

# Portal Request Processor

Last Modified on 09/10/2025 2:48 pm CDT

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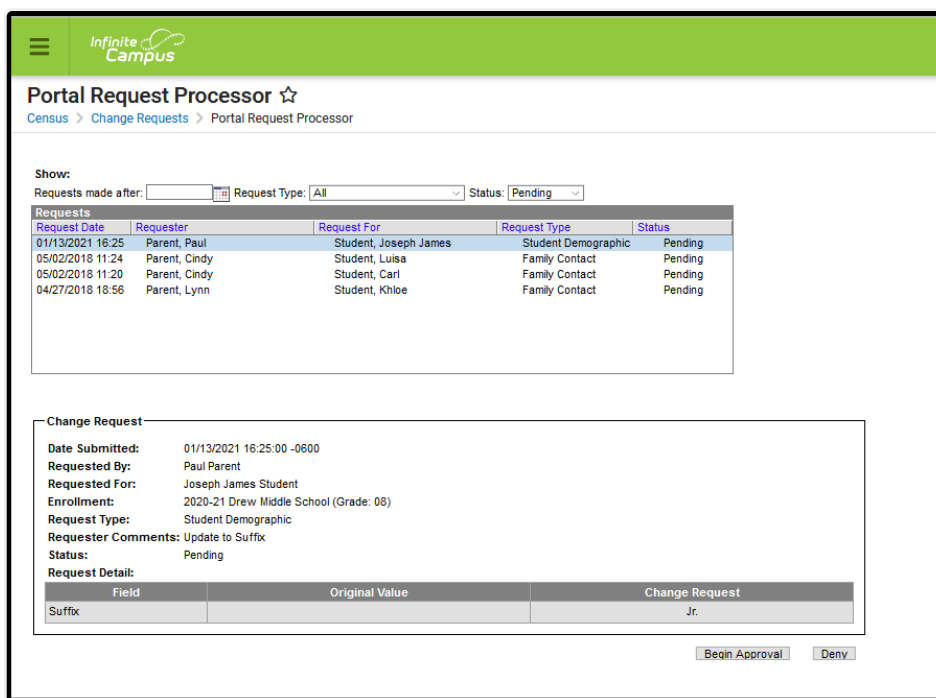
Tool Search: Portal Request Processor

The **Portal Request Processor** tool is used by approved staff members to approve or deny changes made by guardians of students through the Campus Portal. Requests submitted through the Portal are listed in the user's [Message Center](#) if they are identified as a Self Service Approver on their district assignment and the student is enrolled in a calendar that the user has rights to in the current year.

For each type of request entered, the process of accepting and denying requests varies. Following are instructions for accepting each type of portal request.

- [Address Requests](#)
- [Family Contact Requests](#)
- [Family Relationship Requests](#)
- [Non-Household Contact Requests](#)
- [Household Phone Requests](#)
- [Student Demographic Requests](#)

Each type of Portal Request has its own tool right. When granted, the staff person processing the request selects a request from the User Request List, reviews the entered changes made by the guardian and approve or deny the request. Original values display for the processor to know what fields were being changed. The approver can also enter comments related to the request, which are displayed in the Portal for the person who submitted the request.



The screenshot shows the 'Portal Request Processor' interface. At the top, there's a green header with the 'Infinite Campus' logo. Below the header, the title 'Portal Request Processor' is followed by a star icon. A breadcrumb trail reads 'Census > Change Requests > Portal Request Processor'. A 'Show:' section includes filters for 'Requests made after:', 'Request Type: All', and 'Status: Pending'. Below this is a table of requests with columns for Request Date, Requester, Request For, Request Type, and Status. The table lists five requests, all with a 'Pending' status. Below the table is a 'Change Request' section with a form containing fields for Date Submitted, Requested By, Requested For, Enrollment, Request Type, Requester Comments, and Status. At the bottom of this section is a 'Request Detail' table with columns for Field, Original Value, and Change Request. The 'Suffix' field is highlighted, showing 'Jr.' as the change. At the bottom right of the form are 'Begin Approval' and 'Deny' buttons.

Request Date	Requester	Request For	Request Type	Status
01/13/2021 16:25	Parent, Paul	Student, Joseph James	Student Demographic	Pending
05/02/2018 11:24	Parent, Cindy	Student, Luisa	Family Contact	Pending
05/02/2018 11:20	Parent, Cindy	Student, Carl	Family Contact	Pending
04/27/2018 18:56	Parent, Lynn	Student, Khloe	Family Contact	Pending

Field	Original Value	Change Request
Suffix		Jr.

