

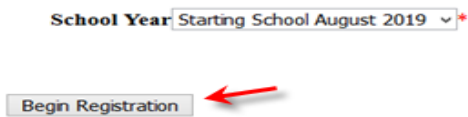
Annual Family Update Via Parent Portal

The Annual Family Update Link is available on the Parent Portal Home Page from January through August. Parents/Guardians in the student’s primary household can review and/or update the student’s household, emergency contact, health information and district policies/permissions for the 19-20 school year and add a new student via this link.

- 1) Log in to your Parent Portal account at the **website** address listed below.
Note: The Annual Family Update Link is not available on the Portal App.

<https://thompsonco.infinitecampus.org/campus/portal/thompson.jsp>

- 2) Click on “**More**” located on the bottom left side of the Portal Home Page and then click on the **Annual Family Update Link** located as shown to the right.
- 3) Click on Begin Registration.



The application will open in another window. Be sure to allow pop-ups on the browser. Follow the prompts to view and update information as needed. For address changes, your school may require proof of residency. To add a new student, click on “Add Student” from the Student Tab.

- 4) When you have completed the application, click the red **Submit** button. You’ll receive an email confirming that your application has been submitted.

Troubleshooting Tips for completing the application:

If the application does not open when you click on the Annual Family Update Link, **disable the web browser pop-up blocker. (See page 2 for pop-up blocker browser settings).**

If you close the application before completing it, you can return to the application following these same steps.

If you don’t see the link...

- Be sure you’re logged in to your Parent Portal account, not the student’s account.
- If the student is in two parent households, the link will appear on the Portal of the guardian of the primary household. (Secondary household guardians won’t see the link, but can update their household data on Portal under the Family Members and Household links.)
- Still don’t see a link and you are the guardian in the primary household, contact your student’s school to verify household data and “guardian” relationship.

Need support with the application? Call the Central Registration Office at 970-613-6877 or email onlineregistration@thompsonschools.org.

PORTAL ACCOUNT ACCESS:

If you have a Portal account, but have forgotten your username or password, from the Portal Log-in page, click on the blue "Help" button or click on the appropriate link to retrieve username or password. (*Note: Security Preferences must have already been set up on your account in order to use this retrieval tool.*)

If you aren't sure if you have a Portal account or have other questions, contact the Parent Portal Support Desk by email at portal@thompsonschoools.org. Please include your name, your student's name and school name.

POP-UP BLOCKER BROWSER SETTINGS FOR COMMONLY USED BROWSERS:

Internet Explorer

1. Click the small gear symbol at very top right of screen
2. Choose Internet Options
3. Choose Privacy tab at top
4. Uncheck Turn on Pop-up Blocker, select OK, **OR** leave the check mark, choose Settings and add campus.thompsonschoools.org to the address field to allow this site only.
5. Click Apply

Microsoft Edge

1. Click on the three horizontal dots at top right of screen
2. Click on Settings
3. Scroll down to Advanced settings and click on View advanced settings
4. For Block pop-up, slide bar to Off

Chrome

1. Click on the three vertical dots at the top right of screen
2. Choose Settings
3. Scroll down to Advanced and click on drop down triangle
4. Under Privacy and Security, click Site Settings
5. Scroll down to Pop-ups, and choose to allow them, click Done, **OR** leave the check mark, choose Manage Exceptions and add campus.thompsonschoools.org to the address field to allow this site only.

Firefox

1. Click the three horizontal lines at the top right of screen
2. Choose Options
3. Click on Privacy & Security
4. Scroll down to Permissions
5. Uncheck Block Pop-up Windows, click OK, **OR** leave the check mark, choose Exceptions and add campus.thompsonschoools.org to the address field to allow this site only

Safari

1. Click on Safari Menu at the top left side of the screen
2. Click on Preferences
3. Click on the Security Tab
4. Uncheck Block pop-up windows

Close Browser after applying these settings.