

Updating Phone Numbers - ChildPlus Instructions

Phone Number data resides in two locations in ChildPlus:

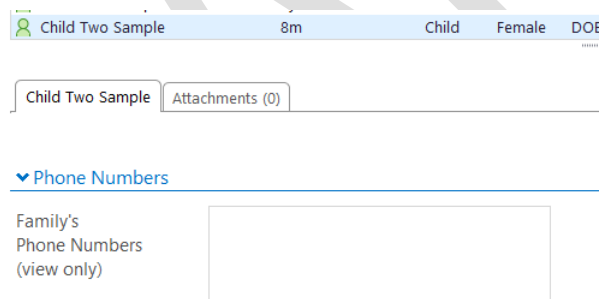
1. Under Family Information, Family's Phone Number
2. Under Primary Adult (and/or Secondary Adult) as Individual's Phone Number

Important information for high quality data entry:

- Never enter the same phone number in both locations. Certain ChildPlus features such as Send Message and LiveMessage do not work correctly when there are duplicates. If you see a duplicate, you can delete or contact CP Admin Team for assistance.
- Always check which is the primary phone number even when there is only one phone number.
- Always select the Type of Phone (cell phone, landline phone, message phone or work phone). Do not leave blank.
- For Cell Phones, must have parent consent to enter Yes to Opt in for Texts.
- When you click on the participant application, Family's Phone Numbers section appears. If blank, don't panic (☺). Simply click on the Primary Adult to get the Individual's Phone Number.

New Information: ChildPlus is phasing out the Family Phone Numbers section. You can still view existing records with Family's Phone Numbers. Eventually this will be de-activated and all family phone numbers will migrate to the Primary Adult individual phone number.

All new applications have data under Individual's Phone Number only. So, you will see more blank family phone number sections. You must click on the primary adult to find the phone number. Secondary adult may also have a phone number if that person has a different phone number than the primary adult.



The screenshot shows a user interface for a child named 'Child Two Sample', aged 8 months, identified as a female child. Below the child's name, there is a search bar containing 'Child Two Sample' and an 'Attachments (0)' button. A section titled 'Phone Numbers' is expanded, showing a 'Family's Phone Numbers (view only)' section with an empty text input field.

Updating Family's Phone Number

New Information: Do not add or update any phone numbers under Family's Phone Number. ChildPlus is phasing out this section.

If an existing family phone number needs to be updated:

- Click Delete to remove the old phone number from the family phone number section.
- Enter the new number under Primary Adult Individual's Phone Number (see below).

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Updating Individual's Phone Number

Click Application. Click on Adult whose phone number needs updating. Click Section 4 or Scroll to Email and Phone Numbers section. Depending on the type of update you need to make, you can:

- Click Add Phone to add an additional or new phone number.
 - Enter phone number. Do not duplicate a phone number under Family's Phone Number.
 - If this phone number is Primary Phone, check the box.
 - Always select Type of Phone (cell phone, landline phone, message phone or work phone). Do not leave blank.
 - When Cell Phone, select Yes or No for Opt in for Text Messages. Do not leave blank. Must have parent consent to select Yes.
- Click Edit to make a correction or edit/change the phone number information.
- Click Delete to delete an old phone number or to remove a duplicate.

The screenshot shows the ChildPlus application interface. At the top, there is a navigation bar with tabs for Application, Enrollment, Family Services, Health, Immunizations, Disability, Mental Health, Pregnancy, Transportation, Education, Fees, Attendance, and PIR. Below this is the 'Family Members' section, which includes a table of family members and buttons for 'Add an Adult' and 'Add a Child'. A blue arrow points to the 'Family Information' tab. The table lists three family members: Adult Sample, Child One Sample, and Child Two Sample. Below the table, there are buttons for 'Adult Sample' and 'Attachments (1)'. To the right, there are buttons for 'Section 1' through 'Section 8', with a callout box indicating to scroll to section 4 (ALT-4). Below this is the 'Email and Phone Numbers' section, which includes an 'E-Mail' field with the value 'adult@sample.com' and a 'Request Documents' button. There are also fields for 'Individual's Phone Numbers' and 'Family's Phone Numbers'. A callout box points to the 'Add Phone' button. Below this is the 'Phone Number' form, which includes fields for 'Phone Number', 'Type of Phone', 'Note', and 'Opt In for Text Messages'. A callout box points to the 'Opt In for Text Messages' dropdown menu, indicating to select Yes or No and not to leave it blank. At the bottom of the form, there are buttons for 'Save and Add Another', 'Save', and 'Cancel'.

Family Information	FamilyID	3024							
Adult Sample	Primary	Adult	Female	DOB	10/15/95	CPID	6697	More	In-Kind
Child One Sample	2y 6m	Child	Female	DOB	6/13/18	CPID	7202	More	
Child Two Sample	8m	Child	Female	DOB	4/28/20	CPID	7188	More	

Adult Sample | Attachments (1)

Section 1 2 3 4 5 6 7 8

Scroll to section 4 (ALT-4)

Individual's Phone Numbers (if different from Family)

Landline Phone (360) 999-9999

Family's Phone Numbers (view only)

Cell Phone (360) 123-4567

Add Phone Edit Delete

Phone Number

Phone Number (360) 888-8888

Type of Phone Cell Phone

Note

Opt In for Text Messages

Select Yes or No. Do not leave blank.

Yes No

Save and Add Another Save Cancel