

# User Account Letter Designer

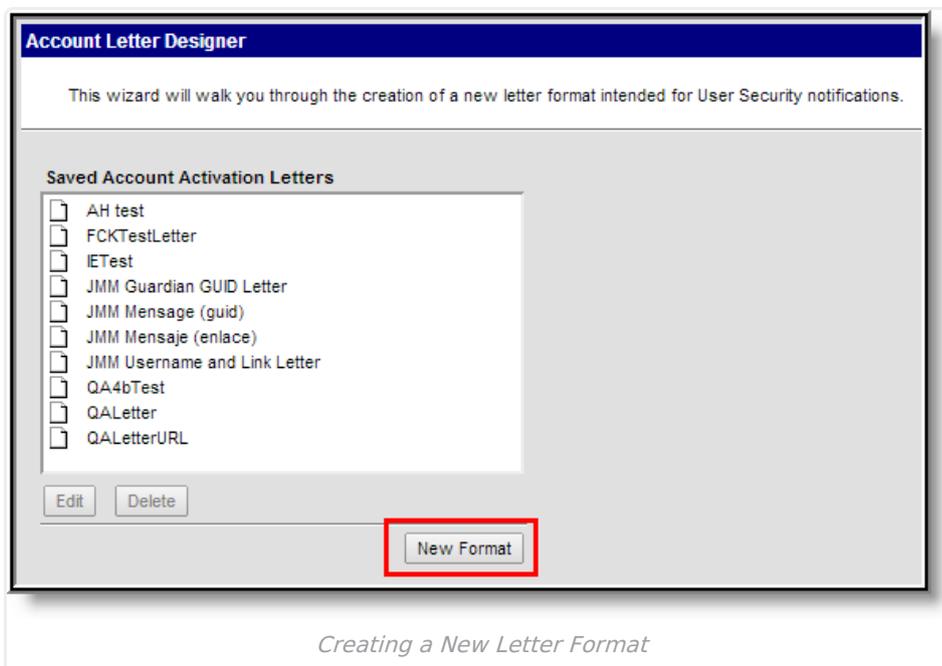
Last Modified on 02/17/2026 2:06 pm CST

Tool Search: User Account Letter Designer

The User Account Letter Designer allows you to create custom letters using a [WYSIWYG editor](#). Letter formats created within the Account Letter Designer can be used by the [Account Letter Builder](#) to print and send Campus Portal and user account information, including username, and Portal account activation URLs.

