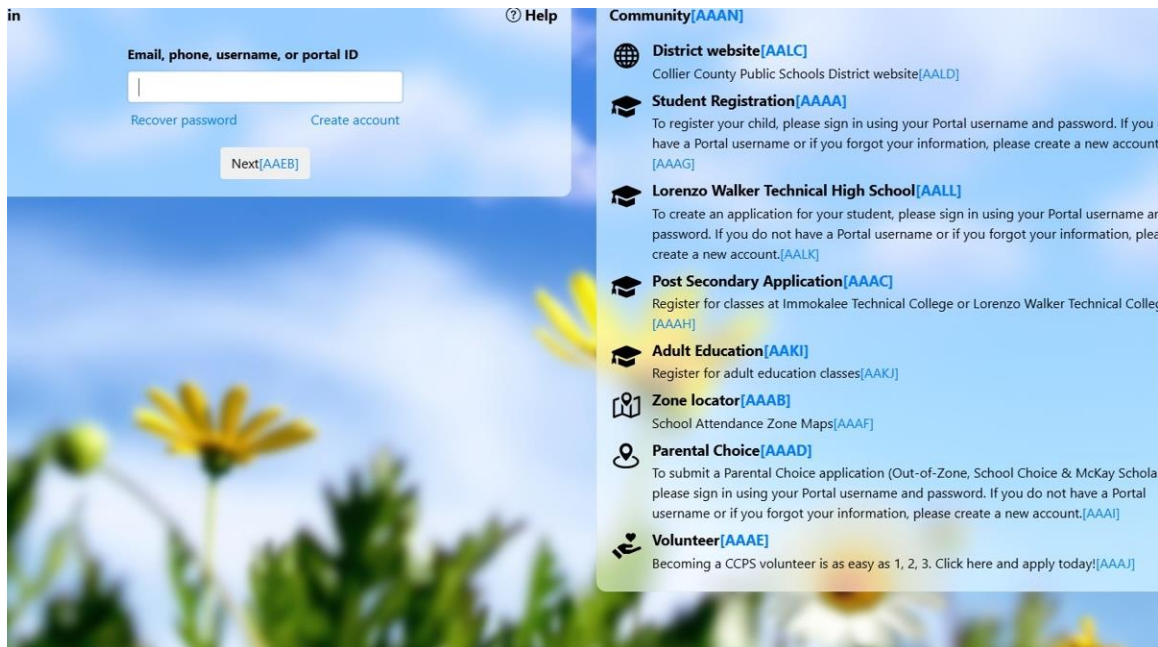


How To Approve Address Change Requests in Xray

1. Navigate to <https://origin.collierschools.com/app/Portal> and enter your username



in

Help

Email, phone, username, or portal ID

Recover password

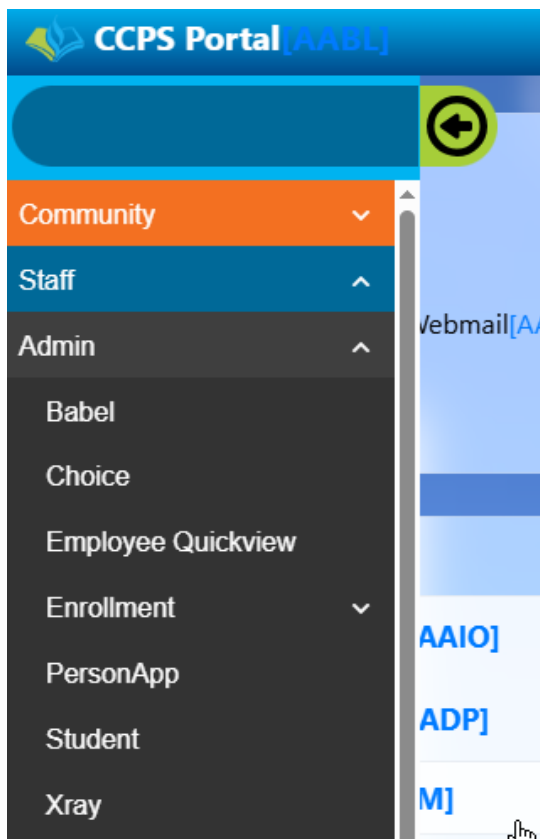
Create account

Next

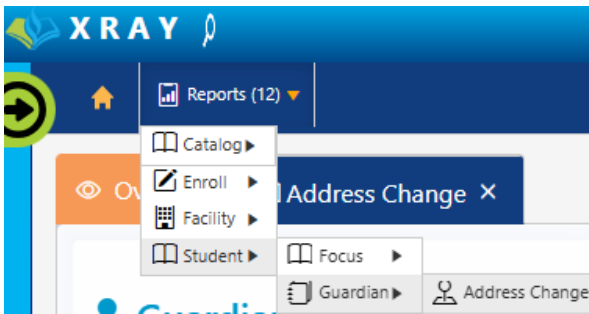
Community

- District website
Collier County Public Schools District website
- Student Registration
To register your child, please sign in using your Portal username and password. If you have a Portal username or if you forgot your information, please create a new account
- Lorenzo Walker Technical High School
To create an application for your student, please sign in using your Portal username and password. If you do not have a Portal username or if you forgot your information, please create a new account
- Post Secondary Application
Register for classes at Immokalee Technical College or Lorenzo Walker Technical College
- Adult Education
Register for adult education classes
- Zone locator
School Attendance Zone Maps
- Parental Choice
To submit a Parental Choice application (Out-of-Zone, School Choice & McKay Scholarships), please sign in using your Portal username and password. If you do not have a Portal username or if you forgot your information, please create a new account
- Volunteer
Becoming a CCPS volunteer is as easy as 1, 2, 3. Click here and apply today!

2. Click the Green Arrow > Staff > Admin > Xray

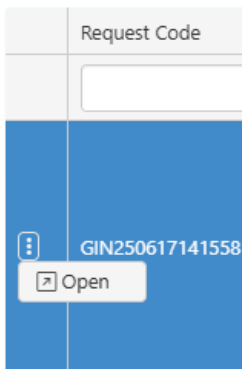


3. Click Reports > Students > Guardian > Address Change



4. Select request needing review by click the ellipsis then click open

The following request:



5. Review the request and verify the information is correct

Note: address not in catalog requests must have additional steps performed and should be referred to the Department of Student Assignment. Address edits (see below)

