

Portal Account Link Requests

What is a Portal Account Link Request?

Schools receive a portal link request when parents with multiple CCPS UID's submit a request to have them combined under one CCPS UID. Incoming requests must be reviewed, verified and submitted for processing.

Schools will need to do the following:

1. Generate the Link Requests report.
2. Review and verify the information submitted.
3. Process each request.

Link requests should be processed DAILY.

Be sure to check your report each day and verify any new requests promptly.

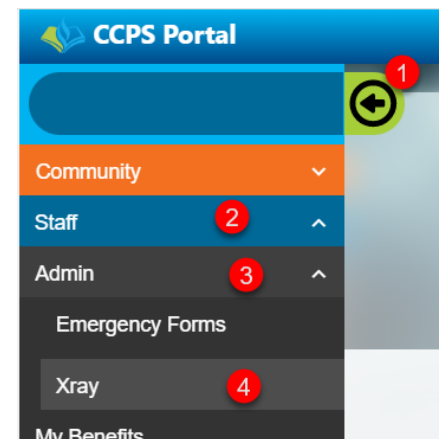
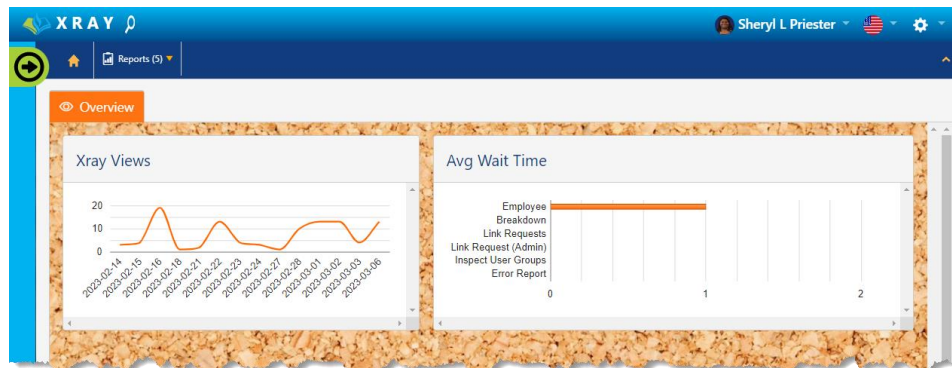
STEP 1: ACCESS THE REPORT FROM THE CCPS PORTAL

This is a CCPS Portal Xray report. You must sign in to the portal to access it.

To Access the Report:

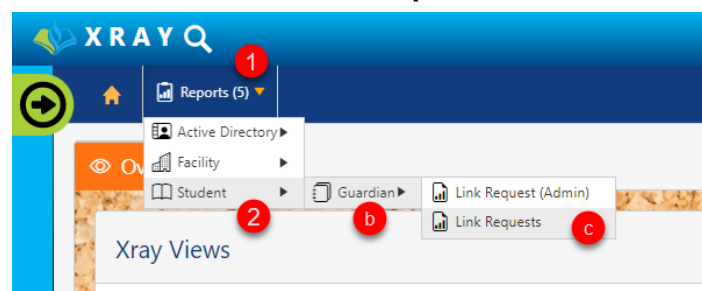
From the CCPS Portal dashboard:

1. Click the green circle with the black arrow (top-left) to expand the sidebar menu.
2. Go to **Staff > Admin > Xray**.
3. The Xray report screen will appear.



Generate the Report

1. Go to **Reports > Student > Guardian > Link Requests**.



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- The Link Requests report screen will display.
- Select your school from the school drop-down menu (only your assigned school is visible).
- The report will appear below the selected school header.

The screenshot shows the XRAY Q interface with the 'Link Requests' tab selected. A dropdown menu shows 'Golden Gate Middle School'. Below the header, there is a table with columns: Location, Student ID, Name, CCPSUID, Name, Type, Relationship, Date, Custody, and Pickup. A red box highlights the first row of the table. Annotations include: 'Select your school' pointing to the dropdown, 'Click to View the request' pointing to a 'Review' button, 'Filter Row' pointing to the first row, and 'Click the column title to sort by the selected title' pointing to the 'Date' column header.

Only the filter row will display if there are no outstanding requests.

The screenshot shows the 'Link Requests' interface with a table of requests. The table has columns: Loc..., Confirmation Number, Email, Email Verifi..., Notify by E..., Mobile P..., Mobile Verifi..., Notify by M..., Parent ID, Parent, Student ID, Student, Contact Type, and Relationship. The table is currently empty.

STEP 2: REVIEW AND VERIFY REQUESTS

Review each request, verify the submitted information against FOCUS information on file.

- Click the blue Review button to open the link request.
- A pop-up window will display the request.
- Review the details provided.
- Verify the parent/contact info (contact type, relationship, pickup, custody) against Addresses & Contacts in FOCUS.
- If the information is correct, click Accept to approve the request. If the information does not match with FOCUS or is questionable, click Deny to reject it.

Reminders

- Verify submitted information carefully.
- Information from the request will populate the new card once approved — update as needed.
- Know when to approve and when to deny.
- Deny outstanding requests for withdrawn students.
- Requests for students who transfer to another CCPS school will transfer automatically.