## Creating a New Letter Format

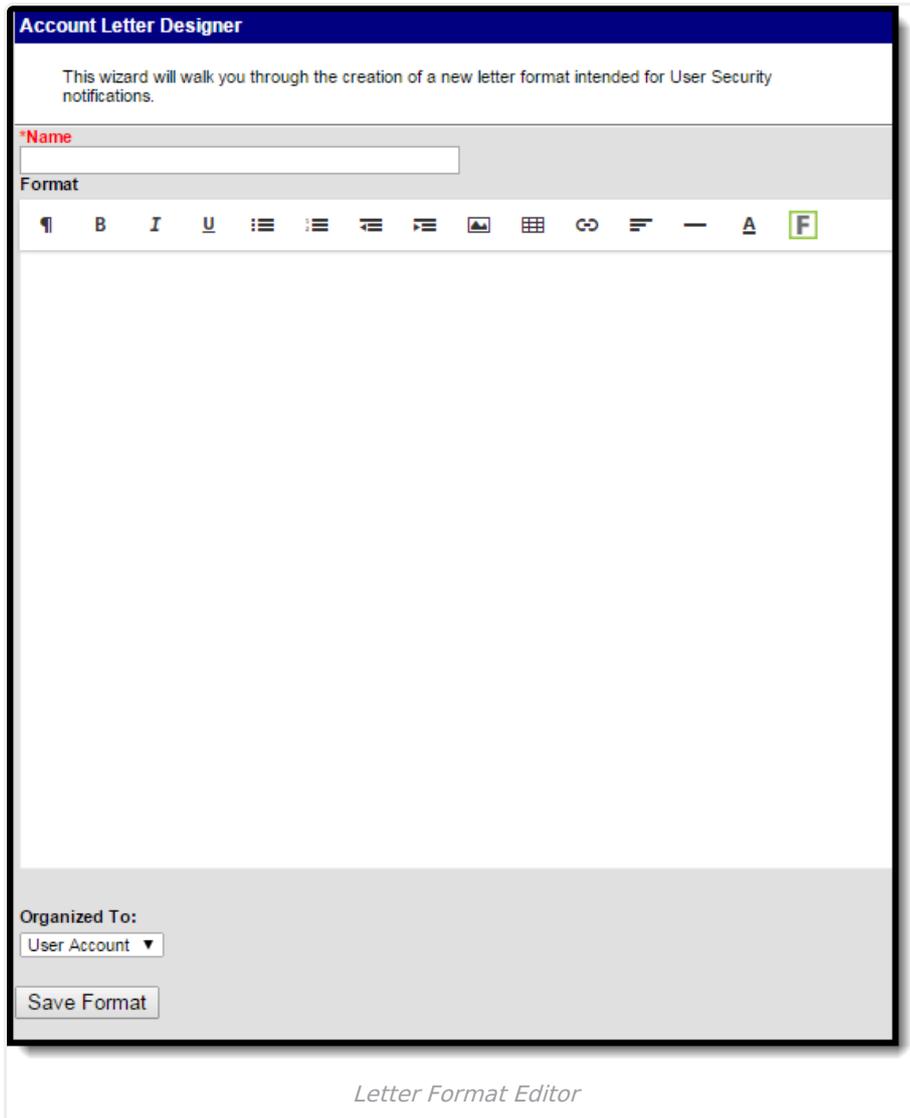
To create a new letter format, click the **New Format** button. You will be directed to the [WYSIWYG editor](#).



Use the [WYSIWYG editor](#) to build the letter format. This editor behaves similarly to other text editors, allowing you to format text, insert URL links, insert pictures and tables, and modify font properties. An important aspect of the WYSIWYG editor is its ability to insert Campus fields within the text. These fields will dynamically insert information for each letter recipient.

Please review the [Understanding Campus Field Options](#) section for more information about inserting Campus fields.

Please review the [Best Practices for Designing Account Letters](#) and [Account Letter Examples/Scenario](#) sections for help in designing account letters.



