

## How to Verify Contact Information

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With Pure Contact, contacts are verified to ensure that you are sending communication to the right user. Users will be prompted to verify their contact information at login. If user does not verify at sign in, they can verify later. They can:

- Verify their email/phone - *confirmation code is sent*
- Confirm their children

### Verify in Web Browser

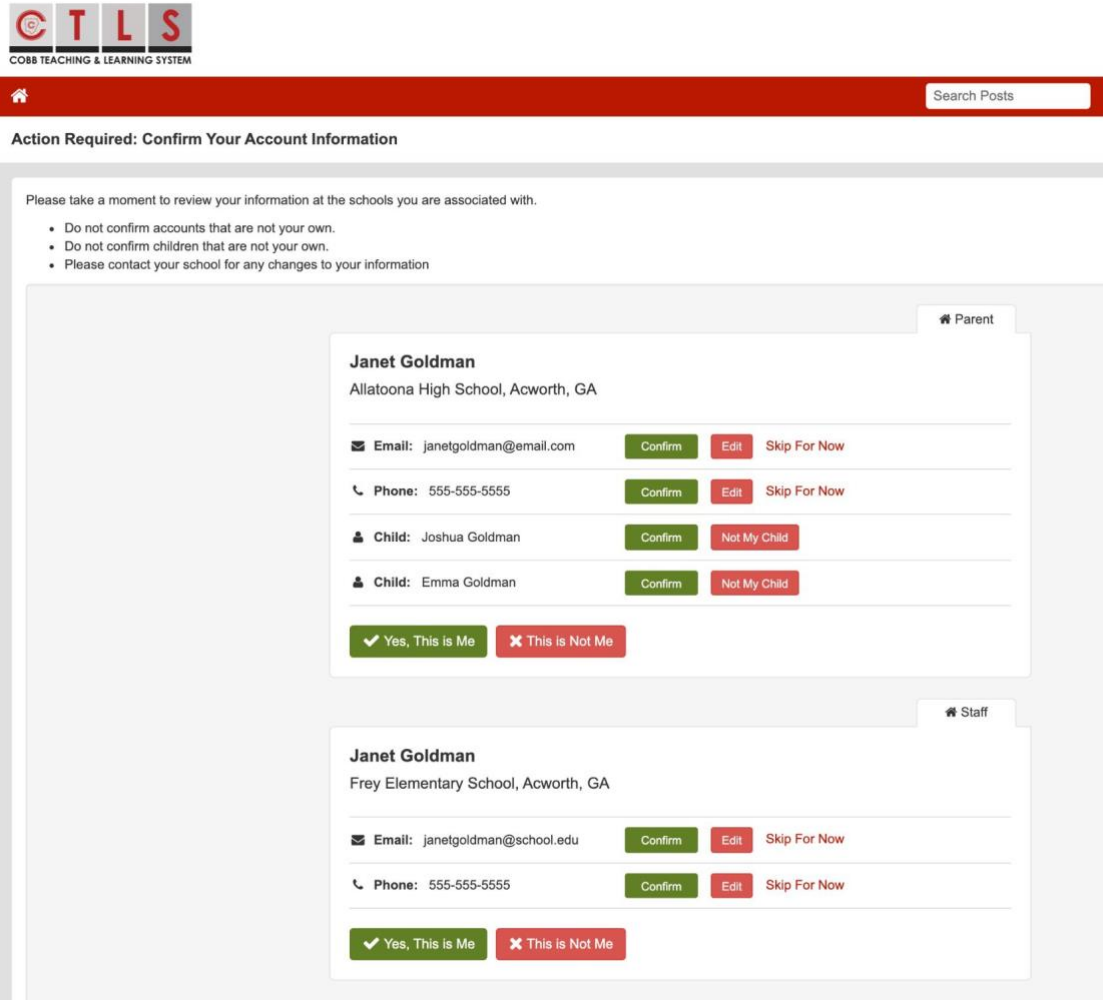
1. Log in to your main CTLS Parent account.
2. If you have unverified contact information, you will see one or more contact cards under, Action Required: Confirm Your Account Information.
3. Confirm Email and/or Phone. Click:
  - a. **Confirm Email or Phone:** A verification code will be sent to the email or phone number. Enter verification code into ParentSquare to confirm.
  - b. **Edit Email or Phone:** Click **Parent Portal** link to update information in Parent Vue or contact your school office.



