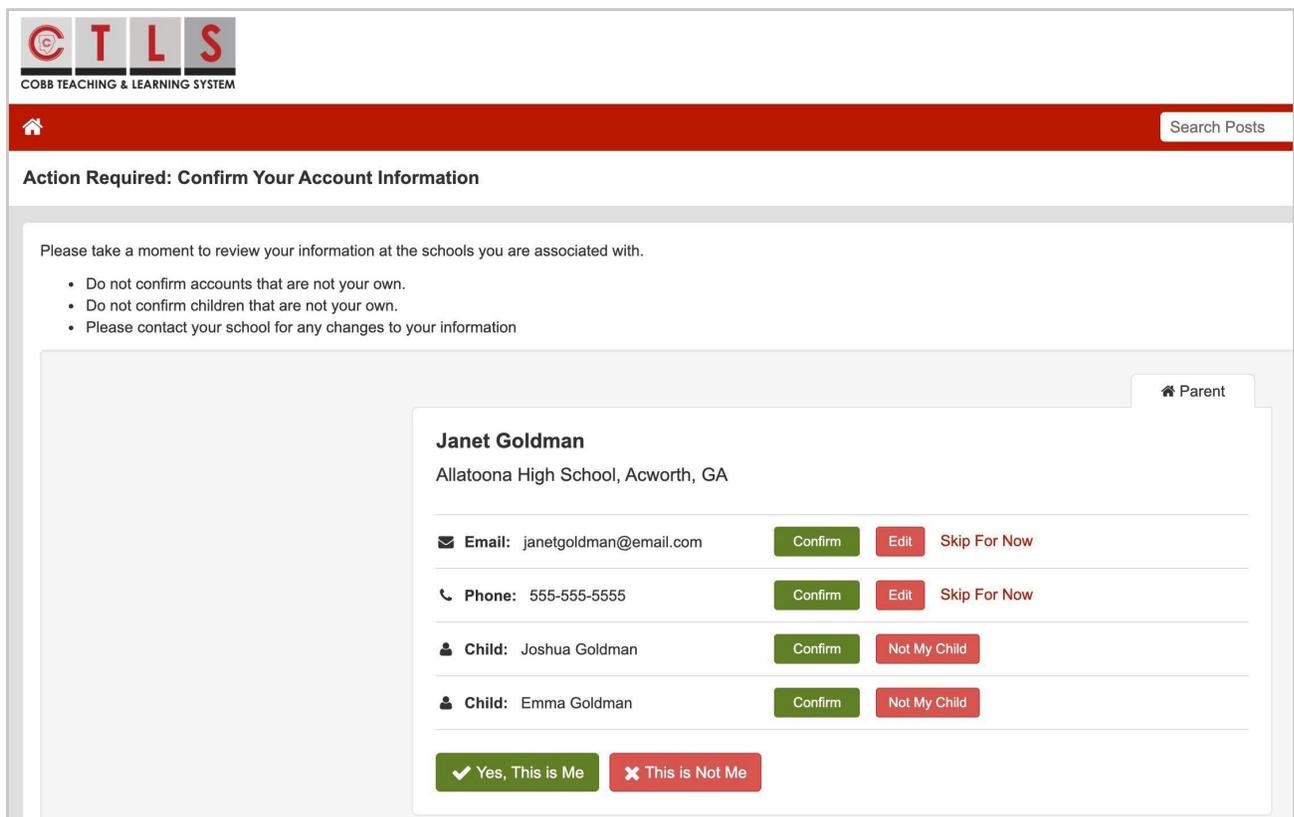


How to Confirm Your Contact Information

In order to keep your contact information up-to-date, your school may need you to verify your information. You can view, confirm or suggest corrections to your contact information. If you are both a staff member and parent, you can combine accounts.

