

How To Confirm Your Contact Information

In order to keep your contact information up-to-date, your school may need you to verify your information.

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Pure Contact at Your School

A recent update to CTLS Parent improves contact information. These changes will help you view, confirm or suggest corrections to your contact information. If you are both a staff member and parent, you can now combine accounts.

What You Need to Do

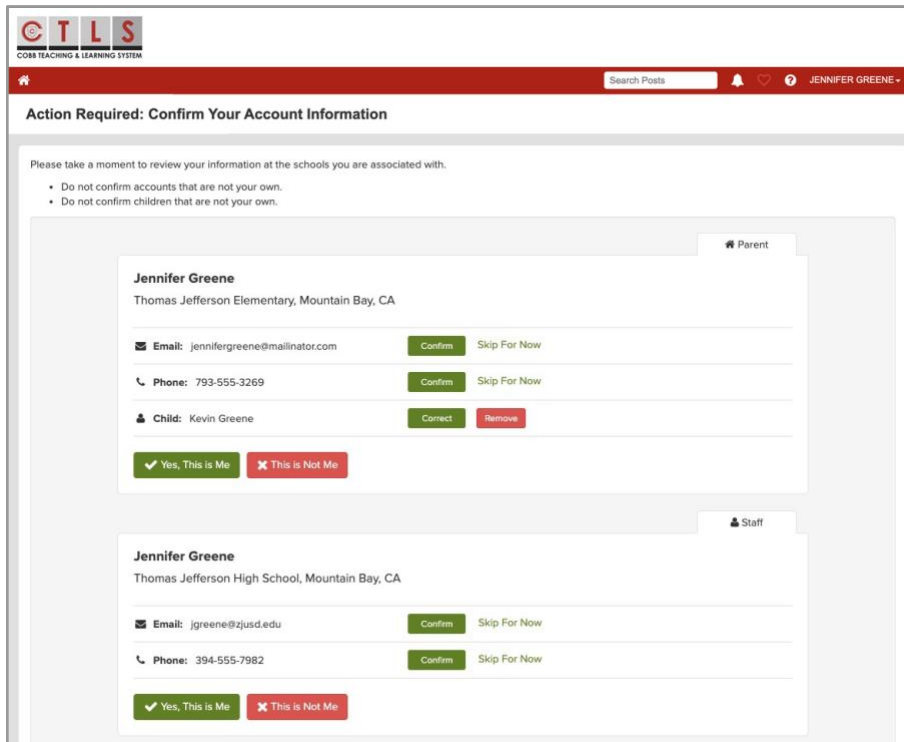
- **Update Apps:** Update your iOS or Android CTLS Parent mobile app to the latest version. Some features may not work on older versions.
- **Sign In:** Sign in to CTLS Parent at your earliest convenience. All users will be signed out of CTLS Parent when Pure Contact is enabled at your school and you will need to sign in again.
- **Confirm:** Next, confirm your contact information as directed.

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Confirm Using Web Browser

1. Log in to your main CTLS Parent account.
2. If you have unverified contact information, you will see one or more contact cards under, "Action Required: Confirm Your Account Information".
3. Confirm Email and/or Phone. Click:
 - **Confirm** Email or Phone: A verification code will be sent to the email or phone number. Enter verification code to confirm.
 - **Skip For Now**: You will be able to verify or correct your contact information the next time you sign in.
4. Confirm Child(ren). Click **Correct** or **Remove/Edit** for each child.
5. Confirm your name and school affiliations. Click **Yes, this is me** or **This is Not Me**.



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6. If you clicked **Skip For Now** on any information on a contact card, you will not see the choice, "Yes, This is Me", and must select **Skip For Now** or **This is Not Me**.

