

Authorized Technical Contact

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Overview

A Technical Contact is an [Authorized Support Contact](#) with a few additional abilities. Your district's Technical Contact works with Campus Support and Managed Services to resolve issues and discuss complex technical questions. They are typically a network administrator or technical services employee.

This contact manages the district's Sandbox and Staging sites (if applicable). Technical contacts at Campus Cloud Choice districts may also request Campus version updates. Requests for sandbox and/or version updates may be performed via the Update Requests gadget in Campus Community. See Update Requests for more information.

Each district may designate one Technical Contact. Limiting the number of Technical Contacts prevents duplicate requests and allows for better Sandbox management. It is highly recommended that these contacts complete Mastering the Fundamentals of Campus and participate in available trainings to stay up to date on the latest Campus enhancements.

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Security

Authorized Support Contacts are established to protect your district's software, data, and student privacy. Along with Technical Contacts, they are the only staff members authorized to submit questions, issues, and requests to Infinite Campus Support. This ensures that Campus staff only investigate or make changes in your site at the request of authorized individuals. In most cases, unauthorized callers will be directed to reach out to the Authorized Support Contacts at their district. If the authorized contact would like another individual on the call, it is expected the authorized contact be present on the call and engaged in the conversation.

For security purposes, it is especially important that contacts not share their Campus Community logins with other users or encourage non-authorized contacts to call Campus Support without being present on the call.

Responsibilities

In addition to the responsibilities of the [Authorized Support Contact](#), Technical Contacts serve as points for Infinite Campus product and technical issues. In addition to submitting cases pertaining to end user questions and issues, they are a point of contact for the Campus Managed Services

team. Technical Contacts specifically discuss and resolve issues relating to:

- Server configuration and error logging
- Campus update requests
- Firewall changes
- Local network configurations
- Customer connectivity
- Tomcat
- ODBC connections

Updating Contacts

If a Technical Contact needs to be added, edited, or replaced, the existing Technical Contact may submit a "Modify Support Contacts" case. Your Client Relationship Manager will assist in updating Contact information.
