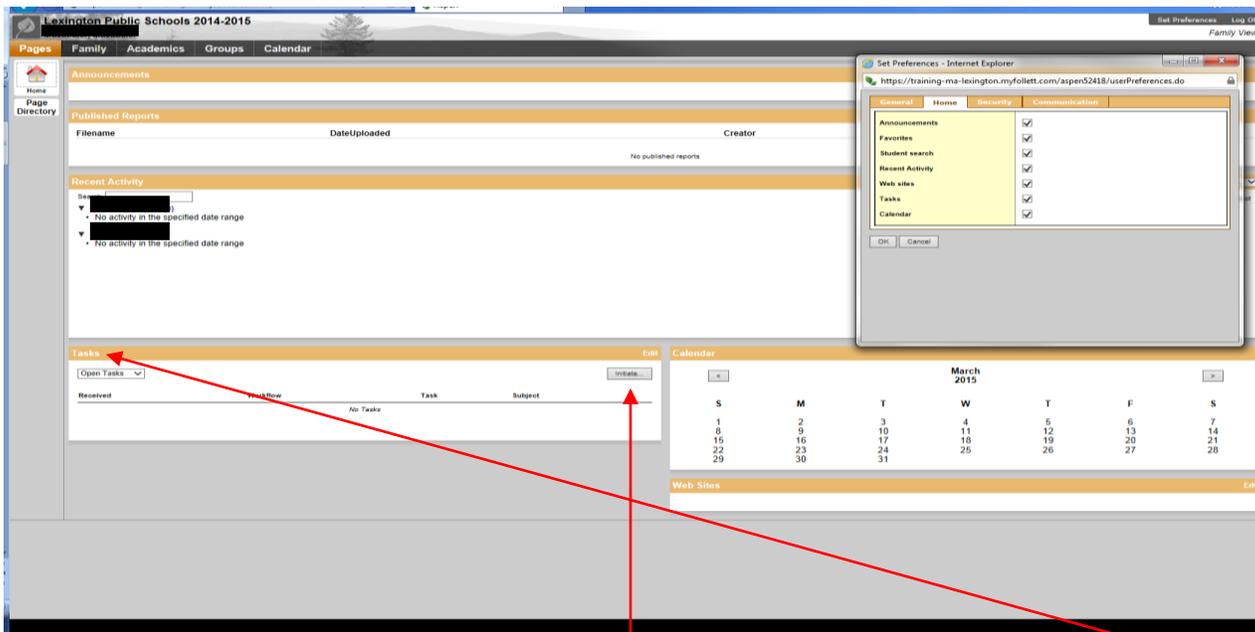


Updating Contact Information via the Family Portal

There is a new function in the Family Portal to allow parents/guardians to update contact information electronically. The instructions to do this are provided in this document. Please note that when you report contact changes electronically, you may not see it recorded immediately in the family portal. This is because school staff will receive notification of the changes (shortly after you report it), but will review it and update it as time allows during the school day.

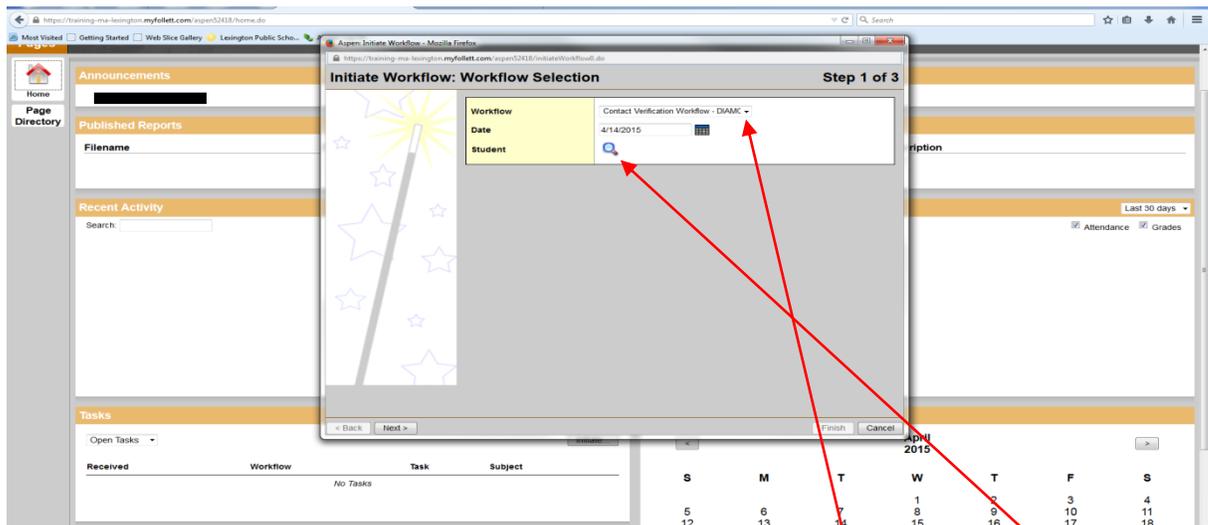
This function will reside on the 'Home' page of the family portal (which is where you are when you first log in to the portal) in a section of the page called 'Tasks'. You do not currently have the 'Tasks' section on your home page. You only need to take a couple of short steps to get the 'Tasks' section onto your home page and then it will be there permanently. To get the 'Tasks' section onto the home page, please take the following steps:

When you first log in to the family portal, select 'Set Preferences' on the upper right hand side of your screen. When your 'Set Preferences' window opens up, click the 'Home' tab and then click the checkbox next to 'Tasks'. Then, click 'Ok'.

