



Release Notes

Restored Indicator

General Overview

Prior to the release of the multiple logins feature for the Customer Portal, an indicator was displayed in the Office Portal to alert staff members if a password was set on the family account allowing the primary guardian to log in to the Customer Portal.

Following the release of this feature, the way guardians are displayed in the family details was updated and this indicator was no longer shown. The purpose of this update is to restore this functionality by displaying a "No Password Set" indicator whenever a guardian profile has no password assigned.

How will this benefit me?

Restoring this functionality will make it easy for staff members to determine whether a password has been set on a guardian's profile that will allow them to log into the Customer Portal/Mobile App (if they have been granted permission to do so by the Primary Guardian on the account).

Where will I see these changes?

These changes will affect the Office Portal, specifically the Family Details view.

What is being changed/added?

We are adding a "No Password Set" indicator that will be displayed whenever a guardian profile has no password assigned.

How does this work with existing settings?

This update does not add, remove, or change any existing settings. It simply updates the user interface to display restore an indicator to denote guardian profiles that have no password assigned.

Relevant Knowledgebase Article Link

[How Do I Create a New Family?](#)