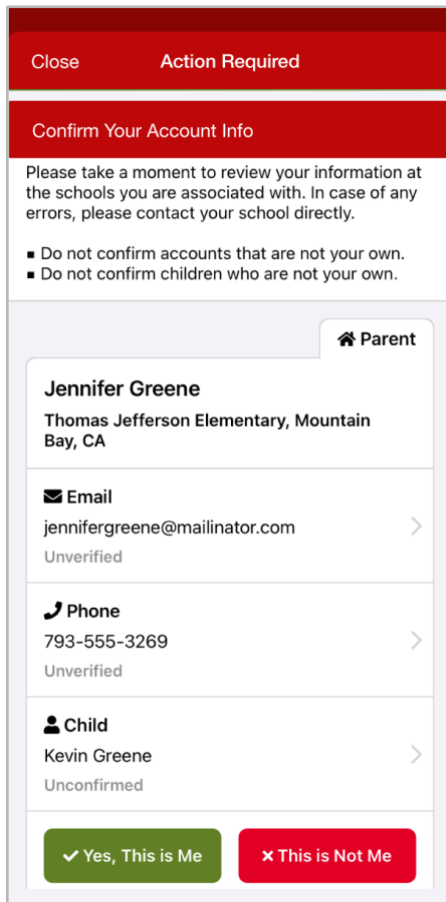
The screenshot shows a web interface for account confirmation. At the top left is the C T L S logo. A red navigation bar contains a search box, notification icons, and the user's name 'JENNIFER GREENE'. Below this is a section titled 'Action Required: Confirm Your Account Information'. A message asks the user to review their information and provides two instructions: 'Do not confirm accounts that are not your own.' and 'Do not confirm children that are not your own.' The main content area shows a card for 'Jennifer Greene' at 'Thomas Jefferson Elementary, Mountain Bay, CA'. The card lists three items: 'Email: jennifergreene@mailinator.com' with 'Confirm' and 'Skipped' buttons; 'Phone: 793-555-3269' with 'Confirm' and 'Skipped' buttons; and 'Child: Kevin Greene' with 'Child Confirmed' and a refresh icon. At the bottom of the card, there are two buttons: 'Skip For Now' and 'This is Not Me'.

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7. Please login to ParentVue, parentvue.cobbk12.org and click **Change My Information** link in order to update and/or change your email or phone number. This change will be reflected in CTLS Parent within 48 hours.

Confirm Using Mobile App

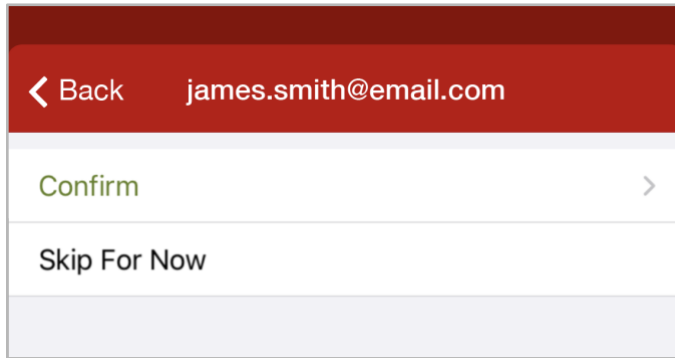
1. Log in to your main CTLS Parent account.
2. If you have unverified contact information, you will see one or more contact cards with "Action Required: Confirm Your Account Info." Tap **arrow** to right of Email and Phone to confirm each one.



The screenshot shows a mobile app interface with a red header bar containing "Close" and "Action Required". Below the header is a red bar with the text "Confirm Your Account Info". The main content area has a light gray background and contains the following text: "Please take a moment to review your information at the schools you are associated with. In case of any errors, please contact your school directly." Below this is a bulleted list: "Do not confirm accounts that are not your own." and "Do not confirm children who are not your own." At the bottom of the main content area is a "Parent" tab with a house icon. Below the tab is a card for "Jennifer Greene" at "Thomas Jefferson Elementary, Mountain Bay, CA". The card lists three items: "Email" (jennifergreene@mailinator.com, Unverified), "Phone" (793-555-3269, Unverified), and "Child" (Kevin Greene, Unconfirmed). At the bottom of the card are two buttons: a green button with a checkmark and the text "Yes, This is Me" and a red button with an X and the text "This is Not Me".

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3. Select **Confirm** or **Skip For Now**. Repeat for phone number.



