

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.

- [How to Confirm Your Contact Information](#)
- [FAQ](#)
- [Troubleshooting](#)

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.

How to Confirm Your Contact Information

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.

How to Confirm Your Contact Information


3. Confirm Email and/or Phone. Click:
 - a. **Confirm Email or Phone:** A verification code will be sent to the email or phone number. Enter verification code to confirm.
 - b. **Edit Email or Phone:** Click **Parent Portal** link to update information in Parent Vue or contact your school office.



Please visit the [Parent Portal](#) or call your school office 770-975-6503 to update your email or phone

- c. **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 **Confirm** or **Not My Child** for each child.
5. Confirm your name & school affiliations. Click **Yes, this is me** or **This is Not Me**.







Action Required: Confirm Your Account Information


Please take a moment to review your information at the schools you are associated with.


- Do not confirm accounts that are not your own.
- Do not confirm children that are not your own.
- Please contact your school for any changes to your information


 Parent

Janet Goldman
Allatoona High School, Acworth, GA


 **Email:** janetgoldman@email.com [Confirm](#) [Edit](#) [Skip For Now](#)

 **Phone:** 555-555-5555 [Confirm](#) [Edit](#) [Skip For Now](#)


 **Child:** Joshua Goldman [Confirm](#) [Not My Child](#)


 **Child:** Emma Goldman [Confirm](#) [Not My Child](#)

[✔ Yes, This is Me](#) [✘ This is Not Me](#)

 Staff

Janet Goldman
Frey Elementary School, Acworth, GA

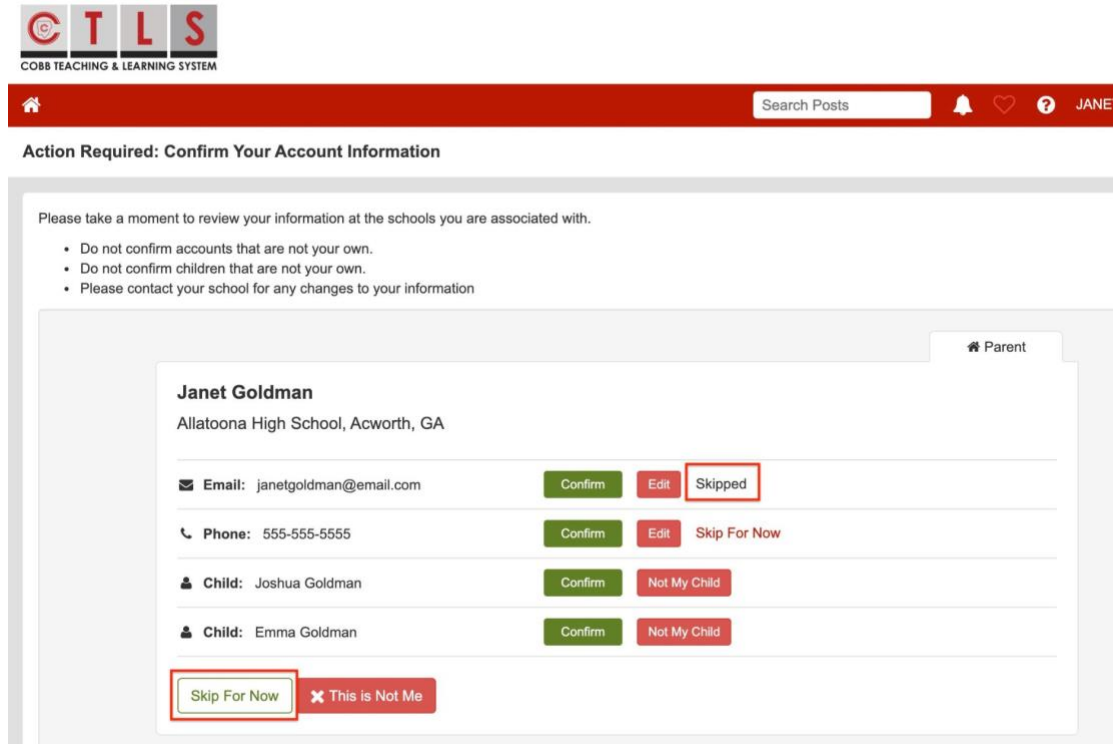
 **Email:** janetgoldman@school.edu [Confirm](#) [Edit](#) [Skip For Now](#)

 **Phone:** 555-555-5555 [Confirm](#) [Edit](#) [Skip For Now](#)

[✔ Yes, This is Me](#) [✘ This is Not Me](#)

How to Confirm Your Contact Information

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



The screenshot shows the 'Action Required: Confirm Your Account Information' page in ParentVue. It lists contact information for Janet Goldman at Allatoona High School, Acworth, GA. The fields include Email, Phone, and two Child entries. Each field has 'Confirm', 'Edit', and a status button. The 'Skipped' button for the email field and the 'Skip For Now' button for the phone field are highlighted with red boxes. At the bottom, there are two buttons: 'Skip For Now' and 'This is Not Me'.