## Creating a New Account Letter

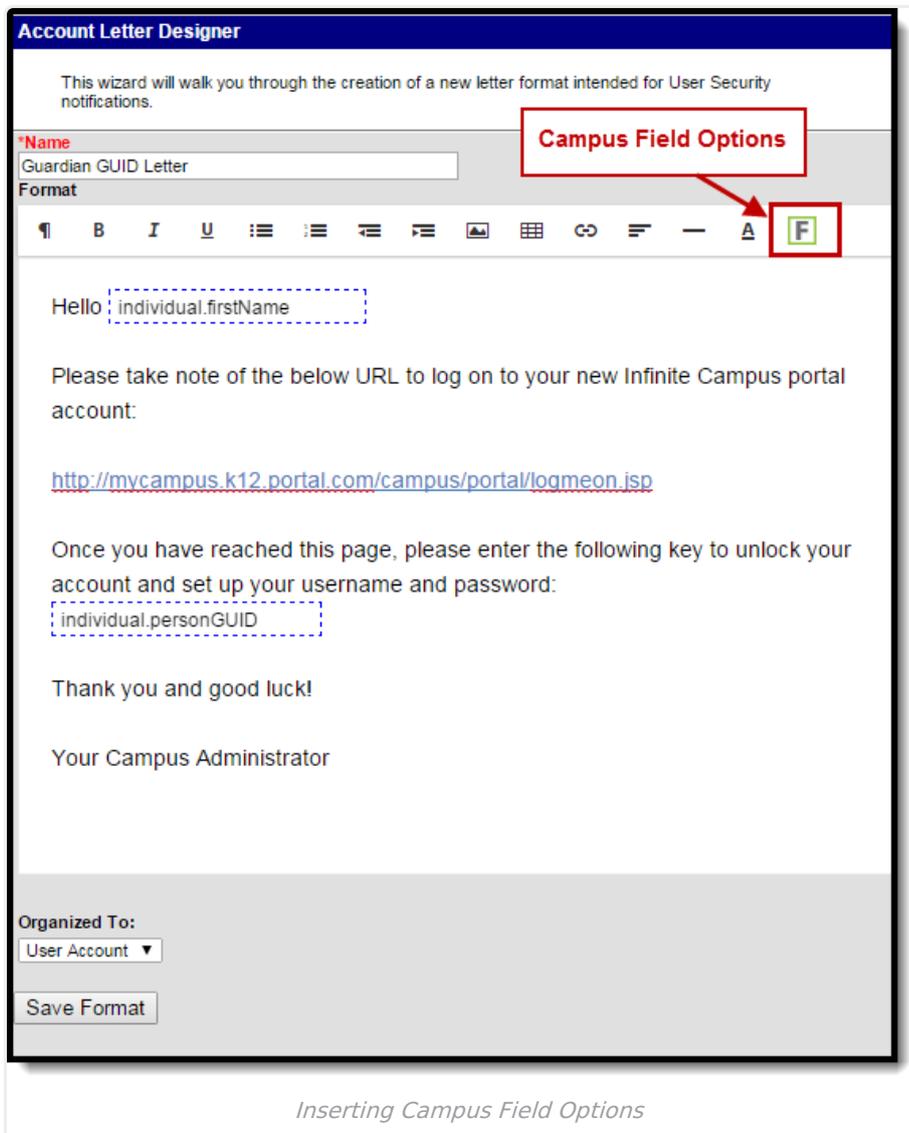
1. Enter a **Name**. This will identify the letter within the Account Letter Designer and Account Letter Builder tools.
2. Select the **Font, Size, Font Color**, and any other formatting options within the text format bar.
3. Begin writing the letter within the text field. To include dynamic Campus Field options and sub-reports, select the two buttons on the far right side of the text format bar. For more information, see the **Understanding Campus Field Options** section below.
4. Select a user group in the **Organized To** field. This field allows users to designate which user group has rights to view and generate this letter format.
5. Select the **Save Format** button. The report format has been saved and is now available for use in the Letter Builder tool.

# Understanding Campus Field Options

One important aspect of the Letter Designer tool is its ability to include Campus fields within letter formats. These options allow reports to dynamically pull and display specific student and person data for each letter recipient.

Any fields displaying in red text have been deactivated. Use the [Element Replacement](#) tool to replace them with updated fields.

To include Campus fields within a letter, select the small icon on the right-hand side of the text format bar (Image 4).