Please visit the [Parent Portal](#) or call your school office 770-975-6503 to update your email or phone

- c. **Skip For Now:** You will be able to verify or correct your contact information the next time you sign in.
4. Confirm Child(ren): Select **Confirm** or **Not My Child** for each child.
  5. Click **Yes, this is me** or **This is Not Me**.

## How to Verify Contact Information



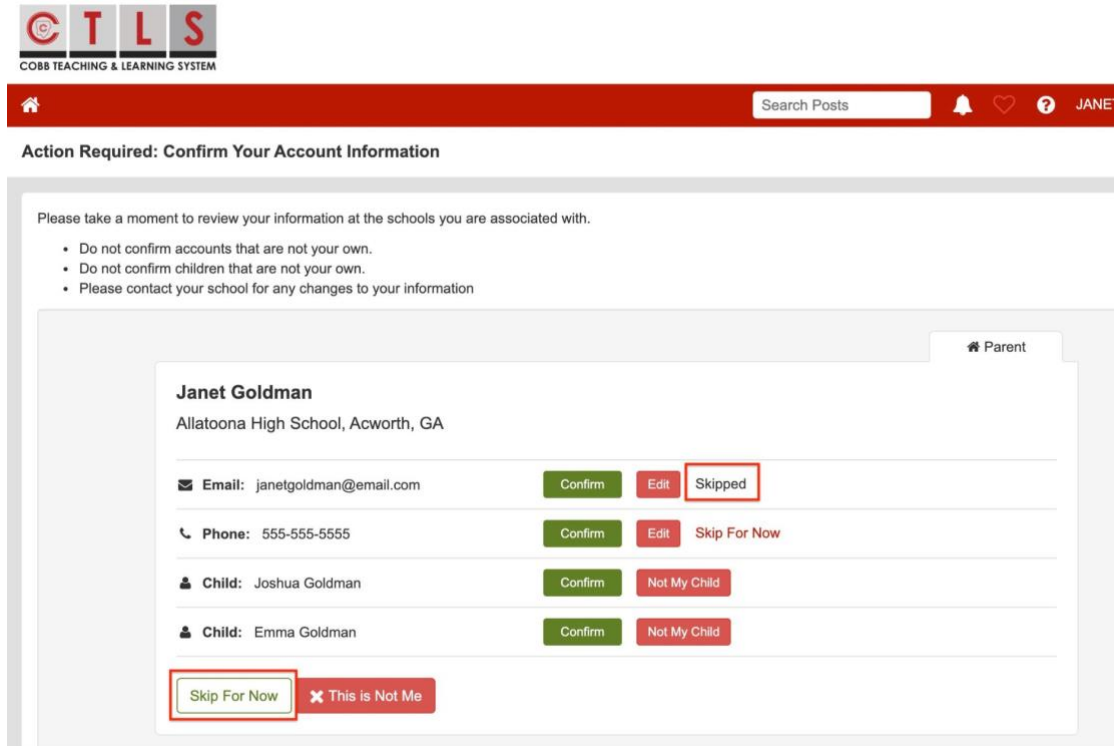
The screenshot shows a web interface for account verification. At the top, there is a red navigation bar with a home icon and a search box labeled "Search Posts". Below the navigation bar, the text "Action Required: Confirm Your Account Information" is displayed. A message instructs the user to review their information at associated schools, with a list of instructions: "Do not confirm accounts that are not your own.", "Do not confirm children that are not your own.", and "Please contact your school for any changes to your information".