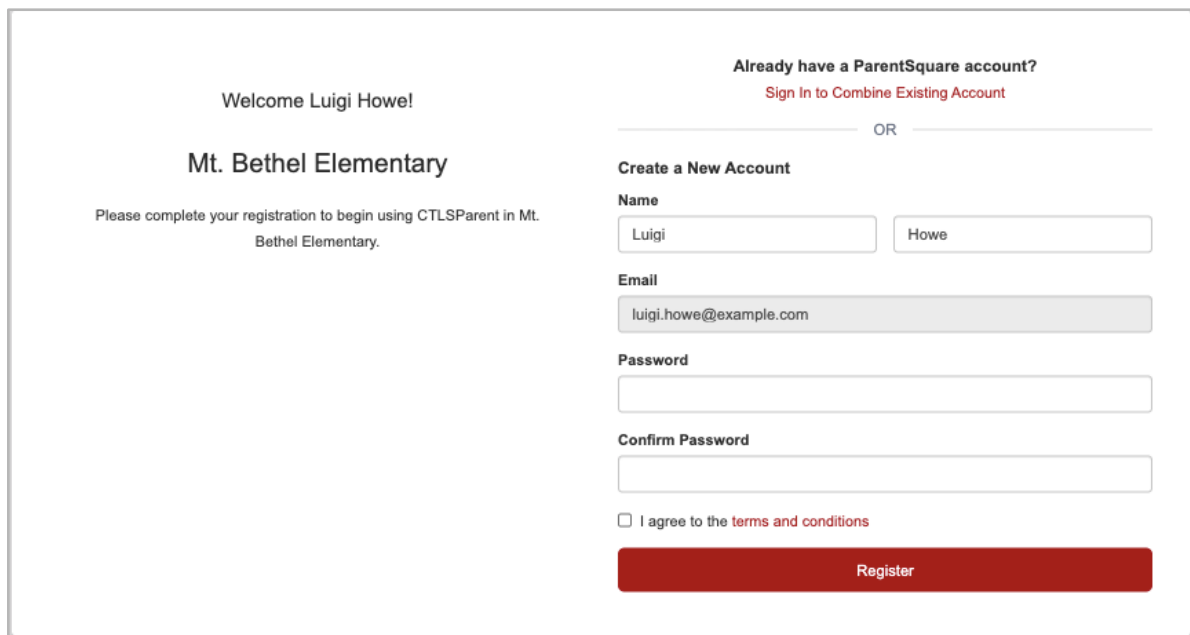
- a. **Verify Email or Phone:** Tap **Confirm**. A verification code is sent to the email or phone number. Enter verification code into CTLS Parent to confirm.
 - b. **Skip For Now:** You will be able to verify or correct your contact information at a later time.
4. Confirm Child(ren): Select **Correct** or **Remove/Edit**.
 5. Tap **Yes, this is me** or **This is Not Me**.
 6. Please login to ParentVue, parentvue.cobbk12.org and click **Change My Information** link in order to update and/or change your email or phone number. This change will be reflected in CTLS Parent within 48 hours.

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FAQ

Q: How do I combine existing accounts?

- If you receive an invitation email or text, this may mean that you have more than one account. Please open the invitation and click the link, "Sign in to Combine Existing Account." You can also combine accounts later in My Account settings.



The screenshot shows a registration page for ParentSquare. On the left, it says "Welcome Luigi Howe!" and "Mt. Bethel Elementary". Below that, it asks the user to complete registration. On the right, there is a section for "Already have a ParentSquare account?" with a link to "Sign In to Combine Existing Account". Below that is an "OR" separator. Under "Create a New Account", there are input fields for "Name" (Luigi Howe), "Email" (luigi.howe@example.com), "Password", and "Confirm Password". At the bottom, there is a checkbox for "I agree to the terms and conditions" and a red "Register" button.

Q: Can I still log in using the same email or phone number as before?

Yes, you can log in using the same information as before.

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Q: Will I be sent through this process every time they log in?

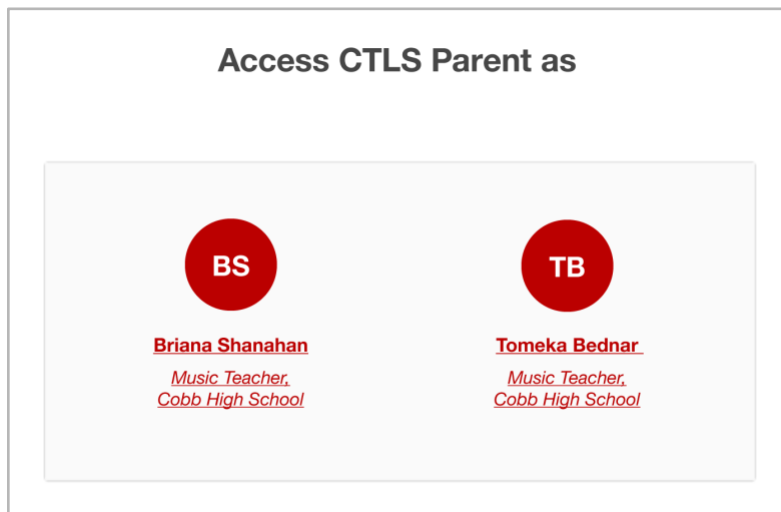
After you complete the verification process, nothing else is needed unless your contact information changes.

Q: Can users share an email and/or phone number?