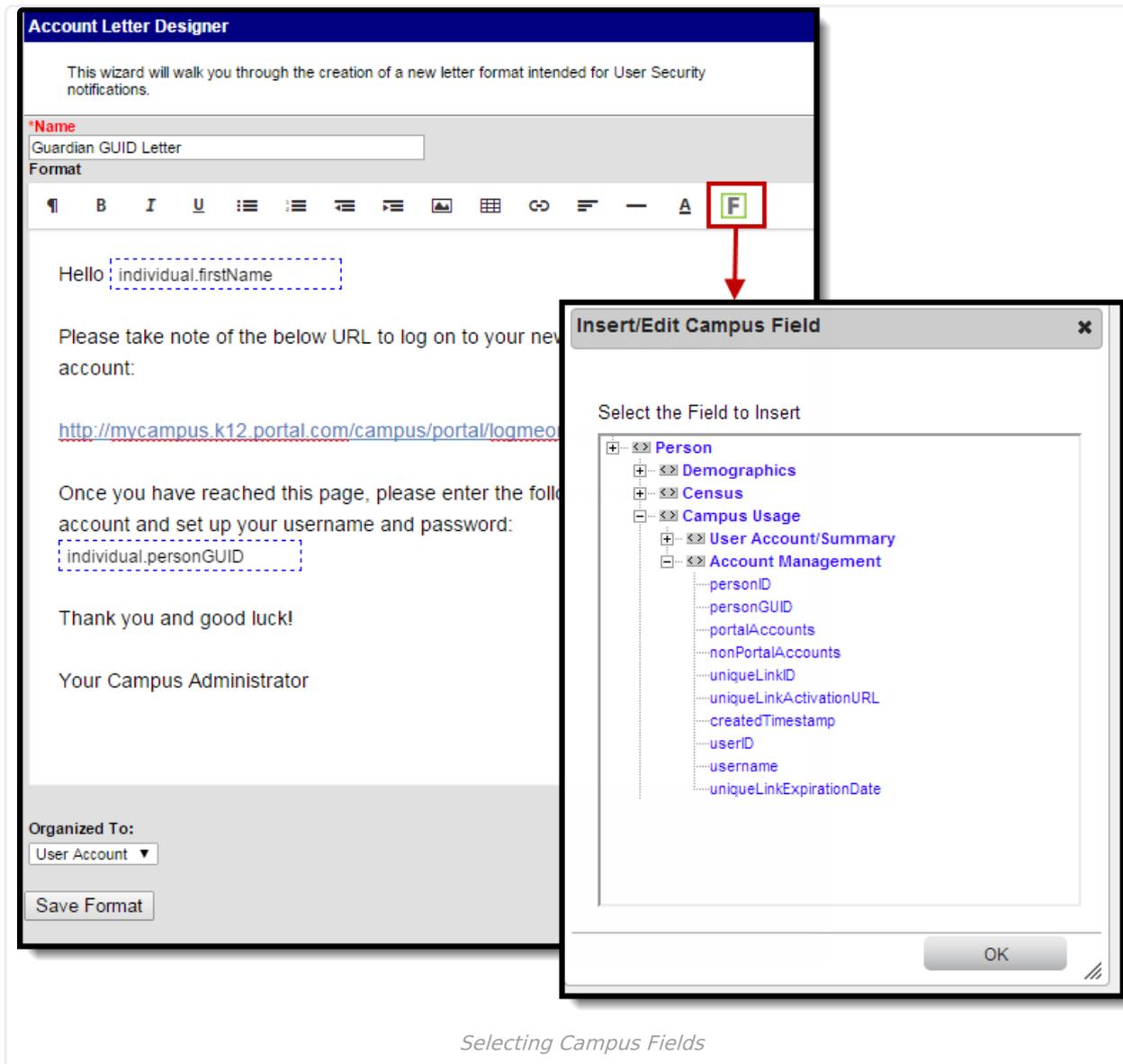


*Inserting Campus Field Options*

Once the Campus field options icon is selected, users are presented with the Insert/Edit Campus Field editor. As with other Ad hoc field editors, users can select Campus fields related to student/person data.

Select the field from the editor to insert the field within the letter. The selected field will appear within a dotted blue-lined box in the text field.

See the [Best Practices for Designing Account Letters](#) and [Account Letter Examples/Scenario](#) sections for useful examples of inserted Campus fields.



In the example below, a letter was created that began with the recipient's first name (**individual.firstName**) and explained that they need to unlock their account by following the provided URL and entering their personGUID (**individual.personGUID**).

Once this letter is built within the Account Letter Builder, the **individual.firstName** field will generate the first name for each individual letter recipient as well as their personGUID in the

**individual.personGUID** field.

The screenshot shows the 'Account Letter Designer' interface. The top section is a text editor with a toolbar. The text in the editor includes: 'Hello ; individual.firstName', 'Please take note of the below URL to log on to your new Infinite Campus portal account:', a URL, 'Once you have reached this page, please enter the following key to unlock your account and set up your username and password:', 'individual.personGUID', 'Thank you and good luck!', and 'Your Campus Administrator'. A red box labeled 'Inserted Campus Fields' has arrows pointing to the 'individual.firstName' and 'individual.personGUID' fields.

Below the editor is a preview of the letter. The preview shows: 'Suzanne', 'St Louis Park, MN 55426', 'Hello Suzanne', 'Please take note of the below URL to logon to your new Infinite Campus portal account:', a URL, 'Once you have reached this page, please enter the following key to unlock your account and set up your username and password:', 'B6C98CF5-1AE3-436B-A593', 'Thank you and good luck!', and 'Your Campus Administrator'. A red box labeled 'How they appear in a built letter.' has arrows pointing to 'Hello Suzanne' and 'B6C98CF5-1AE3-436B-A593'.

