

Household Information (Portal)

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Household Information (Portal)

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This document is written for use by parents. Districts can choose to provide this information to their parents or use it as a guide for creating district-owned documentation.

PATH: *Campus Portal > Family*

This tab lists the household phone number and all current addresses of the household.

The screenshot shows the Infinite Campus Portal interface. At the top, there is a header with the Infinite Campus logo on the left, 'Campus Portal' in the center, and 'SELECT A STUDENT' with a dropdown arrow on the right. On the far right of the header, it says 'Welcome Carol Parent' with a home icon and a 'Sign Out' button. Below the header is a navigation menu on the left with categories: 'Family' (Messages 1, Household Information, Family Members, Calendar, To Do List), 'User Account' (Account Management, Contact Preferences, Access Log), and school information (001 Senior High, Honus Wagner Middle School). The main content area is titled 'Household Information' and shows details for 'Household: Household, Mike & Carol'. It has two main sections: 'Household Phone Number' with the value '(612)555-1212' and an 'Update' button, and 'Household Address' with 'Primary Address 4321 109th Ave NE, Blaine, MN 55449' and 'Mailing: Yes', also with an 'Update' button.

Image 1: Portal Household Information

Updating Household Information

Depending on district settings, parents/guardians may have the opportunity to review and request changes to household information that includes requesting a change to the household address(es) and a change to the household phone number.



Image 2: Update Household Information Options

Requests to change census data will be reviewed by district personnel and approved accordingly. There may be a short lag time between the time the request for change was submitted and when changes are reflected.

Updating Household Phone Number

1. Click the **Update** button below the **Household Phone Number** field. A pop-up window will appear.
2. Enter the updated 10-digit household number (i.e., area code plus number).
3. Enter any **Comments** related to the modified information. These comments are seen by the staff person processing the request.
4. Click the **Send Update** button. A confirmation message will appear indicating the request has been sent.
5. Click **OK** to return to the **Household Information** view.

Updating this phone number will update the home phone number for all members of the household.

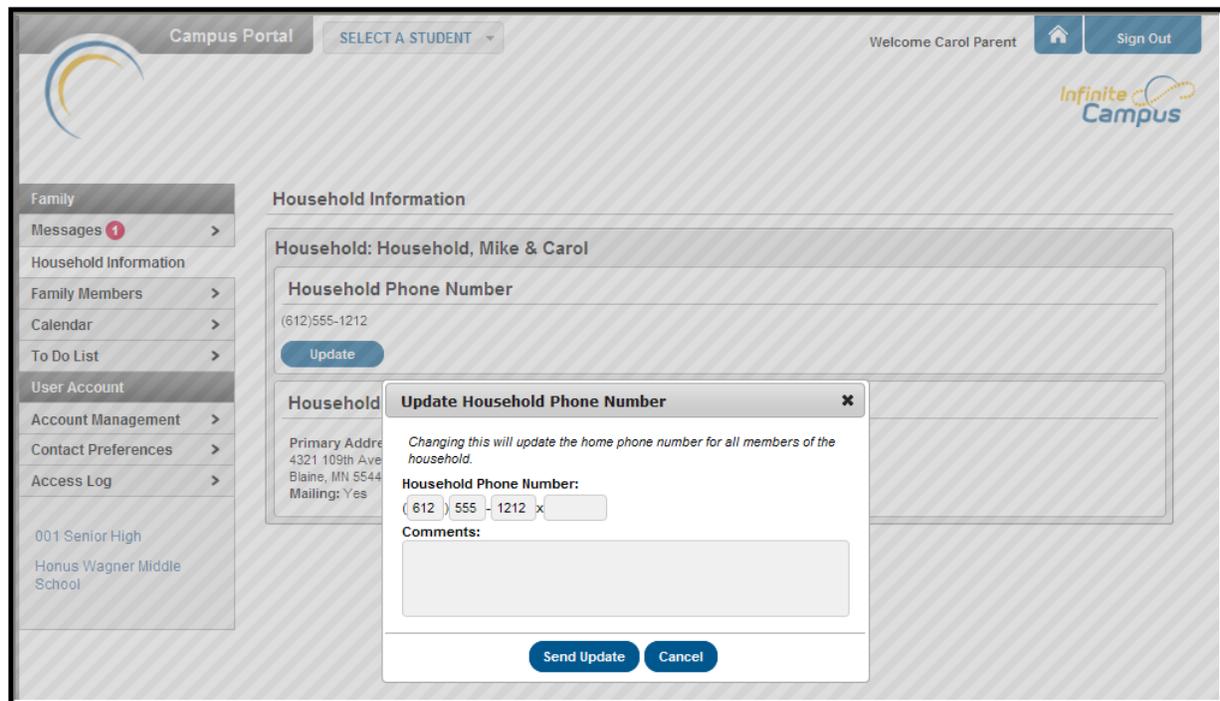


Image 3: Update Household Phone Number

Updating Household Address

1. Click the **Update** button next to the Address that should be changed (a household may have more than one address). A pop-up window will appear.
2. Enter the correct address information in the appropriate fields. For definitions on these fields, see the [#Address Fields](#) table following these instructions.
3. If mail should be sent to this address, mark the **Send mail to this address** checkbox.
4. Determine the type of change for this address and select the correct radio button.
 - a. I am changing my address because I moved or will be moving. This selection requires the entry of an Address Effective Date, meaning the address change will not take effect until the date entered (all mail sent between now and the effective date will be sent to the existing address). A calendar pop-up will display to easily select the date the new address should take effect.
 - b. I am correcting my address information because it was incorrect.
5. Enter any **Comments** related to the modified information. These comments are seen by the staff person processing the request.
6. Click the **Send Update** button. A confirmation message will appear indicating the request has been sent.
7. Click **OK** to return to the **Household Information** view.

