

# Making Changes on the Portal

With a Sapphire parent account, you can change your own settings, create an account for your student, add other students to your account, and make changes to some of your student's information (subject to school review).

Some schools also make course request forms available on the portal during the scheduling season.

## Change Your Account Settings

Account Settings has **General** info about your account, a **Students** screen, and a **Notifications** screen. To access **Account Settings**, click your username on the top right menu bar.




The **Account Settings - General** screen lets you change your password, security question, and security answer. Click **Save** if changes are made.

## Add or Change Your Contact Information

1. On the Community Web Portal home screen, click your student's name.
2. Click **Change Student Data** from the left menu.
3. Add to or modify your phone information. For each phone number indicate the **Type** (Cell, Home, Work, etc.), if it is **Unlisted**, and if it can **Receive Voice Call** or **Receive Text**.
4. Indicate the **Emergency Call Order** for each phone number. This is the order in which the phone number should be called in the event of an emergency. It must be a whole number (1, 2, 3, etc.). If this number should not be part of the emergency call order, then leave this blank.
5. Add or modify your **Email Addresses**.
6. Click **Save Changes**. The school must approve the changes before they take effect.

## Request Access to Additional Students

You can request access to additional students in your family through **Account Settings**, which allows you to view multiple students from one account. It is subject to the approval process of your district.

1. Access **Account Settings** and on the left menu click  **Students**. The **Account Settings - Students** screen opens.
2. Click on **Click to Request Access to Other Students** at the bottom of the page.
3. A request form opens. Enter the name, birth date, grade, and school for the student you want to access. Up to four students can be submitted at one time.
4. Click **Submit Request**.


A message returns on screen, confirming that your request for access to the student(s) has been submitted. You'll also receive an automated email confirming your request for access to additional students has been submitted to the Sapphire Community Web Portal.

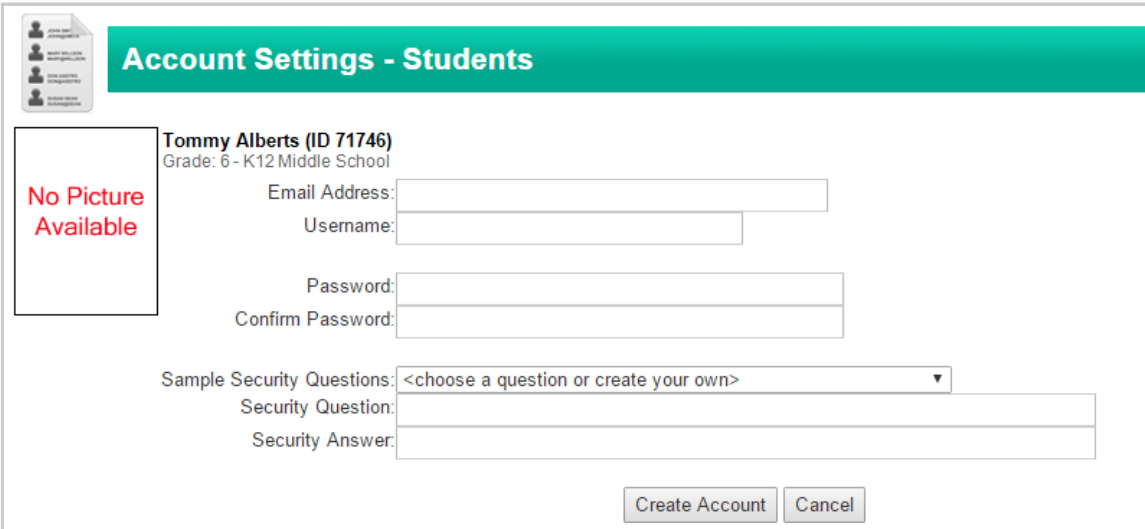
After your request is approved, you'll receive an email from your school district.

## Create a Student Account

If your district allows parents to create accounts for their students, you can do this on the **Students** screen. Creating a student account gives your student their own access to the portal.

Depending on your school district's policies, the student account may display the same information as the parent account or it may be a limited version. A student account only has access to one student.

1. On the left menu, click  **Students**. Your student displays.
2. Click **Create Account for Student to Use**. If your student already has an account, this is indicated and you are not be able to create an account for the student.
3. Enter the student's email, username, password, and a security question to reset the password if needed.
4. Click **Create Account**.



