How to Verify Contact Information

With Pure Contact, contacts are verified to ensure that you are sending communication to the right user. Users will be prompted to verify their contact information at login. If user does not verify at sign in, they can verify later. They can:

- Verify their email/phone - confirmation code is sent
- Confirm their children

Verify 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. 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 into ParentSquare to confirm.
   b. **Edit Email or Phone**: Click Parent Portal link to update information in Parent Vue or contact your school office.
   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** for each child.
5. Click **Yes, this is me** or **This is Not Me**.
6. 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**.
How to Verify Contact Information

7. 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.

Verify 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.
### How to Verify Contact Information

<table>
<thead>
<tr>
<th>Close</th>
<th>Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

**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.

**Jennifer Greene**

*Thomas Jefferson Elementary, Mountain Bay, CA*

<table>
<thead>
<tr>
<th>Email</th>
<th><a href="mailto:jennifergreene@mailinator.com">jennifergreene@mailinator.com</a></th>
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</thead>
<tbody>
<tr>
<td></td>
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<table>
<thead>
<tr>
<th>Phone</th>
<th>793-555-3269</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Unverified</td>
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<table>
<thead>
<tr>
<th>Child</th>
<th>Kevin Greene</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Unconfirmed</td>
</tr>
</tbody>
</table>

**Action:**

- **Yes, This is Me**
- **This is Not Me**

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

How to Verify If You 'Skipped 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.
How to Verify Contact Information

3. Follow the steps above to confirm.