Household Information

Household: Banks

Household Phone Number

Update Address
✕

Update your address information, indicate what type of change you are making, and click Send Update.
Household address changes for staff members will be made in Human Resources as well.

P.O. Box:	* Number:	Prefix:	Street:	Tag:	Direction:	Apt:
<input type="checkbox"/>	<input type="text" value="6507"/>	<input type="text"/>	<input type="text" value="HIGHPOINT"/>	<input type="text" value="RD"/>	<input type="text"/>	<input type="text"/>
* City:		* State:		* Zip Code:		County:
<input type="text" value="UNION CITY"/>		<input type="text" value="GA"/>		<input type="text" value="30291"/>		<input type="text"/>

Send student mail to this address

Type of Change

Please select the reason for making this address change.

I am changing my address because I moved or will be moving.
Address Effective Date:

I am correcting my address information because it was incorrect.

Comments:

In English En Español 简体中文 繁體中文

Image 4: Update Household Address Request

To cancel these requests, click the **Cancel** button.

When the district approves or denies a request, a message will be visible on the Portal in the Inbox section indicating the request has been processed.

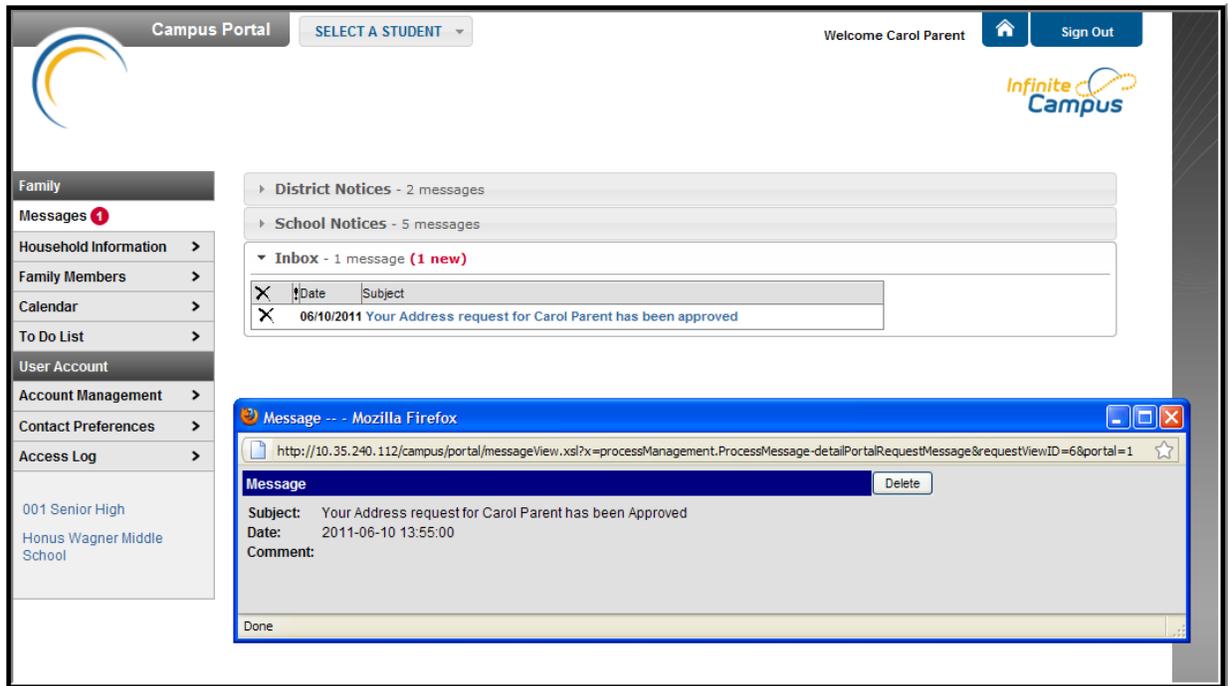


Image 5: Update Request - Process Message

Address Fields

Field	Definition
P.O. Box	Indicates the address is not a street address and mail is sent to the resident Post Office for collection. When a household has a P.O. box as the mailing address, a second address is often listed for transportation (bus) drop offs.
Number	House Number of the address, or Box number if the address is a P.O. Box address. In the address <i>7750 South Barstow Street NE, My Town MN 55555</i> , 7750 is the number. Only enter the number of the address.
Prefix	Direction of the street in the address. In the address <i>7750 South Barstow Street NE, MyTown MN 55555</i> , South is the prefix.
Street	Name of the street. In the address <i>7750 South Barstow Street NE, My Town MN 55555</i> , Barstow is the street name. Enter only the name of the street.
Tag	Label of the entered street - Avenue, Street, Blvd., etc. In the address <i>7750 South Barstow Street NE, My Town MN 55555</i> , Street is the tag. Enter only the tag in this field.
Direction	Direction indicating the placement of the street within the city limits. In the address <i>7750 South Barstow Street NE, MyTown MN 55555</i> , NE is the direction. Enter only the direction in this field.
Apt	Apartment number if this address is for an apartment building location. In the address <i>7750 South Barstow Street NE, Apt. 101 My Town MN 55555</i> , 101 is the Apartment number.
City	Postal city for the address.
State	Two-digit state code for the address.
Zip Code	Postal zip code (plus 4 if available).
County	County in which the address is located.