

Family Relationship Requests (Portal Request Processor)

Last Modified on 12/14/2025 8:45 pm CST

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Tool Search: Portal Request Processor

The Family Relationship Requests contain changes for contact information, such as:

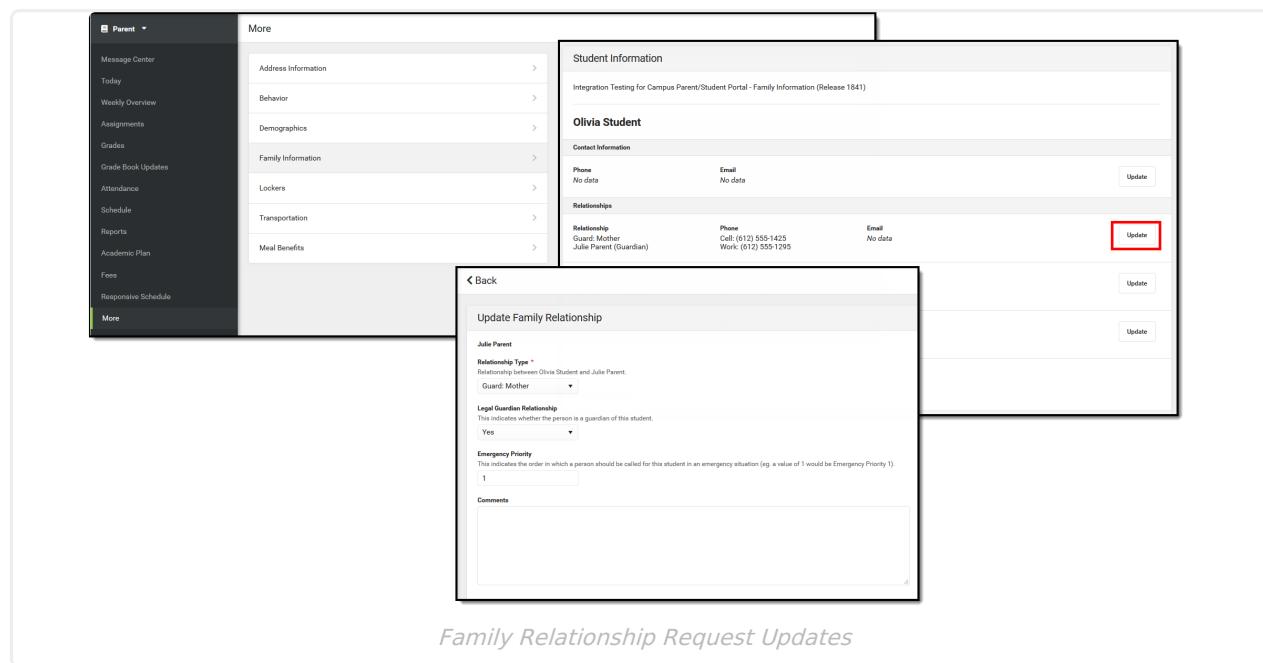
- Relationship types
- Legal Guardian Relationship
- Emergency Priority

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

The screenshot shows the 'Portal Request Processor' page. At the top, there are filter options for 'Requests made after:' (a date input), 'Request Type:' (a dropdown with 'All' selected), and 'Status:' (a dropdown with 'Pending' selected). Below these filters is a table titled 'Requests' with columns: Request Date, Requester, Request For, Request Type, and Status. The table contains several rows of data, with the second row (Request Date: 04/14/2014 12:54, Requester: Parent, Charles Evan, Request For: Parent, Charles Evan, Request Type: Family Relationships, Status: Pending) highlighted in blue. Below the table is a section titled 'Change Request' containing various details: Date Submitted (04/14/2014 12:54:00 -0500), Requested By (Charles Evan Parent), Requested For (Charles Evan Parent), Related Person (Shirley L Parent), Request Type (Family Relationships), Requester Comments (empty), and Status (Pending). At the bottom of this section is a table titled 'Request Detail' with columns: Field, Original Value, and Change Request. The first row (Field: Relationship Name, Original Value: empty, Change Request: Spouse) is highlighted in blue. At the very bottom of the page are two sets of buttons: 'Begin Approval' and 'Deny' on the left, and 'Begin Approval' and 'Deny' on the right.

Portal Request Processor - Family Demographic Requests

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



Family Relationship Request Updates

Tool Rights

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

Read Functionality	Write Functionality
<p>Allows a user to view the Family Relationship Information requests if:</p> <ol style="list-style-type: none"> 1. The user is assigned the Family Relationship Information tool right AND 2. At least one person in the relationship request is either related to or in a household with a student enrolled in a school for which they have current year calendar rights. 	<p>Allows a user to view, approve and deny the Family Relationship Information requests if:</p> <ol style="list-style-type: none"> 1. The user is assigned Write rights for the Family Relationship Information request tool right AND 2. At least one person in the relationship request is either related to or in a household with a student enrolled in a school for which they have current year calendar rights. <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>

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 these items.

View Family Relationship Requests

1. Select a **Family Relationship** 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 Family Relationship Requests

1. Select a **Pending Family Relationship** request from the **User Request List**. The information entered in the request displays 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 displays.

The person who made the request receives a notification in their Process Inbox indicating the request was approved.

Deny Family Relationship Requests

1. Select a **Pending Family Relationship Request** 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 will update this item to have a status of Denied.

The person who made the request receives a notification in their Process Inbox indicating the request was denied.