Yes, family members can share an email or phone number and yet have different accounts. However, if one account is a staff account, they can only be accessed with staff email/phone.

Q: How does a user sign in when they share an email or phone number with another user?

If you are using the same email/phone AND password or Google Sign In, when you sign in you will select your own name.



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Q: Can parents have more than one email or phone number?

Each contact (a student or a staff member) has only one email and phone associated with it. A parent account can have multiple contacts, with multiple emails and phone numbers if they have different emails/phones for each child in the school database or across districts. Staff who are also parents can have multiple emails/phones.

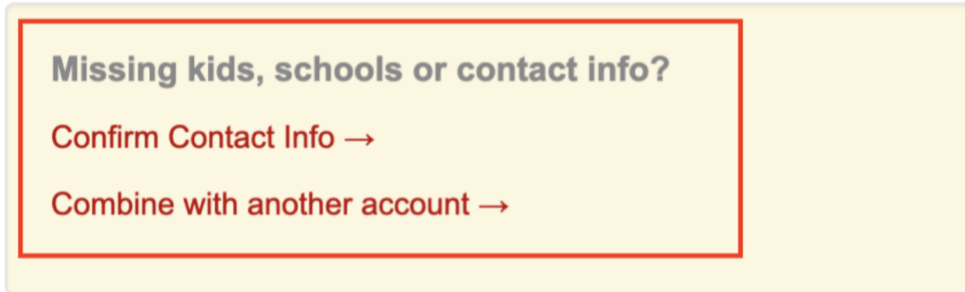
Q: How does a staff user sign in that is also a parent?

Staff will need to sign in using their staff contact information. If they enter their (shared) parent contact information they will get this message, "The email/phone you entered is linked to a staff account but is not your staff email/phone. Please use your staff email/phone."

Q: How can I confirm my contact information if I skipped it when I signed in?

1. The next time you sign out and then sign in again, you'll be asked to verify your contact information.
2. OR, when you are signed in to CTLS Parent, click on **your name** in the upper right and select **My Account**. Go to the yellow box, Missing kids, schools or contact info? and select **Confirm Contact Info**.

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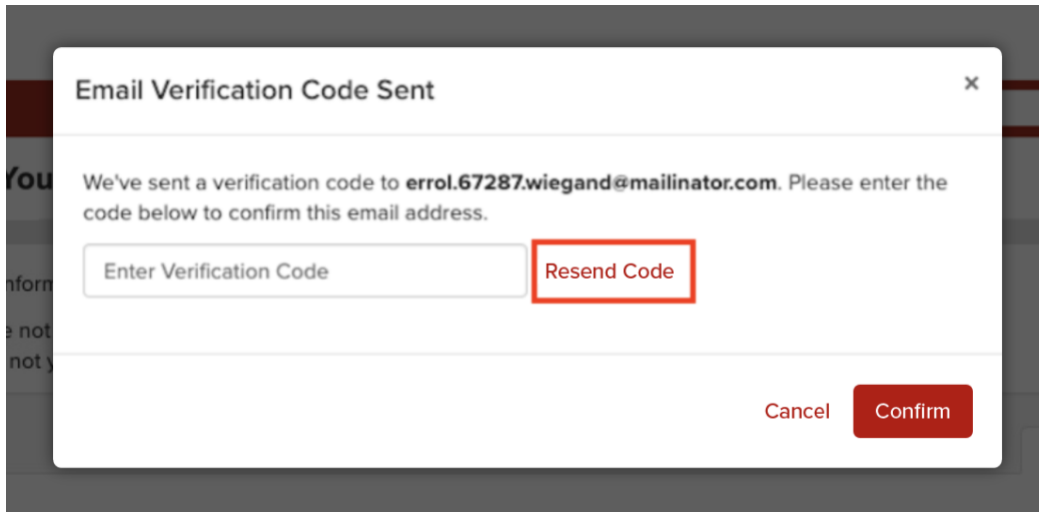


3. Follow the steps above to confirm.

Troubleshooting Tips

Q: I never received my verification code by email or text, can I have it resent?

For security purposes, email and text verification codes are only valid for 10 minutes after they are requested. If you need another code, click **Resend Code**.



If you are still unable to receive the verification, contact your school.

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Q: My verification code didn't work, what can I do?

The 6-character code is case sensitive. Also, be sure you don't include any spaces before or after the code. Sometimes when you copy/paste, copying inadvertently includes a space before or after the code (especially on mobile).

Q: What happens if a parent accidentally rejects their child during verification?

Please contact your school to correct.