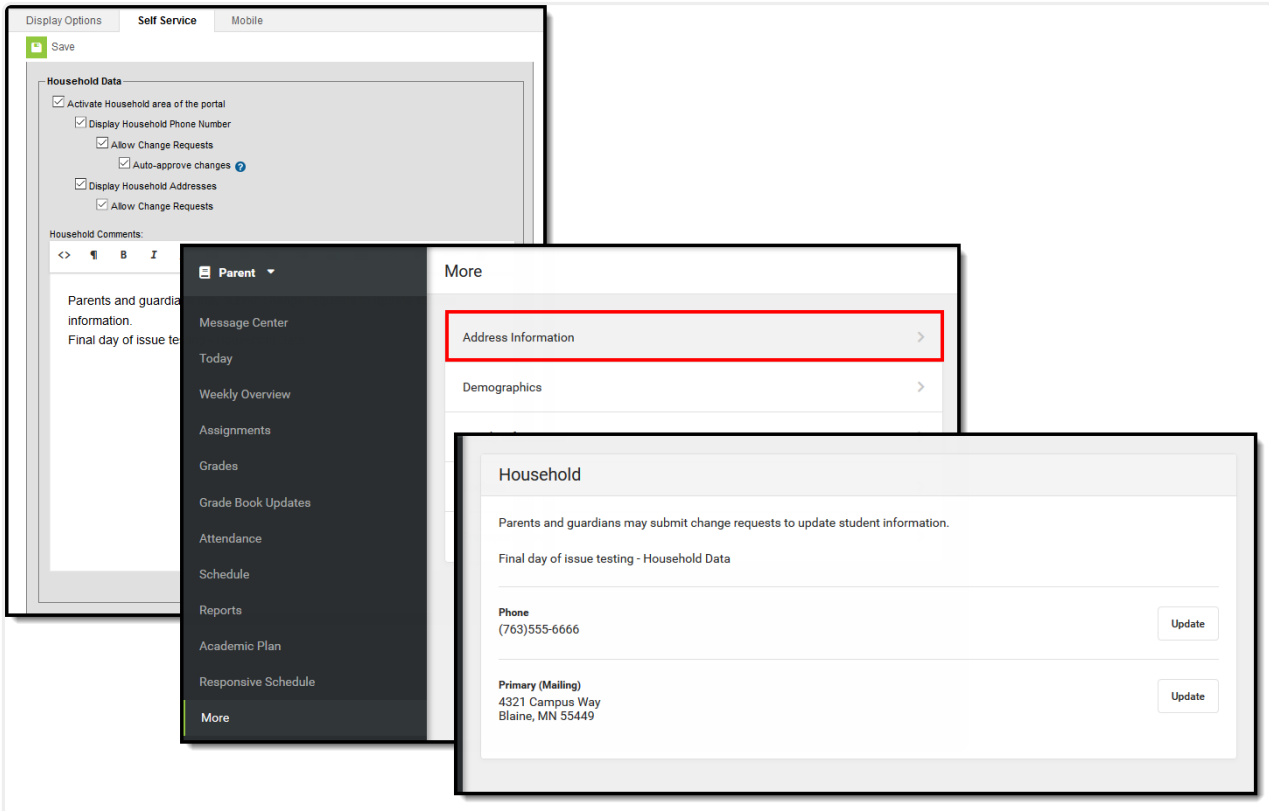
Options	Definition
Activate Student Information area of the Portal	Student Information area is visible when a parent/guardian or student selects a student name.
Display Student Demographics	Displays student name, birth date and gender.
Include Race/Ethnicity	Displays student's race/ethnicity information.
Include Social Security Number	Displays student's Social Security number.
Allow Change Requests	Allows the parent/guardian to request changes to displayed demographic information. If the option to display race/ethnicity is selected, but the Social Security number option is not selected, the parent/guardian is only able to request an update to the student's name, birth date, gender and race/ethnicity.
Display Non-Household Contacts	Displays contact information for those individuals who do not reside in the same household as the student.

Options	Definition
Display only for Primary household Contacts	Displays contact information for those individuals who reside in the primary household. Only those who have the guardian and portal flags for a student who live in the student's primary household can view and/or update the contact information. Guardians in secondary households and non-household guardians do not see this information.
Allow Change/Removal Requests	Allows the parent/guardian to request changes to existing household contact information or to remove existing non-household contacts.
Allow New Contact Requests	Allows the parent/guardian to request new additions to non-household contacts.
Student Information Comments	HTML field (WYSIWYG editor) for district to provide information about student information. Entered text displays for all users.

Any modifications requested by parents/guardians go through an approval process. Designated staff use the Portal Request Processor to approve or deny requests from parents/guardians.

Household Data

The Household Data options include household phone number and household addresses.



