

How to Use the Parent Portal to Update Contact Information

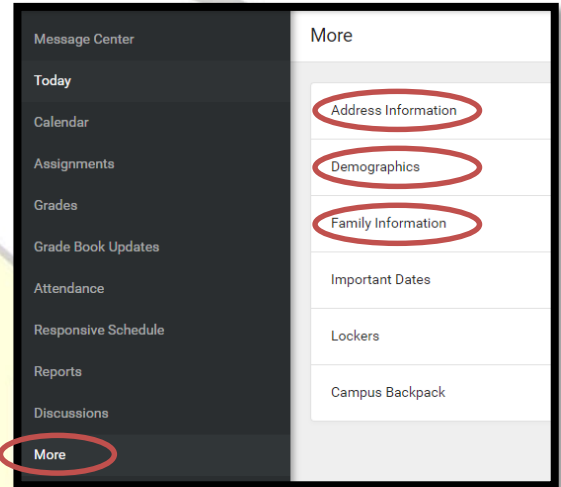
Self-Service allows Parent Portal users to update important household and non-household (emergency) information directly in Infinite Campus.

1. Log in to the Parent Portal: <https://commackny.infinitecampus.org/campus/portal/commack.jsp>.
2. Using the menu to left, select *More*.

Please note that when a parent clicks *Update*, all updates are submitted to an authorized district staff member for review and approval or denial. A staff member may contact you, as needed, before approving a change of information.

Viewing *Address Information*:

- This tab allows parents to view the household address and phone number.
- The household address and phone number cannot be changed in the Parent Portal. If a change to the household address or phone number is necessary, please contact the District Registration Office (631) 912-2028.



If updating *Family Information*:

- All family members (people in the same household) are listed for each child. The Parent Portal allows for each family member to have multiple phone numbers and email addresses. To update a phone number or email address for a specific family member, click *Update*, enter the new information and any comments. Click *Update* when done.
- Family members cannot be deleted or removed in the Parent Portal.
- For assistance with *Family Information*, please contact the District Registration Office (631) 912-2028.

If updating *Demographics*, including *Non-Household (Emergency) Contacts*:

- Only non-household contacts can be added, removed, or changed. To do so, click *Update*, *Remove*, or *Add*, enter the new information and any comments. Click *Update* when done.
- Please note that the [emergency] Contact Order can be changed for each non-household contact. Please note that a Contact Order of “1” indicates that this will be the first person contacted in case of an emergency, “2” the second, and so on. Click *Update* when done.
- For assistance with *Demographics* information, please contact the District Registration Office (631) 912-2028.
- When removing non-household contacts please remove the old contact before adding a new one. **Do not** overwrite an existing contact with someone new as this will cause delays in processing your updates.

All updates to Family and Demographic information are reviewed by district staff and approved before the changes take effect in the Parent Portal. Please allow one to two business days for your changes to process. Repeat requests can result in this process being delayed.