A screenshot of the XRAY 'Address Change' request review page. The page shows the request details for GIN250617141558, including guardian information, current residence, and mailing address. It also displays a table of students to be reviewed for this address change.

Request Management Panel

Student-Guardian Address Change Request #: GIN250617141558

Guardian: Teresa Pedro Andres [1000417753]
Guardian Current Residence Address: 1509 Immokalee Dr LOT G 4 Immokalee FL 34142
Guardian Current Mailing Address: 1509 Immokalee Dr LOT G 4 Immokalee FL 34142
Submitted on: 06/17/2025

Verify the accuracy of the given address and the provided documentation:

Requested Collier County Residence Address
This address was not selected from the Address Catalog
Address: 123 New Ave
Address (ex):
City: Naples
State: FL
Zip: 34109

Documentation

- Homeschool Exemption Card
- Government-issued document
- Rights Identification Card

Evaluate the requested mailing address:

Requested Mailing Address
Guardian has requested to keep the current mailing address.

Verify and select the student(s) to apply this address change:

Status	Student	Grade	Current School of Attendance	Current Zoned School	New Zoned School *	Process at *	Transportation	Enrollment
☐ Pending	Eva Pascual Pedro (428797)	07	IMS	IMS	No school	REGISTRATION 	Walker	Enroll at the newly zoned school, if applicable.
☐ Pending	Sandra Pascual Pedro (351020)	12	IHS	IHS	No school	REGISTRATION 	School Bus	Enroll at the newly zoned school, if applicable.
☐ Pending	Abigail Pascual Pedro (66227)	KG	PCR	PCR	No school	PCR 	Car Rider	Stay at the current school of attendance. Enrollment for the upcoming school year may change if the student does not have or does not obtain an approved Parental Choice application.

* This may be subject to change depending on the verification of the new address.  Parent selection.

The final update to the Guardian and Student(s) address will take place only after all individuals involved in the request have been approved.