Confirm in 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.**



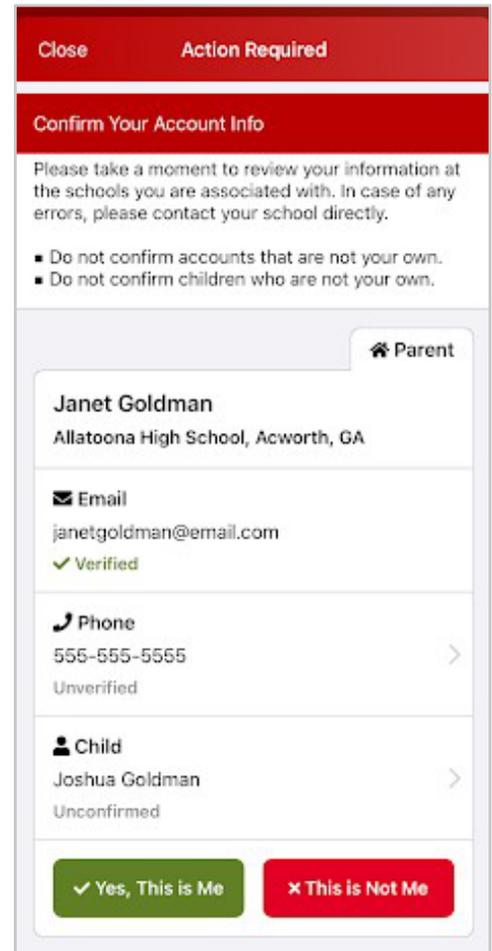
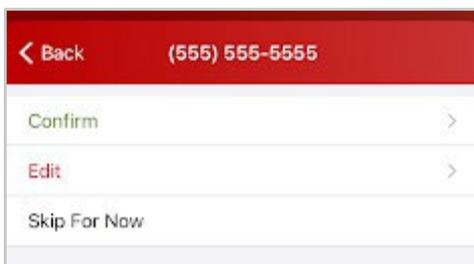
3. Choose **Confirm**, **Edit** or **Skip For Now** for Email and Phone:
 - **Confirm** - a verification code will be sent to the email or phone number. Enter verification code into ParentSquare to confirm.
 - **Edit** - click **Parent Portal** link to update information in Parent Vue or contact your school office.
 - **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** for each child.
5. Confirm your name & school affiliations. Click **Yes, This is Me** or **This is Not Me**.
*Note: 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.*
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.

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

Confirm in 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.
3. Select **Confirm**, **Edit** or **Skip For Now**. Repeat for phone number.
 - **Confirm** - a verification code will be sent to the email or phone number. Enter verification code.
 - **Edit** - update information in ParentVue or contact the school.
 - **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.

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 in **My Account** settings.

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 I log in?

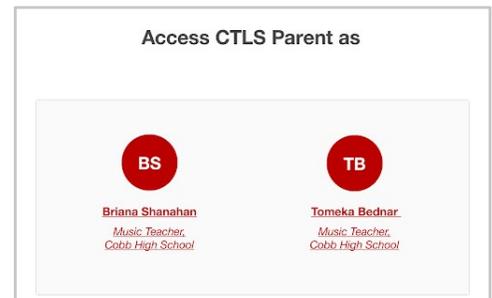
After you complete the verification process, nothing else is needed unless your contact information changes.

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.



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.

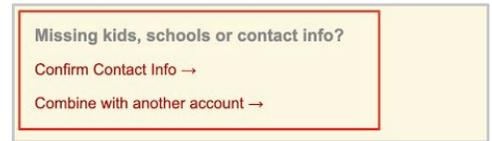
Q: How does a staff user sign in that is also a parent?

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: What if I selected “Skip for Now”?

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 on how to confirm contact information.

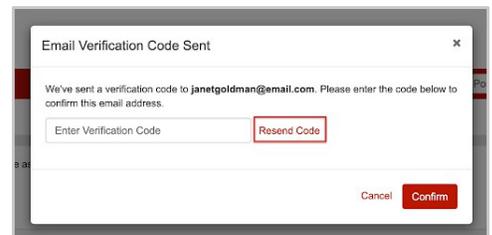


Troubleshooting Tips

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.



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.