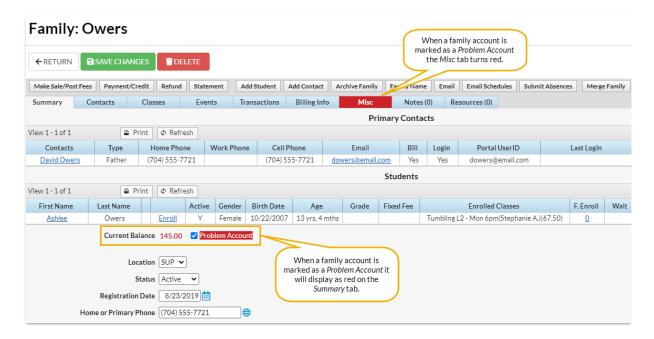# Special Settings - Problem Accounts (Families)

There may be instances where you find it necessary to 'flag' a family/account as a **Problem Account**. A family flagged as a Problem Account can still log in to their Parent Portal to make payments and review their account.

Flag a Problem Account

1. Locate the *Family* record.
   - 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. Select the checkbox 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

When a family is flagged as a Problem Account, it is possible to prevent them from enrolling in classes and events via the Parent Portal.

Go to the **Gear** icon > **Settings > Parent Portal > Settings** (tab) > **Class Enrollment Settings > Prevent Problem Families from enrolling in Classes and Events** and select the checkbox. **Save Changes.** The

family will continue to have access to the Parent Portal but won't be able to enroll. Parents will see this message, *"There is a problem with your account and you cannot enroll at this time, please contact us directly."*

To deny their access to the Parent Portal, open their Contact record, and deselect the **Allow to Login to Parent Portal** field in the Portal Information area.