

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.

Contact Verifications at Your School

ParentSquare works with your school to keep contact information accurate. You can view, confirm or suggest corrections to your contact information. If you are both a staff member and parent, you can combine accounts.

What You Need to Do

- **Update Apps:** Update your iOS or Android ParentSquare mobile app to the latest version. Some features may not work on older versions. Click [here for help with updating](#).
 - **Sign In:** Sign in to ParentSquare.
 - **Confirm:** You may be asked to confirm your contact information. Follow the instructions, and to confirm, a verification code will be sent that is valid for 10 minutes.
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How to Confirm Your Contact Information

Confirm Using Web Browser

1. Log in to your main ParentSquare 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:
 - **Confirm** Email or Phone: A verification code will be sent to the email or phone number. Enter verification code to confirm.
 - **Edit** Email or Phone: Correct your email and/or phone number. A verification code will be sent to your corrected email or phone number. Enter verification code to confirm.
 - **Skip For Now:** You will be able to verify or correct your contact information the next time you sign in. (You'll continue to receive notifications.)
4. Confirm Child(ren). Click **Confirm** or **Not My Child** for each child.

5. Confirm your name and school affiliations. Click **Yes, this is me** or **This is Not Me**.

ParentSquare Home

Action Required: Confirm Your Account Information

Please take a moment to review your information at the schools you are associated with.

- Do not confirm accounts that are not your own.
- Do not confirm children that are not your own.

Parent

Janet Goodman
Thomas Jefferson Elementary, Mountain Bay, CA

Email: janetgoodman@email.com

Phone: 554-555-2679

Child: Ryan Goodman

Staff

Janet Goodman
Thomas Jefferson Elementary, Mountain Bay, CA

Email: jgoodmen@school.edu

Phone: 684-555-3297

6. If you clicked **Skip For Now** on any information on a contact card, you will not see the choice, "Yes, This is Me", and must select **Skip For Now** or **This is Not Me**.

Parent

Janet Goodman
Thomas Jefferson Elementary, Mountain Bay, CA

Email: janetgoodman@email.com

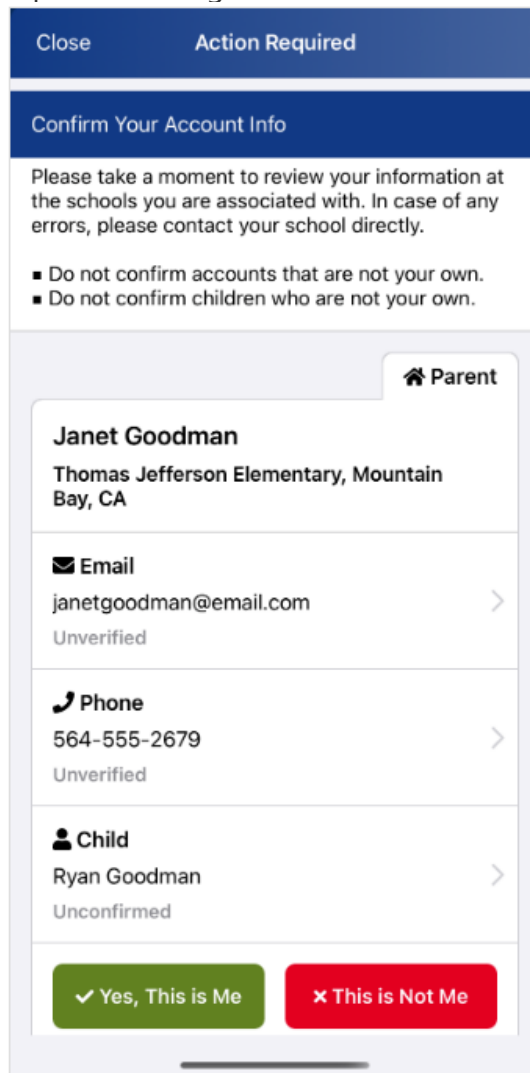
Phone: 564-555-2679

Child: Ryan Goodman

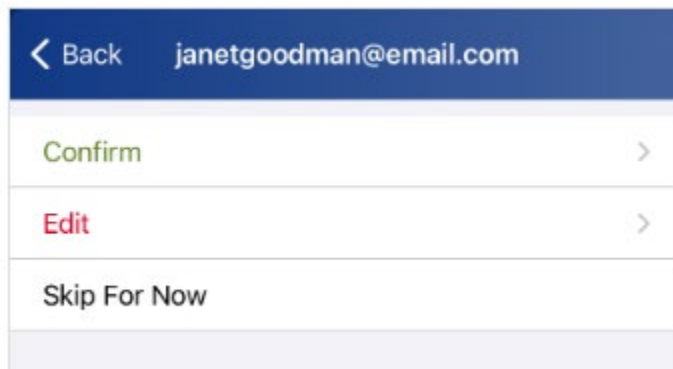
7. Your school will be notified of corrections in order to update their student information system. After school updates information, it will show in your account. Depending on your school's settings, you may see the corrected email or phone number immediately in your account or the following day.

Confirm Using Mobile App

1. Log in to your main ParentSquare account.
2. If you have unverified contact information, you will see one or more contact cards under, "Action Required" and "Confirm Your Account Info"
3. Tap **arrow** to right of Email and Phone to confirm or edit.



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



- **Verify Email or Phone:** Tap **Confirm**. A verification code will be sent to the email or phone number. Enter verification code to confirm.
- **Correction to Email or Phone:** Tap **Edit** and enter correct email and/or phone number. A verification code will be sent to your corrected email or phone number. Enter verification code to confirm.
- **Skip For Now:** You will be able to verify or correct your contact information the next time you sign in. (You'll continue to receive notifications.)

5. Confirm Child(ren): Select **Confirm** or **Not My Child** for each child.

6. Tap **Yes, this is me** or **This is Not Me**.

7. If you select **Skip For Now** on any information on a contact card, you will not see the choice, "Yes, This is Me", and must select **Skip For Now** or **This is Not Me**.

8. Your school is notified of corrections in order to update their student information system. After school updates information, it will show in your account. Depending on your school's settings, you may see the corrected email or phone number immediately in your account, or the following day.