

## How to Update an Address Block

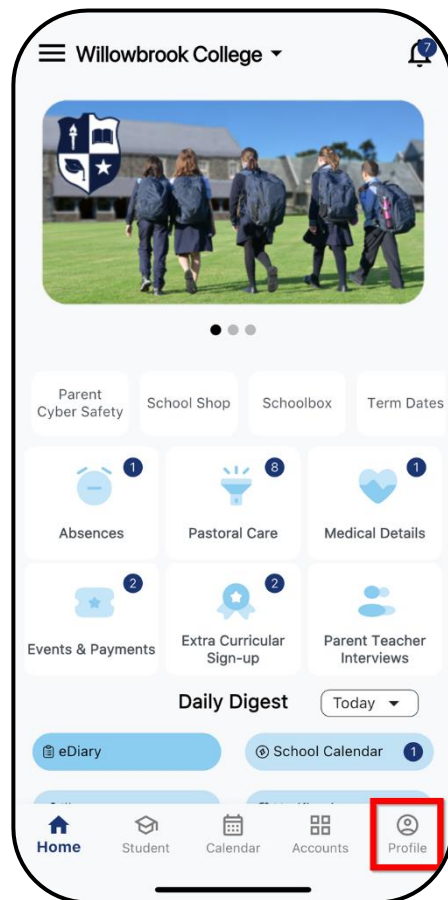
This guide provides parents with step-by-step instructions for updating their address within the Parent Orbit app.



### STEP 1

On the homepage, you will see a series of tabs down the bottom of the screen.

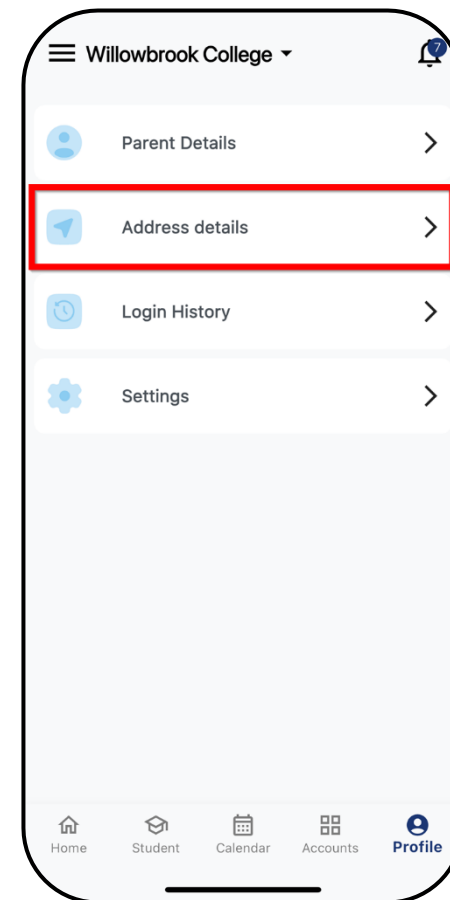
Tap **'Profile'**.



### STEP 2

On the Profile tab, you will see a list of sections.

Tap **'Address Details'**.



## STEP 3

On the Address Details page, along the top of the screen you will see address blocks associated with your account, in a side-scrollable menu.

As per your school's setup, your school defines which address blocks are available to be updated on the app. *If it is not updatable via the app, you will need to contact your school.*

On the address blocks that you can update, you will see an 'Update Address' button down the bottom of the page.

Tap '**Update Address**'.

**Address Details**

**Correspondence** Residential Billing

**Mr & Mrs E Clark**

Address PO Box 42

Town/Suburb Name BOWEN HILLS

State QLD

Post Code 4006

Home Phone 0675 9967

Business Phone 0201 1301

Facsimile 07557575575

Mobile Phone 1 0439443953 SMS ✓

Mobile Phone 2 0413443953 SMS ✓

Salutation Mr and Mrs Clark SAL

Email 1 clark@somewhere.com.au

Email 2 clark00@somewhere.co.uk

Update Address

## STEP 4

On the Update Address Details page, you will see a form you can fill out to update your details. E.g. name, address, phone numbers, SMS preferences, email addresses, etc.

Tapping into each field will bring up your device's keyboard to enter in new details or override existing ones.

After you have entered any updates, tap '**Submit**'.

**Update Address Details**

**Correspondence** Residential Billing

\* Name Mr & Mrs E Clark

Address PO Box 42

Town/Suburb Name BOWEN HILLS

State QLD

Post Code 4006

Home Phone 0675 9967

Business Phone 0201 1301

Facsimile 07557575575

Mobile Phone 1 0439443953

SMS 1 ☒

Cancel Submit

## STEP 5

Submitting the update will send a request to your school to review and approve the update.

While the update is pending, a 'red warning' icon will display beside the name on the Address Details page.

Once the update has been approved, the new details will be visible under Address Details on both *Parent Orbit* and *Parent Lounge*.

**Address Details**

**Correspondence** Residential Billing

**Mr & Mrs E Clark** ⚠

Address PO Box 42

Town/Suburb Name BOWEN HILLS

State QLD

Post Code 4006

Home Phone 0670 9987

Business Phone 0201 1301

Facsimile 0755 759575

Mobile Phone 1 0439443653 SMS ✓

Mobile Phone 2 0413443653 SMS ✓

Salutation Mr and Mrs Clark SAL

Email 1 clark@somewhere.com.au

Email 2 clark88@somewhere.co.uk

**Update Address**

## STEP 6

While the update is still pending, if you tap '**Update Address**' again, the Update Address Details page will display a warning at the top:

**⚠ WARNING: An update is awaiting review for indicated fields. Do not change these fields unless you intend to overwrite the earlier update.**

In our example, we had updated the Address, Town/Suburb Name and Post Code fields. These are indicated by the 'red warning' icon beside each field.

Any updates made to these same fields will **override** existing updates awaiting review. Changes to other fields will be **added** to the pending updates for review.

**Update Address Details**

**Correspondence**

**⚠ WARNING: An update is awaiting review for indicated fields. Do not change these fields unless you intend to overwrite the earlier update.**

\* Name Mr & Mrs E Clark

Address

⚠ PO Box 78

Town/Suburb Name ⚠ BOONDALL

State QLD

Post Code ⚠ 4034

Home Phone 0671 8888

Business Phone 0201 1301

**Cancel** **Submit**