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://campus.commack.k12.ny.us/campus/portal/commack.jsp.
2. Select a student from the dropdown menu.
3. Using the menu to left, select *Household Information, Family Members,* or *Demographics.* Each contains contact information that parents can update directly in the Parent Portal.

Please note that when a parent clicks *Send 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.

Once approved, the information becomes available to authorized District staff members who work with our students.

If updating ***Household Information***:

- Only the household phone number can be updated. To do so, click *Update*, enter the new number and any comments. Please note that this will update the home phone number for <u>all</u> members of the household (siblings, parents, etc.). Click *Send Update* when done.
- The household address cannot be changed in the Parent Portal. If an address change is necessary, please contact the District Registration Office (631) 912-2028.

If updating ***Family Members***:

- Multiple family members can and may be 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 *Send Update* when done.
- Each student's relationship can also be updated to change the Contact Order and Legal Guardian Relationship. 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 *Send Update* when done.
- This should be repeated for each family member listed.
- For assistance with *Family Member* information, please contact the District Registration Office (631) 912-2028.

If updating ***Demographics***:

- Only non-household contacts can be added, removed, or changed. To do so, click *Update, Remove, or +Add Contact*, enter the new information and any comments. Please note that this will update the home phone number for <u>all</u> members of the household. Click *Send Update* when done.
- For assistance with *Demographic* information, please contact the District Registration Office (631) 912-2028.