*Identifying Inserted Campus Fields*

A letter is still generated for students without a mailing address. Like in the Preview of the attendance letters, the student's name is listed on the summary of who receives a letter, but instead of an address, the words NO MAILING ADDRESS display where the address would otherwise display. Letters are printed for the student with the same NO MAILING ADDRESS indication.

The screenshot shows a letter printout. On the left, it says: 'High School', '4321 Campus Way', 'Any Town, MN 55555', '(612) 555-1234'. On the right, it says: 'Report generated: 09/21/2018', 'Student # 123456', 'Grade: 10', 'Birthdate: 06/10/2003'. At the bottom, it says: 'Parent/Guardian of: Student, Carly', 'NO MAILING ADDRESS'.

*No Mailing Address Displayed on Letter Print*

No Mailing Address is determined by the Mailing checkbox marked on the Related Household associated with the Address.

Related Households ☆ Census > Addresses > Related Households

View in Google Maps Related Tools ^

Save Delete Find New Household

Household	Start Date	End Date	Mailing	Secondary	Private	Physical
Benson	06/24/2013		X			

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**Address Location Detail**

Household  
Benson

Start Date: 06/24/2013

End Date: [ ]

Mailing    
  Secondary    
  Private    
  Physical

- Modified by: Unknown

*Address Location Detail - Mailing Checkbox*

## Best Practices for Designing Account Letters

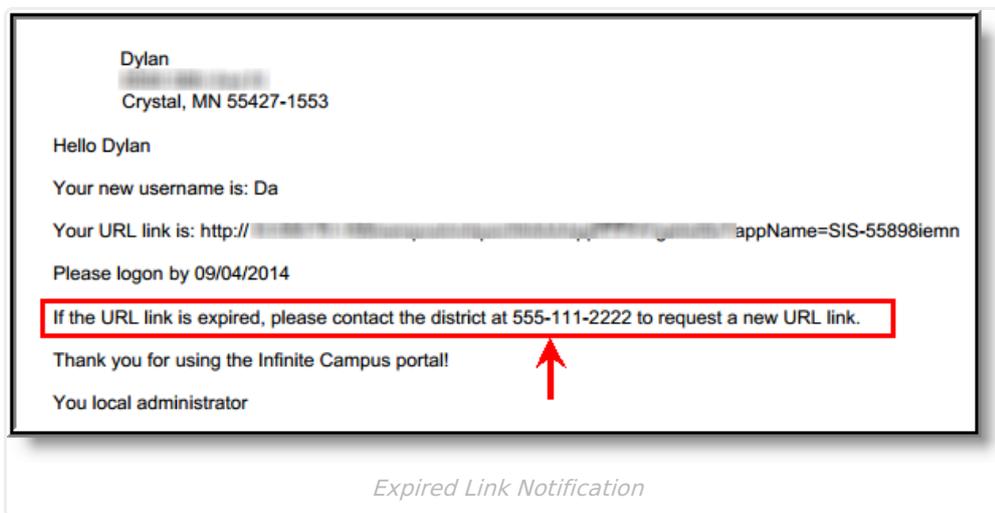
Whenever you include the uniqueLinkActivationURL field within a letter, you should include the **UniqueLinkExpirationDate** field. By default, Unique Activation URLs expire after 48 hours of being created (for security reasons), thus it is important to include the Unique Link Expiration Date field to indicate to the user when the Unique Activation URL will expire.



**UniqueLinkExpirationDate** field will display the value set in this field.

Whenever you include the **uniqueLinkActivationURL** field in a letter, include a line instructing users what to do if the URL expires and they can no longer activate their account.

The Unique Link Activation URL will only work for a user the first time they select it. If they select the URL but do not complete the process, they will need a new URL sent to them via a new letter or email using the [User Account Messenger](#) tool.