- To update and/or change your email or phone number, log in to ParentVue, parentvue.cobbk12.org and click **Change My Information**. This change will be reflected in CTLS Parent within 48 hours.

Confirm Using Mobile App

- Log in to your main CTLS Parent account.
- 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.

How to Confirm Your Contact Information

Close Action Required

Confirm Your Account Info

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.

- Do not confirm accounts that are not your own.
- Do not confirm children who are not your own.

Parent

Janet Goldman
Allatoona High School, Acworth, GA

✉ Email
janetgoldman@email.com
✓ Verified

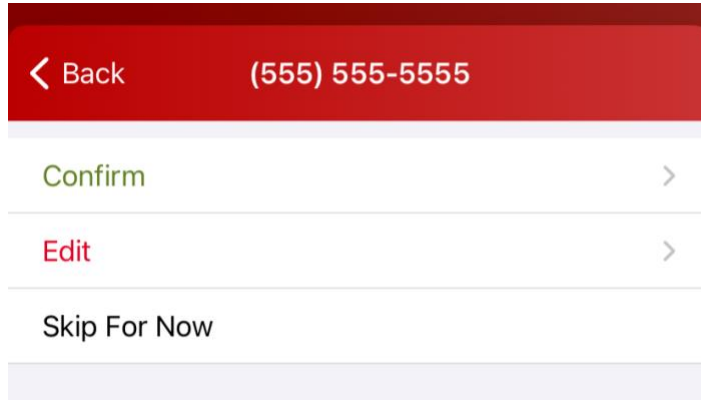
📞 Phone
555-555-5555 >
Unverified

👤 Child
Joshua Goldman >
Unconfirmed

✓ Yes, This is Me ✗ This is Not Me

How to Confirm Your Contact Information

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



- a. **Confirm Email or Phone:** A verification code will be sent to the email or phone number. Enter verification code to confirm.
 - b. **Edit Email or Phone:** Update information in ParentVue or contact the school.
 - c. **Skip For Now:** You will be able to verify or correct your contact information the next time you sign in.
4. Confirm Child(ren): Select **Confirm** or **Not My Child**.
 5. Tap **Yes, this is me** or **This is Not Me**.
 6. To update and/or change your email or phone number, log in to ParentVue, parentvue.cobbk12.org and click **Change My Information**. This change will be reflected in CTLS Parent within 48 hours.

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.

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The screenshot shows a registration form for ParentSquare. On the left, it says "Welcome Luigi Howe!" and "Mt. Bethel Elementary". Below that, it asks the user to complete their registration. On the right, there are options to sign in or create a new account. The "Create a New Account" section includes fields for Name (Luigi Howe), Email (luigi.howe@example.com), Password, and Confirm Password. 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.

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.

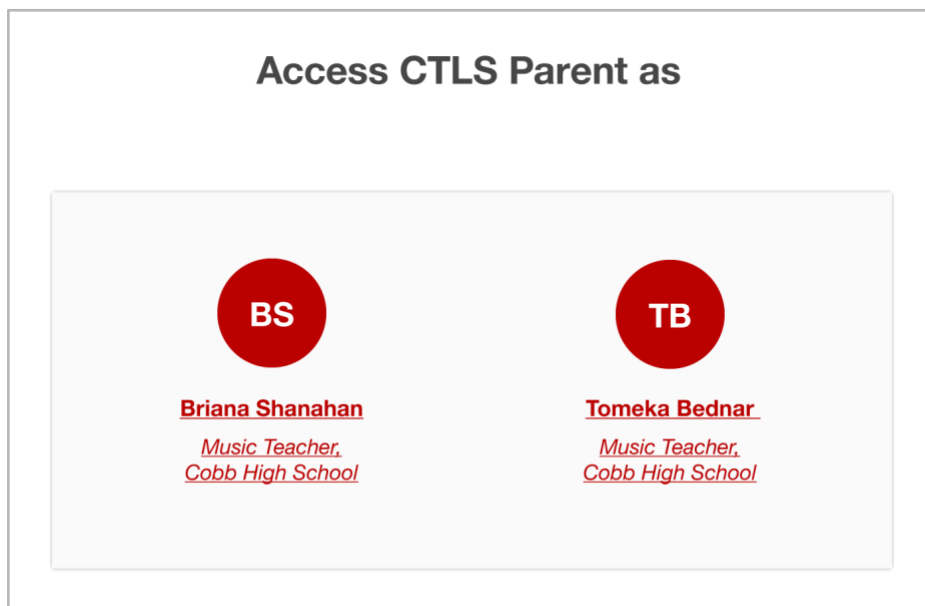
Q: Can users share an email and/or phone number?