The interface displays two contact cards for Janet Goldman. The first card is for Allatoona High School, Acworth, GA, and is categorized as "Parent". It lists contact information for email (janetgoldman@email.com), phone (555-555-5555), and two children (Joshua Goldman and Emma Goldman). Each piece of information has "Confirm", "Edit", and "Skip For Now" buttons. Below the contact information are two buttons: "Yes, This is Me" and "This is Not Me".

The second card is for Frey Elementary School, Acworth, GA, and is categorized as "Staff". It lists contact information for email (janetgoldman@school.edu) and phone (555-555-5555). Similar to the first card, it has "Confirm", "Edit", and "Skip For Now" buttons for each piece of information, and "Yes, This is Me" and "This is Not Me" buttons at the bottom.

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

## How to Verify Contact Information



- To update and/or change your email or phone number, log in to ParentVue, [parentvue.cobbk12.org](http://parentvue.cobbk12.org) and click **Change My Information**. This change will be reflected in CTLS Parent within 48 hours.

### Verify in Mobile App

- Log in to your main CTLS Parent account.
- If you have unverified contact information, you will see one or more contact cards with "Action Required", "Confirm Your Account Info." Tap **arrow** to right of Email and Phone to confirm each one.

## How to Verify Contact Information

Close      Action Required

**Confirm Your Account Info**

Please take a moment to review your information at the schools you are associated with. In case of any errors, please contact your school directly.

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

Parent

**Jennifer Greene**  
Thomas Jefferson Elementary, Mountain Bay, CA

**Email**  
jennifergreene@mailinator.com >  
Unverified

**Phone**  
793-555-3269 >  
Unverified

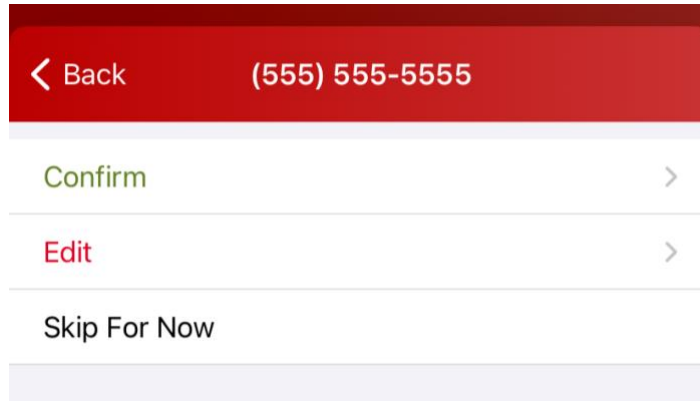
**Child**  
Kevin Greene >  
Unconfirmed

✓ Yes, This is Me      ✗ This is Not Me

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

## How to Verify Contact Information

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- a. **Confirm Email or Phone:** A verification code will be sent to the email or phone number. Enter verification code to confirm.
  - b. **Edit Email or Phone:** Update information in ParentVue or contact the school.
  - c. **Skip For Now:** You will be able to verify or correct your contact information the next time you sign in..
4. Confirm Child(ren): Select **Confirm** or **Not My Child**.
  5. Tap **Yes, this is me** or **This is Not Me**.
  6. To update and/or change your email or phone number, log in to ParentVue, [parentvue.cobbk12.org](http://parentvue.cobbk12.org) and click **Change My Information**. This change will be reflected in CTLS Parent within 48 hours.

### How to Verify If You 'Skipped for Now'

1. The next time you sign out and then sign in again, you'll be asked to verify your contact information.
2. OR, when you are signed in to CTLS Parent, click on **your name** in the upper right and select **My Account**. Go to the yellow box, "Missing kids, schools or contact info?" and select **Confirm Contact Info**.

## How to Verify Contact Information

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### Missing kids, schools or contact info?

[Confirm Contact Info →](#)

[Combine with another account →](#)

3. Follow the steps above to confirm.