

Household II-common scenarios

Scenario:

- *The parent notifies the school that there is a new household telephone number.*

Solution:

Phone Number (pg2) - Is the Phone Number Correct?

If NO

1. Click in the **comments box**.
2. Add **date**, **school number**, **initials**, **old phone number** and **change made**.
3. Change the **Phone Number**.
4. Select **Save**.

Scenario:

- *The parent notifies the school that there is a new household address.*
- *The parent notifies the school that the address is listed incorrectly in IC.*

Solution:

End Date the unwanted address (pg 1 - [End Dating Addresses/End Dating People guidelines](#)): [Index/Census/Search tab/Household/Advanced/Student ID/Addresses tab](#)

Address (pg 3) - Is the Address Correct?

If NO

1. Click on the **existing address** in the box.
2. Enter the **end date** and select **Save**.
3. Select **Find New Address**.
4. Enter the **number** and **street name** into the search criteria and select **Search**.

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Scenario:

- *End dating a person from a household (an adult member moved out).*
- *The student shares time in two households – part time with Mom and part time with Dad.*

Solution:

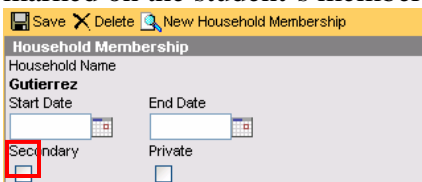
- *End date the adult member from the household (if necessary)(pg 1 - [End Dating Addresses/End Dating People guidelines](#)): Index/Census/Search tab/All People/Advanced/Student ID/ Household tab*
- *Add an additional household showing the student in both households*
- *Mark the 2nd Household as Secondary*

Household (pg 1) - Does the Student belong to a Household?

The answer would be NO because the student is currently only showing in one household, you need to add them to the second house.

NOTE

If the Student has more than one household, **one** household must have the secondary box marked on the student's membership.



Household Membership

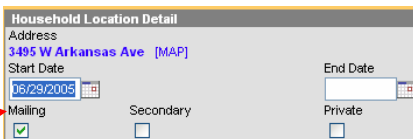
Household Name
Gutierrez

Start Date [calendar icon] End Date [calendar icon]

Secondary Private

From the Households tab

1. Select the **Edit** icon for the household you are changing to **Secondary**.
2. Select **Secondary** in the Household Membership screen.



Household Location Detail

Address
3495 W Arkansas Ave [MAP]

Start Date [calendar icon] End Date [calendar icon]

06/29/2005

Mailing Secondary Private

If the student has more than one **address**, the mailing address must be marked mailing and secondary.

If NO

1. Select **New Household Membership** icon.
2. Search for a household by the **address**.
3. Compare the information on the registration form to the Households found in the search box.
4. If a Household was **not** found in the search results using the address, search again using just the **phone number**.
5. Continue with **Was a Household found for the student? Does the Address appear in the list?**
6. **Members, Corrections to members and Relationships.**

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Scenario:

- *There are multiple members listed in the student household that are not listed on the registration form.*

Solution:

- *Where is the majority of the information?*

1. *Change your search criteria to **Household**.*
2. *Select **Advanced Search**.*
3. *Search on **Student ID number**.*
4. *Select the **Members** tab.*

1. Are there people showing in the household that don't belong to the student?
 - *Move the student and their adult members to a new household by **End dating a Person (End Dating Addresses/End Dating People guidelines)**.*
2. Are there a couple of members that don't belong in the household?
 - *Move those adult members out of the household by **End Dating a Person**.*
3. Check the relationships tab from the student to the members that do not belong, make corrections as necessary.
 - **End dating a person for the household and relationships.**

[End Dating Addresses/End Dating People guidelines](#)

Scenario:

- *When the parent logs into Parent Portal they do not have rights to view their students' data.*

Solution:

- *Make sure the Portal and the Guardian boxes are checked on the Relationships tab.*

1. *Change your search criteria to **Household**.*
2. *Select **Advanced Search**.*
3. *Search on **Student ID number**.*
4. *Select the **Student** from the tree.*
5. *Click on the **Relationships** tab.*

Household II-common scenarios

Scenario:

- *When the parent logs into Parent Portal they are able to view all children listed in their household or not able to see the students they are guardians over.*

Solution:

- *Check the relationships tab for the parent, confirm the correct guardian boxes are marked.*

1. *Change your search criteria to **Household**.*
2. *Select **Advanced Search**.*
3. *Search on **Student ID number**.*
4. *Click on the **Members** tab.*

Scenario:

- *The parent wishes to add a new member into the household.*

Solution:

Once you have refreshed the tree (pg 3)

Members (pg 4) - does the Adult Household Member appear in the tree on the left?

1. *Change your search criteria to **Household**.*
2. *Select **Advanced Search**.*
3. *Search on **Student ID number**.*
4. *Select the **Members** tab.*

Household II-common scenarios

Scenario:

- *A person calls and says that the school keeps calling them and they have no children there.*

Solution:

- *Search for the household by phone number.*
 - *Check for the phone number on the demographics tab for each member listed in the household.*
- If the problem persists; call to the Hotline with the phone number.*

1. *Change your search criteria to **Household**.*
2. *Select **Advanced Search**.*
3. *Search on the **phone number**.*
4. *Click on the **name(s)** on the tree.*
5. *Select the **Demographics** tab.*

Scenario:

- *Does the student belong to a Household – “NO” after doing the normal search – a household still is not found. The student Registration form indicates there are additional DPS students.*

Solution:

- *Do a search for the “other” DPS students to see if they belong to a Household.*

If one is found...

Confirm the information on this student’s form with the information found. (We already searched for the address and phone number and didn’t find a match to our students registration information, but when we searched for siblings, we found the siblings were in a household with the parents/guardians etc...The reason we didn’t find it with our original search is the address and phone number have changed. You may want to confirm with the other school that the new household information on YOUR form is the most current) Correct the household information to match what is on your form PHONE NUMBER; ADDRESSES don’t forget to add your Comments – updated HH information.

And ADD YOUR student into this household. Following the instructions from the Household I Quick Reference (page 1) “**Does your student belong to a household? (no...)**”.

Household II-common scenarios

Scenario:

- *Why do I search for adult Household members before building my student's Household?*

Solution:

A Household *could* already exist for adults or siblings. An Adult member *could* already be in Infinite Campus as an Emergency Contact for other DPS students. Information needs to be correct on the adult members Household.

- Compare and confirm the Household and Demographics information in IC to the registration form for the adult member, to ensure you are choosing the correct person. If in doubt, create a new adult person.
- Once confirmed (be really certain!), correct the household information to match what is on your form: PHONE NUMBER and/or ADDRESS. Include your comments on what was changed.
- Follow the instructions from the Household I Quick Reference (page 1) – “Does your student belong to a household? (no...)”.