[Approve](#) [Reject](#)

6. Click Approve or Reject and confirm your selection

Confirm Approval

Please confirm your approval of the address change for the Guardian and the selected student(s).

Yes, approve

Cancel

Confirmation

Please confirm your rejection of this request.

Be sure to include a note explaining the reason for the decision, as **this information will be shared with the guardian.**

Note: Be aware that this will reject the address update for all individuals involved in the request.

Provide a note explaining the reason for the rejection ...

Yes, reject

Cancel

7. Click OK and a message will be sent to both the requestor and staff member processing the request that it was completed.



Result:

This request has been fully processed. You may now proceed with any necessary manual updates.

OK

8. If it is a change in school, contact current school to withdraw, then enroll to your school.

How to edit address

1. Click Edit Residence Address

Requested Collier County Residence Address

CCPSAID: 10047153  Address found in the Address Catalog

Address: 2320 14th St N

Address (ext):

City: Naples

State: FL

Zip: 34103

[Edit Residence Address](#)

2. Select the appropriate option

Select County

Please choose the option that corresponds to the new address.

[It's a Collier County Address](#)

[It's an Out of County Address](#)

3. Enter address information

[Edit Requested Address: Collier County Address](#)

1234 new

1234 New Test St Immokalee FL 34109

 If the address is located in Collier County but does not appear in the drop-down list, it is not yet included in the Address Catalog and must be added first. [Request to add it.](#)

Requested Mailing Address

Guardian has requested to keep the current mailing address.

[Edit Requested Address: Collier County Address](#)

1234 new

Address

 If the address is located in Collier County but does not appear in the drop-down list, it is not yet included in the Address Catalog and must be added first. [Request to add it.](#)

Unit

City

State

Florida

Zip

[Request to add to Address Catalog](#)

4. Review message and select appropriate option

Confirmation

Are you sure you want to change the address for this request?

Before, please note:

- ① The new address will apply to **all individuals** included in this request once fully processed.
- ① Based on the parent's *Enrollment* selection and the new zoned school, **this request may be reassigned** if the receiving school changes.
- ① Any student already processed in this request will be **reset** if the receiving school changes.

Yes, change the address

Cancel

5. Proceed with processing the request or reassign to new school by clicking the pencil under the Process At * column.

Note: School can only reassign requests after editing the address. Any request to reassign without edit must be sent to the Department of Student Assignment.

General Business Rules

- **Mailing Address Only Requests:**

Parents who are not Employees or Applicants must submit a **mailing-only** request only if they currently share the same address as the student. This flow is simpler — they just enter the new address and click **Submit**.

- **Request Management:**

Requests can be managed by Student Assignment or users with the ROLE_AD_DATA_ENTRY role.

- **Daily School Reminders:**

Schools will receive **daily reminder emails** for any pending address change requests.

- **Completion Notifications:**

Once the address update is fully processed (submitted to Focus), schools will receive a **one-time email notification**, signaling that they can proceed with any needed manual updates (e.g., enrollment, transportation).

- **Catalog & OOC Addresses:**

- If the new address is **not in the catalog** or is **Out of County (OOC)**:
 - **If the student remains at their current school** → the request is routed to the **school**.
 - **If a school change is required** → the request is routed to the **Student Assignment**.

- **Missing Address in Catalog:**

If a parent provides a Collier address that's missing from the catalog, school staff will contact Student Assignment to request GIS to add to catalog.

Once approved by GIS this will automatically add the address to the catalog and update the request's address, but **this will not approve the parent's request**. User will need to review; approve or reject the request.

- **Location Reassignment:**

Student Assignment can reassign the processing location for a specific student within a parent's request.

- **Admin Address Edits:**

Student Assignment or data-entry can modify the requested address. Depending on the new zone or school, the request may be routed to a different queue (e.g., enrollment selection).

- **Exclusions:**

Address updates do **not** apply to **Charter, Adult, or NPO** students.

- **Rejected applications** parents/guardian will need to complete a new request if resubmitting.

Moved during first 20 school days of attendance, review column "New Zone School". If different than your school, reject and add note explaining parents need to attend new zone school OR request Student Assignment to reassign to new zoned school.