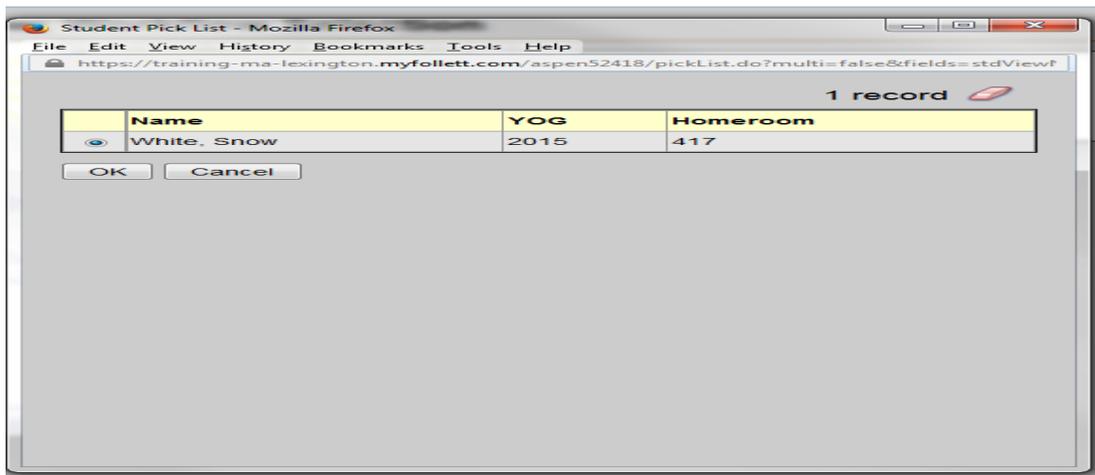


Now, you will have a section on your home page that you did not have before called 'Tasks'.
To change contact information, click the 'Initiate' button.

After you click 'Initiate', you get a pop up window that looks like this:



In the field that says 'Workflow', you should click the down arrow button to select the 'Workflow' called 'Contact Verification Workflow – DIAMOND' (or whatever school your child is a student). This is Step 1 of 3. Next, you should click the magnifying glass next to 'Student' to select your student. Once you click the magnifying glass, you will get another pop up like the one you see below where you will select which student you are changing contact information for. If you have more than one student and you are changing contact information that will be the same for all of your students (i.e. your cell phone number), you only need to change it once for one student and it will be changed for all of them (even if they are at different schools). But if you are changing something specific to the student (i.e. their doctor's name), you need to change it for each student.



After you have selected your student, please click the 'OK' button.

Now that your student is selected, please click 'Next'. This will bring you to step 2 of 3.

Initiate Workflow: Details Step 2 of 3

Student Contact Verification Form: Your current Parent/Guardian and Emergency contact information is listed in the spaces indicated below. Please update any incorrect information or add any new information. Also, please note that your changes will not display in the portal until school personnel have posted them. Thank You.

Student Information:

Name:	White, Snow	Homerom:	417
Address 1:	[Redacted]	Homerom teacher:	[Redacted]
Address 2:	[Redacted]	Grade level:	12
Address 3:	Lexington, MA 02420	Date of birth:	6/4/1997
Dean:	[Redacted]	Gender:	F
Counselor:	[Redacted]	Home Language:	[Redacted]
		Race:	White

***Parent/Guardian Contacts:**
Please list the primary contact first. This person is the first person contacted in case of an emergency. This person is also the owner of the family portal account (applicable for Middle School and High School students only).

First Name:	[Redacted]	First Name:	[Redacted]
Last Name:	[Redacted]	Last Name:	[Redacted]
Address:	[Redacted]	Address:	[Redacted]
Address:	[Redacted]	Address:	[Redacted]
Address:	Lexington, MA 02420	Address:	Lexington, MA 02420
Home Phone:	[Redacted]	Home Phone:	[Redacted]
Cell Phone:	[Redacted]	Cell Phone:	[Redacted]
Work Phone:	[Redacted]	Work Phone:	[Redacted]
Email:	[Redacted]	Email:	[Redacted]
Custodial Parent/Guardian:	Y	Custodial Parent/Guardian:	Y

***Emergency Contacts:**

This is the screen where your student's contacts are listed and where you can change some of the fields. The top (first) section of the screen is student information but you cannot change this data. The next sections are for contact information. You will know which fields you can change based on their appearance. If a field has a box around it, you can change it or add to it (such as Email). But if it does not have a box around it, you cannot change it (such as the city, state, zip portion of a contact's address).

When you are on this screen, you will have to scroll a little to see the whole contact verification form. You can use the scroll bar to do this.

Once you scroll to the bottom of the screen, you will see the bottom half of the screen where all fields are editable. It looks like this:

Initiate Workflow: Details Step 2 of 3

***Emergency Contacts:**
Please list emergency contacts who may take responsibility for and transport my child if the school cannot contact parents/guardians.

First Name :	[Redacted]	First Name :	[Redacted]
Last Name :	[Redacted]	Last Name :	[Redacted]
Home Phone :	[Redacted]	Home Phone :	[Redacted]
Cell Phone :	[Redacted]	Cell Phone :	[Redacted]
Work Phone :	[Redacted]	Work Phone :	[Redacted]
Email :	[Redacted]		

Medical Information

Family Physician		Family Dentist	
First Name :	[Redacted]	First Name :	[Redacted]
Last Name :	[Redacted]	Last Name :	[Redacted]
Home Phone :	[Redacted]	Home Phone :	[Redacted]

Insurance Company/Carrier : [Redacted]

Once you are done editing or adding contact information, click the 'Next' button and you will be on Step 3 of 3 where you simply need to click the 'Finish' button and you are done. The school will be notified that you have edited contact information for the student you selected on step 1.