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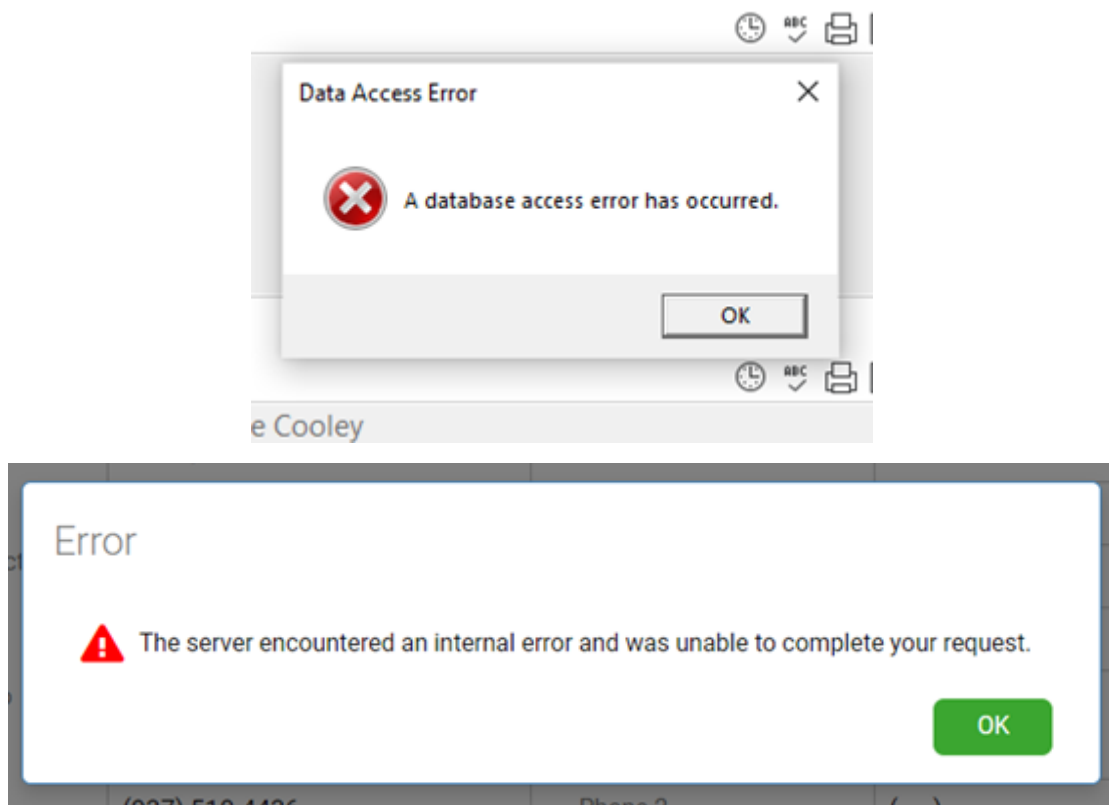
Why Can't I Remove A Person from the Emergency Contacts and Release Authorizations?

Richard Woolf - 2025-08-18 - [ChildPlus](#)

▼ Emergency Contacts and Release Authorizations						
Family's Contacts			Emergency Release To		Do Not Release To	
George Jetson	(999) 999-9999	Father	☐	☒	☐	
Judy Jetson		Sister	☐	☒	☐	
Astro	(999) 999-9999	Cousin	☐	☐	☒	
Add Contact Edit Delete						

Unable to Delete an Emergency Contact

You may have noticed if you try to delete an emergency contact who has previously signed a child in our out of the classroom in the new attendance tab will give you get an error message saying something similar to, "A database access error has occurred," or, "The server encountered an internal error and was unable to complete your request." **If a person has signed a child in our out in the attendance tab, they cannot be removed from the Emergency Contacts and Release Authorizations.**



Use DO NOT RELEASE TO instead of deleting a person from Emergency Contacts and Release Authorizations

The best practice is to **NOT** remove a person from the EMERGENCY CONTACTS. Instead, you would mark the individual as **DO NOT RELEASE TO** in the settings and notify the teaching staff that they should not allow this person to pick up a child.

When a person has been marked as DO NOT RELEASE TO in EMERGENCY CONTACTS, their name will no longer appear in the signature drop-down box in the ATTENDANCE tab when a person signs a student in or out of the classroom.

UPDATE TO CHILDPLUS (08/18/2025):

Family members and **Emergency Contact** attached to **Attendance** **Attendance Sign In/Sign Out** can now be deleted. A warning message will be displayed to confirm the deletion process. However, **BEST PRACTICE** is still recommended to change an **Emergency Contact** who has signed a child in/out for attendance to be marked as “DO NOT RELEASE TO” rather than be deleted. So that the attendance record can be preserved.

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