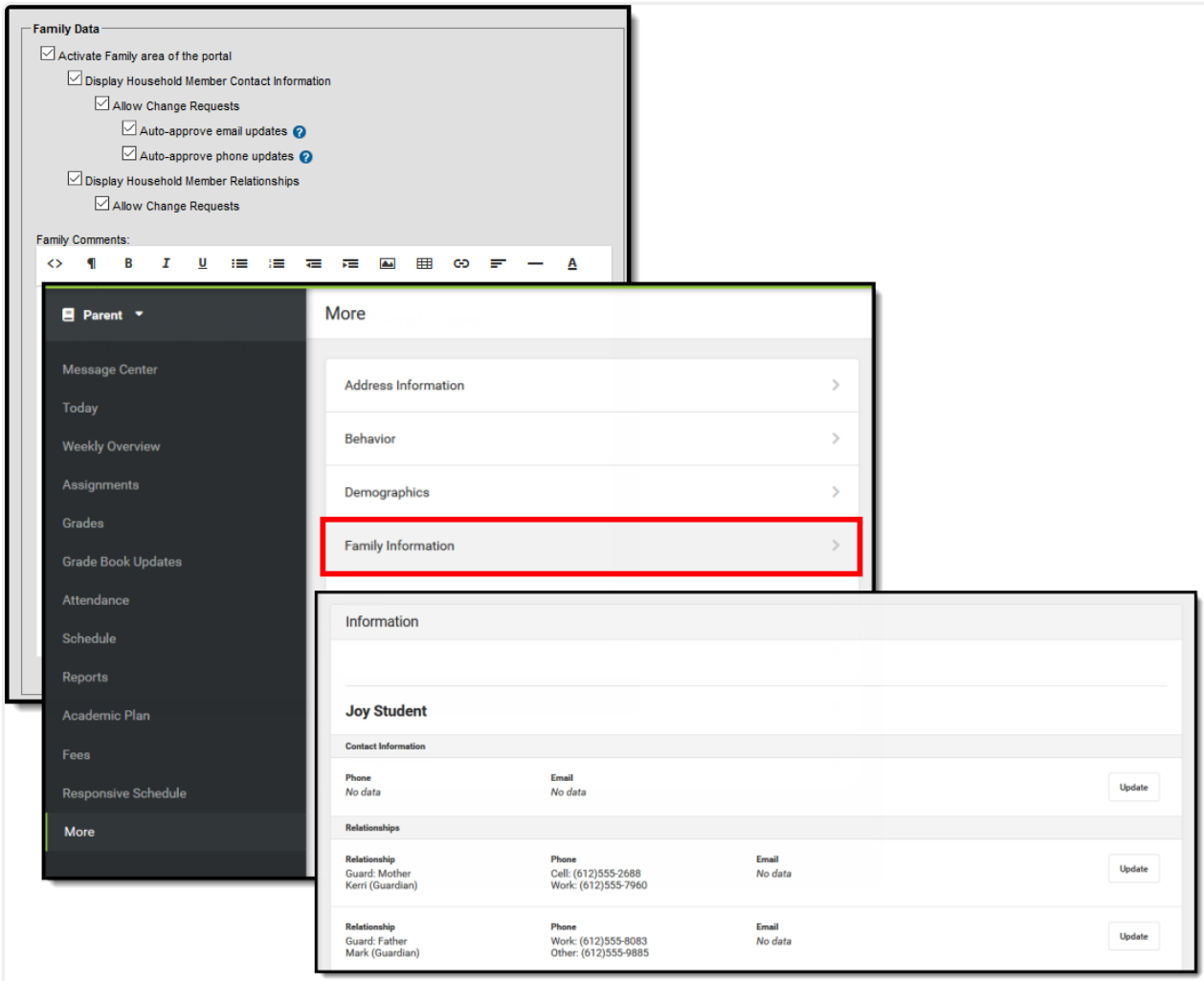
Household Self Service Options

The following defines the available Household Data Self Service Options.

Options	Descriptions
Activate Household area of the Portal	Household information displays in the Address Information area of Campus Student/Parent.
Display Household Phone Number	Displays the household phone number. The household phone can be viewed or edited (based on portal options) for all primary and secondary households in which the person is a member on the date of the login. If the person does not belong to a household, he/she will not see anything for household phone.
Allow Change Requests	Allows the parent/guardian to submit change requests to the household phone number.
Auto-approve Changes	When selected, requests to change the household phone number are automatically approved and updated, meaning district staff do not have to process changes to household phone numbers or receive a message that a request has been submitted. **ONLY Household phone numbers are auto-approved.**
Display Household Address	Displays the household address as part of the household information. Household addresses (primary and secondary) can be viewed or edited (based on portal options) for all primary and secondary households in which the person is a member on the date of the login.
Allow Change Requests	Allows the parent/guardian to submit change requests to the household address.
Household Comments	HTML field (WYSIWYG editor) for district to provide information about household information. Entered text displays for all users.

Family Data

Family data options include updating contact information and relationship data for all family members. If a person is not a guardian to anyone in the household, they can only update his/her contact information.



Family Self Service Options

The following defines the available Family Data Self Service Options.

Options	Description
Activate Family area of the Portal	Family information displays in the Family Information area of Campus Student/Parent.
Display Household Member Contact Information	Displays household member contact information. • Household member contact information can be viewed for all household members in a primary and secondary household in which the person is a member on the date of login. • Household member contact information can only be edited by someone who is a guardian of at least one student in that household. • If the person is not a guardian of at least one student, he/she will only be able to edit his/her personal contact information. • If the person is not a member of the household, he/she will only see his/her own contact information.

Options	Description
Allow Change Requests	Allows the parent/guardian to submit change requests for household member contacts.
Auto-approve Email Updates **Auto-approve Phone Updates**	When selected, requests to change the phone number and email associated with the family member are automatically approved and updated, meaning district staff do not have to process changes to phone numbers or emails, or receive a message that a request has been submitted.
Display Household Member Relationships	Displays relationships of members in the household. • Household member relationship information can be viewed for all household members in primary and secondary households in which the person is a member on the date of login. • Household member relationship information can only be edited by someone who is a guardian of at least one student in that household. • If the person is not a member of a household, he/she will not see any relationships.
Allow Change Requests	Allows the parent/guardian to submit change requests for family relationships.
Family Comments	HTML field (WYSIWYG editor) for district to provide information about this area in Campus Student/Parent. Entered text displays for all Campus Student/Parent users.

When selecting these options, be aware that selecting the checkbox to display the area does not give the ability to submit a change request. The **Allow Change Requests** option would also need to be selected. A district could choose to display the household phone number, but not allow parents/guardians the ability to request a change to that phone number.