

- **Email does not match the number we have on record. Please delete/change and re-submit update request.**
- **Cell Phone does not match the number we have on record. Please delete/change and re-submit update request.**
- **Other Phone does not match the number we have on record. Please delete/change and re-submit update request.**

The approval process updates change requests to all records in the application. An incorrect change request for a non-household contact may replace the correct record for a household in the system. Changes to household records are only accepted when submitted by members of the household.

- **Contact order used to determine 1=Mother and 2=Father. Please contact school site to note a different contact order.**

At this time, the District is utilizing Contact Order to identify parents—especially for split households. Current protocol is to call mom, then dad, then contacts. When possible, staff members will ask a student which non-household contact to call first.

- **Mother/Father is not a Non-Household contact--it is a Primary/Secondary Household contact. Information submitted currently on record for student(s).**

On the Demographics page, parents should not be entered as Non-Household contacts. Information for parents are listed in the Family section (Household, Family Members, Calendar, etc.). Split households will not see the other Household's information and should just ensure that their information is correct. Please do not enter the other Parent as a Non-Household contact.

- **Only one person per update request--contact information for Jan added to student record.**

The system cannot accept "Tom and Alice" as a name/person. Only one name can be accepted per record.

- **Additional information needed (phone number(s), address, and/or email) in order to add [NAME] as a non-household contact to the student's record.**

Although phone numbers, and email are not required fields, we do need more than a name for an emergency contact to ensure that we can properly identify an individual.

- **A contact with this name already exists in CAMPUS. Please re-submit requests with an address added in the note section so we can ensure that the correct contact is added to your child's record.**

Not enough information is given to ensure that individuals match/do not match records already existing in the system.

- **Change requested will update information as [Student]'s personal contact information.**

Updating Cell Phone, Other Phone, Work Phone and Email on a student's record will add that information as the student's personal contact information. Parents should add their information to their own record—it will be noted on your child's record.