You can provide these users with a new Activation URL by running the same filter within the [Account Letter Builder](#). Original recipients who have activated their account via the URL will not reappear within filter results.

## Preferred Language Setup

This format screen allows the entry of the letter's body. Letters can be created in several languages (see the Preferred Language Letter Setup section below). A school can create an Attendance letter in as many languages as needed, but it must first be entered in the selected Default Value.

**Infinite Campus does not provide translation services .**

Districts must use their own resources when communicating in another language with parents/guardians, students, staff, etc.

Letters must exist in the assigned default language (see Step 1). Text can be entered for additional languages for the district's population. Two things must be done:

- A language must exist in the [Attribute/Dictionary](#) and be marked active in the [Attribute/Dictionary](#) tool.
- A language must be assigned as the [Preferred Language](#) on the Personal Contact Information editor on the [Demographics](#) tab.

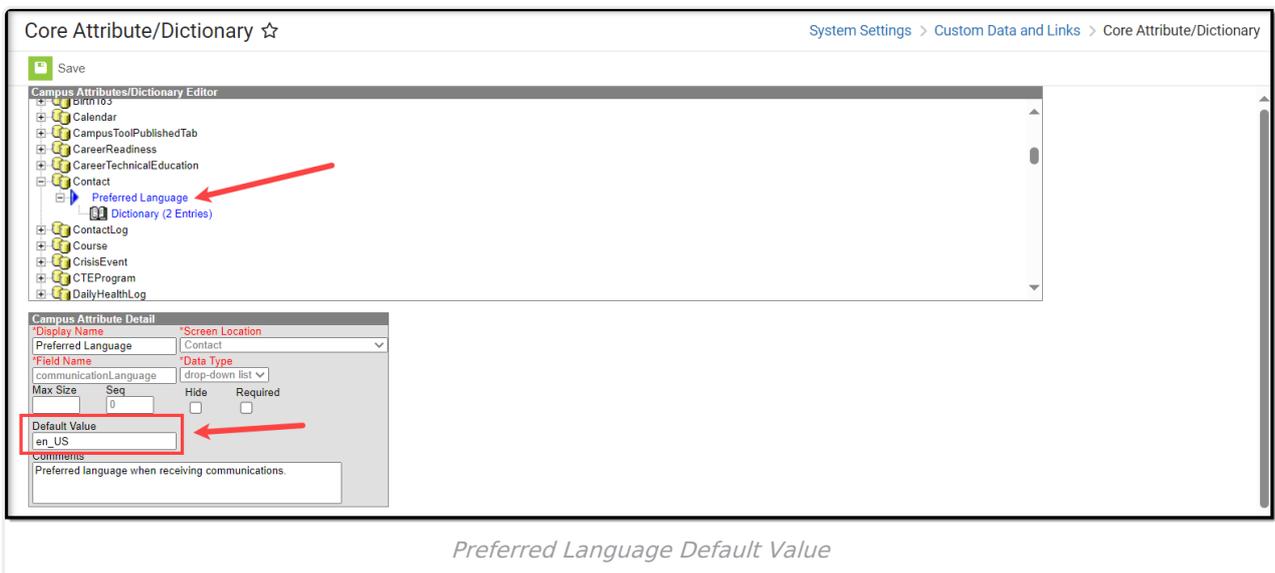
Existing language codes should not be modified. Access to letters is lost until the original code is recreated. If that language code is assigned to any person, that assignment is lost as well.

## Step 1. Enter the Preferred Language Default Value

Tool Search: Attribute Dictionary

Enter the desired **Default Value** for the Preferred Language. This value shows the Default Language Preview when creating letters in other languages. If no Preferred Language has been assigned to an individual (Step 3), letters are generated in this default language.

1. Expand the **Contact** object.
2. Click on the **Preferred Language** element. A **Campus Attribute Detail** editor displays.
3. Enter the appropriate **Default Value**. This could be en\_US, es\_MX, or another abbreviation that matches the Code assigned to the Languages entered in the Dictionary list. The entered value must match the Dictionary Code for that language.



## Step 2. Add Language To Attribute/Dictionary

Languages available here are used in the Preferred Language Selector to control the list of languages.