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.

How to Confirm Your Contact Information

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.



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.

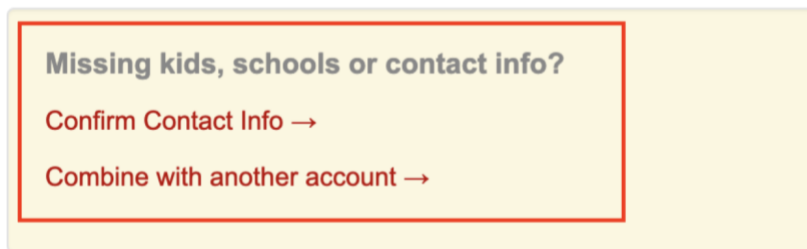
Q: How does a staff user sign in that is also a parent?

How to Confirm Your Contact Information

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**.



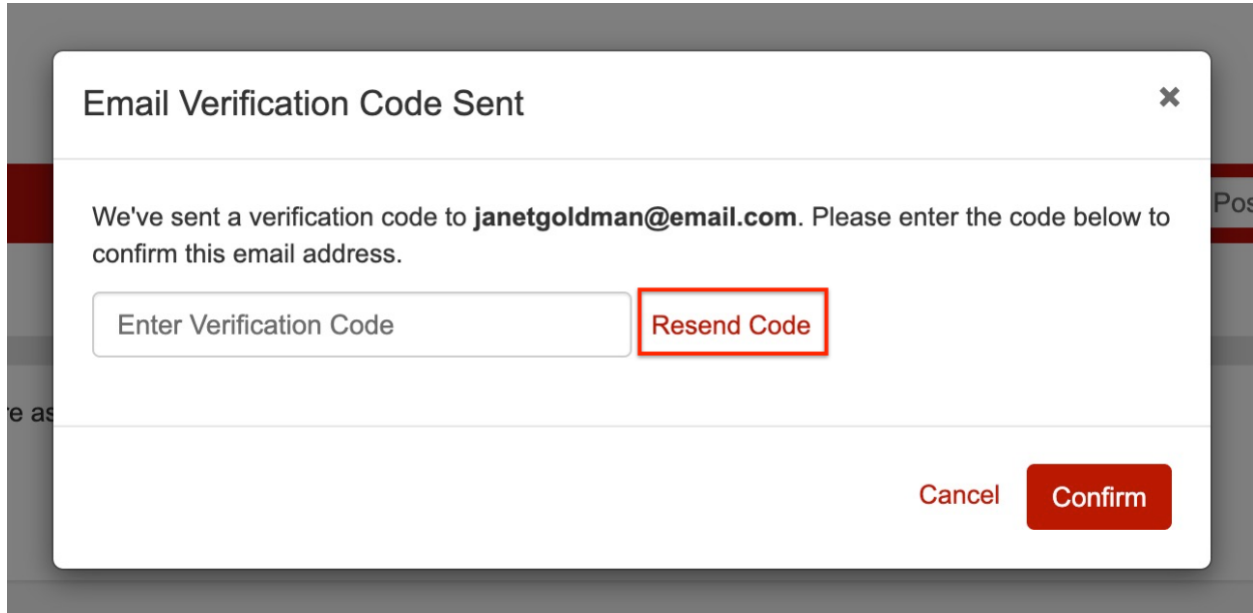
3. Follow the steps above to confirm.

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**.

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The screenshot shows a white dialog box with a grey border and a close button (X) in the top right corner. The title of the dialog is "Email Verification Code Sent". The main text inside the dialog reads: "We've sent a verification code to **janetgoldman@email.com**. Please enter the code below to confirm this email address." Below the text is a text input field with the placeholder text "Enter Verification Code" and a red-bordered button labeled "Resend Code". At the bottom right of the dialog are two buttons: "Cancel" and "Confirm".

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

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

For security purposes, email and text verification codes are only valid for 10 minutes after they are requested. Be sure that you've entered the code correctly. If needed, you can request another verification code.

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

Please contact your school to correct.