

# Family- How to handle a family that opts out of receiving emails

Last Modified on 12/07/2020 7:13 am EST

If a family opts out of receiving emails, they will no longer receive emails sent from the [Connect > Communications](#) tab. They will still receive statement emails sent from the [Payments > Outstanding](#) screen.

To see if a family has opted out of emails from the admin side of the site, go to the family record, then click on the parent tab.

The screenshot shows a family record for 'Frozen Family' with Family ID 317246. It displays 2 student(s) and a Regular Statement Type with a Balance Outstanding of 765.00. Below this is a navigation bar with tabs: Summary, Family, Children, Parents (selected), Third Party, Volunteers, Communication, Auto-Pay, Vacation, Financials, Receipts, and Merge. The Parents tab shows two parents: Queen (Frozen, Guardian ID 621386) and King (Frozen, Guardian ID 621387). A tooltip for 'Parent Information' is visible over the King parent. At the bottom, Guardian ID #621386 and Guardian Center #5586 are shown.

Scroll to the email section and you will see the Email Opt Out screen.

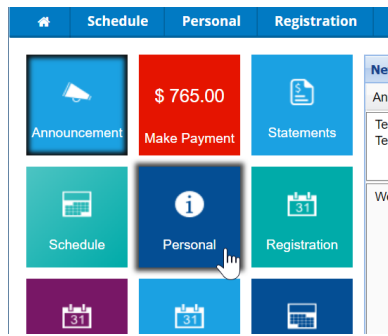
*Note: This should not be updated unless the parent has requested the change.* (There could be legal implications- in the [USA](#)/in [Canada](#).)

- No = the parent will still receive emails
- Yes= the parent will no longer receive emails

The form shows the email address 'kgass@cirrusgroup.com' in a text box with an envelope icon. To the right, under the heading 'Opt Out', there is a dropdown menu currently set to 'No'. A hand cursor is pointing at the dropdown arrow. Below the email field is a 'Cell Phone' field.

From the Parent Portal-

A parent can opt back into emails by going to the personal tab of the family portal.



Then they would click the update information link under the parent's name



The guardian would change the Email Opt Out to no, then save.

Guardian Information	
Parent/Guardian:	Frozen, Queen ▼
Parent Center #:	5586
Parent Portal ID:	FrozenParent1
PIN Number:	621386
First Name:	Queen
Last Name:	Frozen
Birthday:	
Address 1:	1 Frozen Way
Address 2:	
City:	Arendelle
State:	MI Michigan ▼
Zip:	48309
Home Phone:	123-123-1234
Email Address:	kgass@cirrusgroup.com
Email Opt Out:	No ▼
Cell Phone:	(123) 213-1231
Work Phone:	