Portal Request Processor

## Portal Request Processor Editor

The Portal Request Processor editor provides a list of all requests that have been entered by the guardians of students enrolled in a calendar to which the user has access. A list of requests that need attention displays in the

User Request List, organized by the request date. Upon selection of a request, additional information about that request displays below.

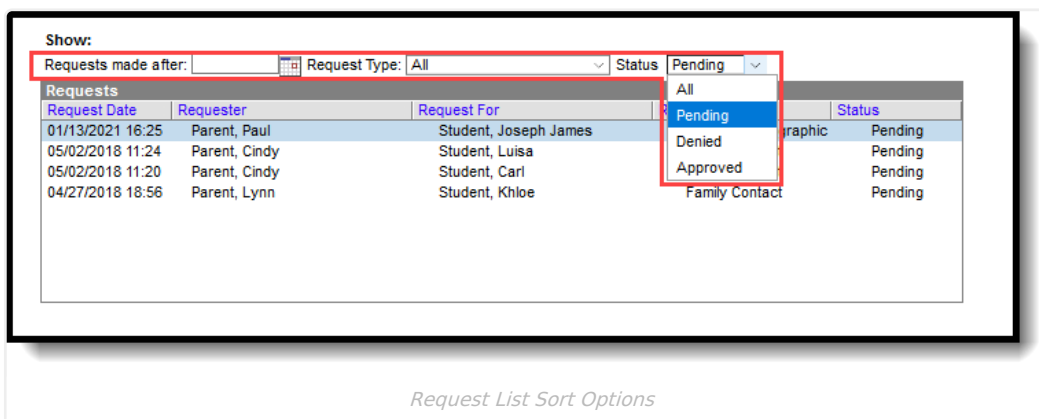
See the [Tool Rights](#) section for more information.

## Request List Sort

The Request List Filter allows the approver to organize the requests. The list of requests can be filtered by date, type and status.

### Change the Request List Filter

1. Enter a date in the **Requests made after** in *mmddyy* format, or use the calendar icon to select a date. This returns only requests entered by portal users on or after this date.
2. Select the appropriate **Request Type** from the dropdown list. This displays only those requests of the selected type.
3. Select the appropriate **Status** from the dropdown list. This displays only those requests with the selected statuses.



**Show:**

Requests made after:  Request Type: All Status: Pending

Request Date	Requester	Request For	Status
01/13/2021 16:25	Parent, Paul	Student, Joseph James	Pending
05/02/2018 11:24	Parent, Cindy	Student, Luisa	Pending
05/02/2018 11:20	Parent, Cindy	Student, Carl	Pending
04/27/2018 18:56	Parent, Lynn	Student, Khloe	Pending

*Request List Sort Options*

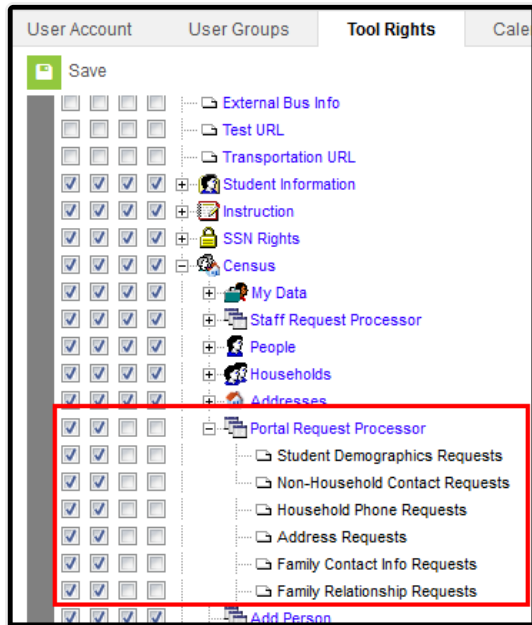
## Portal Request Tool Rights

Location: User Management > User Accounts > Tool Rights > Census > Change Requests > Portal Request Processor

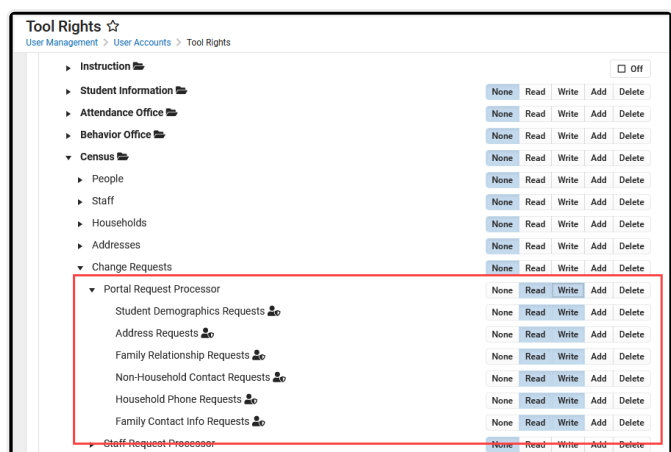
A staff person is able to see submitted portal requests in the Portal Request Processor if he/she has tool rights to approve the request and if it impacts any student enrolled in a calendar for which that staff person has rights.