**Account Settings - Students**

Tommy Alberts (ID 71746)  
Grade: 6 - K12 Middle School

No Picture Available

Email Address:

Username:

Password:

Confirm Password:

Sample Security Questions: <choose a question or create your own>

Security Question:

Security Answer:


Create Account Cancel

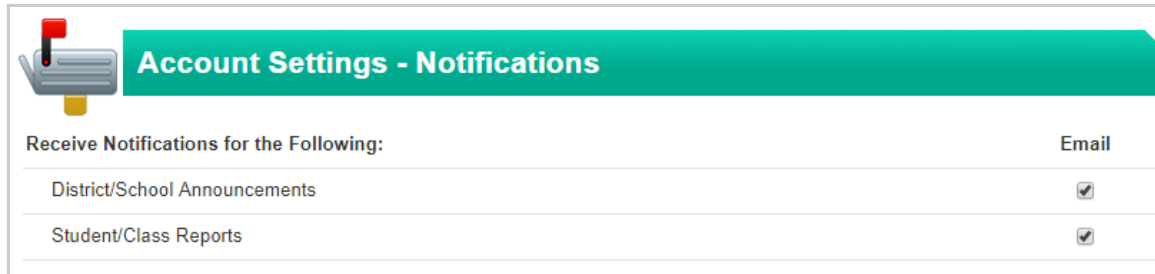
Upon district approval, an email is sent to the student's email address with the student account PIN. The PIN also displays on the screen.

## Notifications

If your district uses the Sapphire Notification System, you can establish a workflow to receive these messages. This system sends notifications for emergencies, announcements, attendance and discipline events, and other events. You can subscribe or unsubscribe to different notifications that your school district or school may send.


To receive notifications, your Contact Information must have at least one valid email account, phone number, or SMS/text message enabled device. See [Add or Change Your Account Information](#) if you need to add this information.

1. On the left menu, click  **Notifications**. The **Account Setting - Notification** screen opens.
2. In the top section of the screen, add or remove check marks to District/School Announcements and Student/Class Reports. These announcements and reports are sent to you via email if you place check marks in the corresponding boxes on the right-side of the screen.



The second part of the screen allows you to subscribe or unsubscribe to the various types of announcements sent through the Notification System. Add a check mark next to the type of announcement to subscribe to it, or remove the check mark to unsubscribe. You **cannot** unsubscribe from the Emergency Notification.

You can create your own workflow for the Notification System on this screen. A workflow tells the Notification System how and in what order the system should contact you. For example, you can tell the system to call your cell phone first and if there is no answer, to send a text message and an email.

Your school district has a Default Workflow set up; you don't have to set up your own. To view the System Default Workflow, set the **Global Default** drop-down to **System Default** and hover your cursor over .

If you want to set up your own workflow, follow these steps:

1. In the **Global Setting** drop-down, select **My Default**.
2. Click the green plus sign next to **Default Notification Workflow**.
3. Select an option from the **Method** drop-down in row 1. Options are **Email**, **SMS Text Message**, and **Voice Call**.
4. Select a **Point of Contact**:
  - If you select **Email** in the Method column, any email addresses you provided display in the drop-down.
  - If you select **SMS Text Message**, any phone number you have provided that is capable of accepting a text message, display in the drop-down.
  - If you select **Voice Call**, any phone numbers you have provided that are capable of receiving a voice call, display in the drop-down.
5. Select an option from the **Options** drop-down. Options are:
  - **Stop** and **Simultaneously** if either **SMS Text Message** or **Email** is selected as the Method.
  - **Stop** and **Continue to the next step if I don't answer** if **Voice Call** is selected as the Method.

## 6. Click **Add Step**.

If you'd like to create a different workflow for each type of announcement, select **Custom** from the **Global Setting** drop-down and click the green plus sign next to the notification type.


Sapphire Notifications Subscriptions Global Setting My Default Subscribed

+ Default Notification Workflow (Used for all subscribed types if workflow is not defined.)


+ Add Step

Step	Method	Point of Contact	Options	
1	Voice Call	me at 610-555-1212	and Continue to the ne	Remove
2	Email	me at youremail@domain.	and Simultaneously	Remove
2	SMS Text Message	me at 610-555-1212	and Stop	Remove

## Change Student Data

On the left menu click  **Change Student Data**. **Forms Awaiting Completion** display at the top; contact information for the student and their parents or guardians follows.

The contact information on any line can be changed on this screen. Please note that the school reviews any changes before they take effect.

 **Change Student Data**

**Teresa Rose Sebring (334)**

**Forms Awaiting Completion**

- [Handbook and Photo](#) Form Closes: 12/31/2020 11:59 PM

Click on a line below to edit it.  
The school will be notified of any changes made and have a chance to review them before the changes take effect.

**Student Information**

Household Phone: 555-555-5555  
Student Email Address: rsebring@gmail.com  
Student Phone: 800-555-1212  
Student Phone Type: Cell Phone  
Student Phone Receive Voice Call?: Yes  
Student Phone Receive Text?: Yes  
Student Phone is Unlisted?: No

**Parents/Guardians**

**Mother - Audrey Fisher**

Title:  
Middle Name:   
Email Address 1: audrey@gmail.com  
Email Address 2: afisher@office.com  
Change pending review  
Email Address 3: