

# Family Contact 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 Contact requests contain changes for member's contact information, such as:

- First Name, Last Name, Middle Name (for non-students)
- Gender (for non-students)
- Phone (cell, work, other)
- Primary and Secondary Email Address

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

The screenshot shows the 'Portal Request Processor' page. At the top, there is a search bar and a navigation menu. Below the header, a breadcrumb trail shows 'Census > Change Requests > Portal Request Processor'. A 'Show:' dropdown is set to 'Requests made after: 04/14/2014 12:55' with 'Request Type: All' and 'Status: Pending'. A table titled 'Requests' lists several entries:

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
<b>04/14/2014 12:53</b>	<b>Parent, Charles Evan</b>	<b>Parent, Shirley L</b>	<b>Family Contact</b>	<b>Pending</b>
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, a 'Change Request' box is expanded for the 12:53 entry. It shows the following details:

Date Submitted:	04/14/2014 12:53:00 -0500
Requested By:	Charles Evan Parent
Requested For:	Shirley L Parent
Request Type:	Family Contact
Requester Comments:	
Status:	Pending

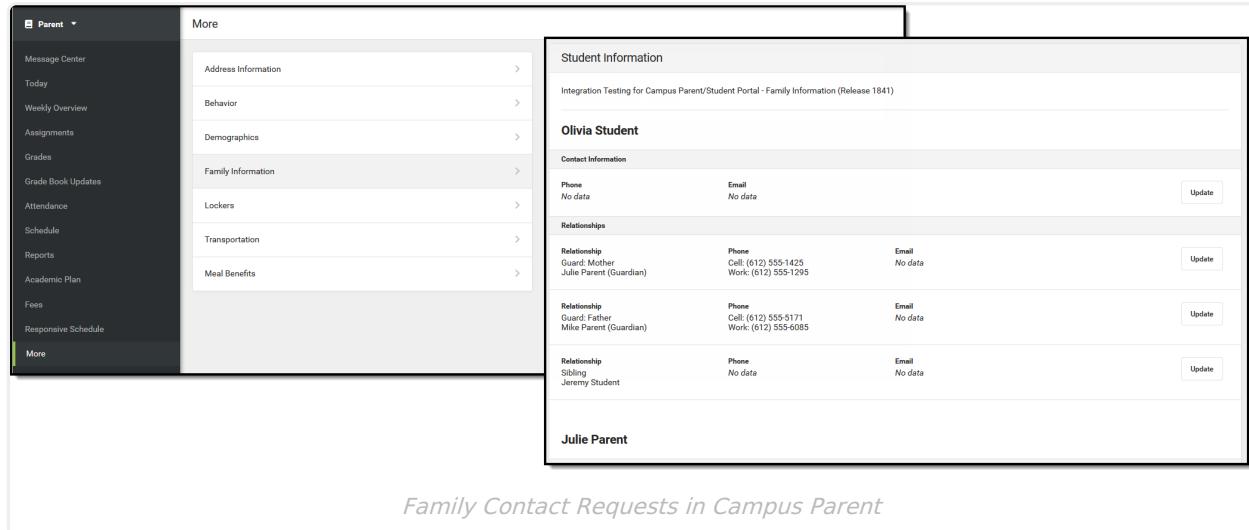
Under 'Request Detail:', there is a table:

Field	Original Value	Change Request
Cell Phone	(555)117-2774	(612)555-2774
Email		SRL_parent@mail.com

At the bottom of the 'Change Request' box are 'Begin Approval' and 'Deny' buttons. The entire screenshot is framed by a light gray border.

*Portal Request Processor - Family Contact Request*

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



More

Address Information

Behavior

Demographics

Family Information

Lockers

Transportation

Meal Benefits

Student Information

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

**Olivia Student**

Contact Information

Phone: No data Email: No data Update

**Relationships**

Relationship	Phone	Email	Update
Guard: Mother Julie Parent (Guardian)	Cell: (612) 555-1425 Work: (612) 555-1295	No data	<span>Update</span>
Guard: Father Mike Parent (Guardian)	Cell: (612) 555-5171 Work: (612) 555-6085	No data	<span>Update</span>
Relationship Sibling Jeremy Student	Phone: No data	Email: No data	<span>Update</span>

**Julie Parent**

Family Contact Requests in Campus Parent

Identity information for enrolled students must be changed on the Demographics tool of the Portal and not in the Family Contact area.

## Tool Rights

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

Read Functionality	Write Functionality
<p>Allows a user to view the Family Contact Information Requests if:</p> <ul style="list-style-type: none"> <li>• The user is assigned Read rights for this Family Contact Information Request tool right AND</li> <li>• The person for whom the request is being made is either related to or in a household with a student enrolled in a school for which they have current year calendar rights.</li> </ul>	<p>Allows a user to view, approve and deny the Family Contact Information requests if:</p> <ul style="list-style-type: none"> <li>• The user is assigned Write rights for the Family Contact Information Request tool right AND</li> <li>• The person for whom the request is being made is either related to or in a household with a student enrolled in a school for which they have current year calendar rights.</li> </ul> <p>Staff who have these rights see the Begin Approval and Deny buttons on the Portal Request Processor.</p>

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 Family Contact Requests

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

# Approve Family Contact Requests

1. Select a **Pending Family Contact** 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.
3. Review the entered information highlighted in yellow.
4. Make any necessary changes as required by district policy.
5. Enter **Comments** for the request.
6. 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 on the Portal that the request was approved.

# Deny Family Contact Requests

1. Select a **Pending Family Contact** 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.

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

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