- **Read** rights to any area of the Portal Request Processor allow users to view those requests and their contents (in calendars for which they have calendar rights) but no approving or denying of those requests are allowed.
- **Write** rights to any type of requests in the Portal Request Processor allow users to Approve and Deny those types of requests submitted via the portal (in calendars for which they have calendar rights), and all of the functionality that comes with the approval process.

There are six sub-rights associated with the Portal Request Processor, one for each of the Portal Request types. This allows users to be assigned rights to process all types of requests, or perhaps just Address and Family Contact Requests. See the table below for more information.



Classic View Portal Request Processor Tool Rights



New Look Portal Request Processor Tool Rights

For each of the following, if the student is enrolled in multiple calendars, the user sees the request if they have tool rights in any of the calendars.

Read	Write	Add	Delete
<b>Student Demographic Requests</b>			
Allows a user to view the Student Demographic requests for students enrolled in schools for which they have calendar rights.	Allows users to view, approve and deny the Student Demographic requests for students enrolled in schools for which they have calendar rights.	N/A	N/A
<b>Non-Household Contact Requests</b>			
Allows a user to view the Non-Household Contact requests if: <ol style="list-style-type: none"> <li>1. The user is assigned Read rights for Non-Household Contact Request tool rights AND</li> <li>2. 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 calendar rights.</li> </ol>	Allows a user to view, approve and deny the Non-Household Contact requests if: <ol style="list-style-type: none"> <li>1. The user is assigned Write rights for Non-Household Contact Request tool rights AND</li> <li>2. 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 calendar rights.</li> </ol>	N/A	N/A

Read	Write	Add	Delete
<b>Household Phone Requests</b>			
<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 Household Phone Requests 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 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 Household Phone Request tool right AND</li> <li>2. 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 calendar rights.</li> </ol>	N/A	N/A
<b>Household Address Requests</b>			
<p>Allows a user to view the Household Address Requests if:</p> <ol style="list-style-type: none"> <li>1. The user is assigned Read rights for the Household Address Request tool rights 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 calendar rights.</li> </ol>	<p>Allows a user to view, approve and deny the Household Address Requests if:</p> <ol style="list-style-type: none"> <li>1. The user is assigned Write rights for the Household Address Request tool right AND</li> <li>2. 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 calendar rights.</li> </ol>	N/A	N/A
<b>Family Contact Information Requests</b>			
<p>Allows a user to view the Family Contact Information requests if:</p> <ol style="list-style-type: none"> <li>1. The user is assigned Read rights for the Family Contact Information request tool right AND</li> <li>2. 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 calendar rights.</li> </ol>	<p>Allows a user to view, approve and deny the Family Contact Information Requests if:</p> <ol style="list-style-type: none"> <li>1. The user is assigned Write rights for the Family Contact Information request tool right AND</li> <li>2. 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 calendar rights.</li> </ol>	N/A	N/A
<b>Family Relationship Information Requests</b>			
<p>Allows a user to view the Family Relationship Information requests if:</p> <ol style="list-style-type: none"> <li>1. The user is assigned the Family Relationship Information tool right AND</li> <li>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 calendar rights.</li> </ol>	<p>Allows a user to view, approve and deny the Family Relationship Information requests if:</p> <ol style="list-style-type: none"> <li>1. The user is assigned Write rights for the Family Relationship Information request tool right AND</li> <li>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 calendar rights.</li> </ol>	N/A	N/A

Enrollments marked as No Show are not included in the check to determine whether a student is enrolled in a school.

## Portal Request Acceptance and Denial

Before assigning tool rights, consider how the district processes data:

Administration Type	Suggested Configuration	Result
<b>Centralized Processing</b>	Assign Read and Write access for all Portal Request types to a person who has All Calendar rights.	Selected persons are able to process all requests submitted via the portal for the entire district.
<b>Decentralized Processing</b>	Assign school-level administrators Read and Write access to one or more request types.	Selected persons are able to process all requests that impact students in their school. Any request made for someone that is either enrolled in the school, related to a student enrolled in the school or lives with a student enrolled in your school, they are able to see and process the requests. If the person is related to students in multiple schools, each school administrator sees the request.
<b>Mixed Processing</b>	Assign some Portal Request types for centralized processing (e.g., addresses) and some types for school-level processing (e.g., Student Demographics) depending on district process.	

When reviewing and approving/denying a list of portal requests, work in oldest date order to newest date order.