

Parent Portal Access Support/Address Change

Student Data Specialist Support for Schools

- *My name is **Jessica Householder**, I am a Student Data Specialist and the newest member of the Division of Student Information Systems team.*
- *One of my main responsibilities is to assist families with their portal accounts. This includes setting the account up, resetting passwords, navigating the portal and connecting parents and staff through the educational technology our district utilizes.*
- *As you are aware, we have a designated email for parents who need assistance with their portal, we also now have a designated phone number that comes directly to me. That number is **380-997-7245**. We encourage parents to use the parentportalaccess@columbus.k12.oh.us email for issues.*

Parent Address Change Procedures in Parent Portal

- In an effort to ensure that we have the most accurate information in Infinite Campus for each student, all families must be directed to utilize the **Annual Update in the Parent Portal** to update addresses and other demographic information. **Effective immediately, school secretaries will no longer have access to update address and household information (secretaries will still be able to update phone numbers).** We are hopeful that by having parents complete the Annual Update, school personnel will have access to valid contact/demographic information.