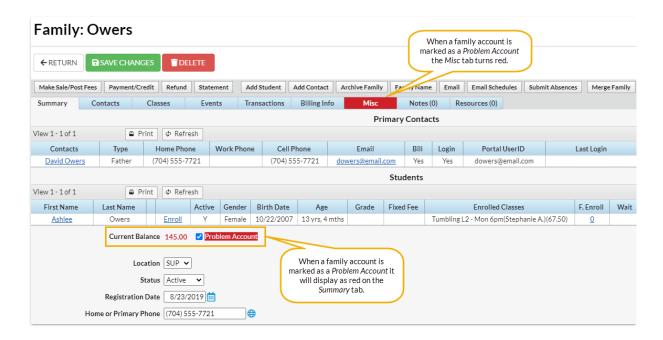
Problem Accounts (Families)

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There may be instances where you find it necessary to 'flag' a family/account as a Problem Account.

Flag a Problem Account

- 1. Locate the Family record.
 - o Go to the Families (menu) > All Families to locate the family.
 - Use the global search at the top of each page to locate the family.
- 2. Click the Summary tab.
- 3. Add a checkmark for Problem Account.
- 4. Click Save Changes.



Locate Problem Accounts

To identify Problem Account families, go to the Families (menu) > All Families and filter for Financial Details > Problem Accounts > Is Problem Account? In addition, any family marked as a problem account will be displayed in red in the All Families grid or in the list of families located using Global Search Results.

Prevent Problem Families from Enrolling

If you want to stop problem families from enrolling in classes via the Parent Portal. Go to the *Tools (menu) > Parent Portal > Settings (tab) > Class Enrollment Settings > Prevent Problem Families from enrolling* and add a checkmark. Don't forget to **Save Changes**.