

Is it possible to flag a delinquent account?

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In the *Family* record, on the *Summary* tab, you can designate a family as a "Problem Account" and specify the reason in the *Notes* field on the *Misc.* tab.

When set to yes, the *Problem Account* label turns red, and within Global Search, this account row is colored red. This can be used to help your staff be aware of a problem and where to read more about the issue (*Family* record > *Misc.* tab > *Notes* field).

Parent Portal - Block Registration for Problem Accounts

This can also be used to block the family from registering in additional classes in their Parent Portal (see *Tools* > *Parent Portal* > *Settings* > *Class Enrollment Settings* > *Prevent Problem Families from enrolling*).