1. Expand the **Preferred Language** attribute and select **Dictionary**. A **Preferred Language Dictionary Detail** editor displays.
2. Click the **Add Row** button in the far right corner of the Detail editor.
3. Enter a **Code**, **Name**, and **Sequence** for the language.

4. Mark the language as **Active**.
5. To add more languages, click the **Add Row** in the right-hand corner and repeat steps 3 and 4.
6. Click the **Save** icon when finished.

The Language Code can be up to 15 characters in length.

Core Attribute/Dictionary ☆ System Settings > Custom Data and Links > Core Attribute/Dictionary

Save

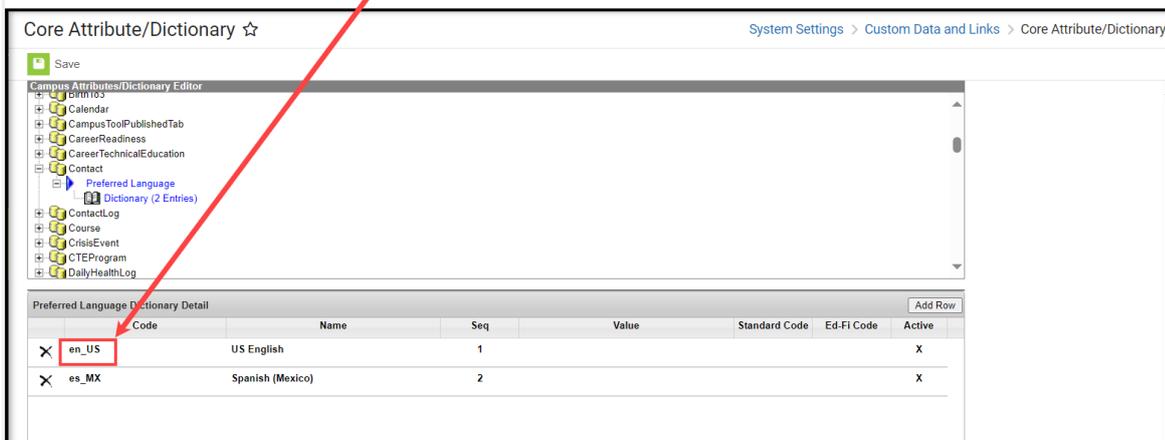
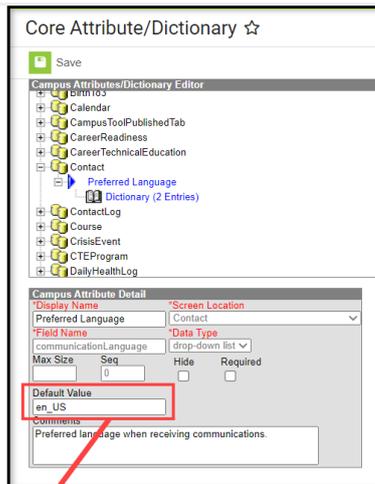
Campus Attributes/Dictionary Editor

- Calendar
- CampusToolPublishedTab
- CareerReadiness
- CareerTechnicalEducation
- Contact
- Preferred Language
- Dictionary (2 Entries)
- ContactLog
- Course
- CrisisEvent
- CTEProgram
- DailyHealthLog

Preferred Language Dictionary Detail							Add Row
Code	Name	Seq	Value	Standard Code	Ed-FI Code	Active	
✕ en_US	US English	1				X	
✕ es_MX	Spanish (Mexico)	2				X	

*Attribute Dictionary - Preferred Language*

All languages **except en\_US** and the language identified in the **Default Value** field can be added or removed. When an individual does not have a Preferred Language assigned, the default preferred language is assumed. If this language is removed, letters do not generate at all. The Code entered in the Dictionary must match the Default Value.



*Default Value Matches Dictionary Code*

Because of a configuration with [Email Messenger](#) settings, **en\_US** should never be removed from the Preferred Language Dictionary.

### Step 3. Assign Preferred Language to Parent/Guardian

Tool Search: Demographics

Assign the **Preferred Language** to the parent/guardian who receives an attendance letter. This field can also be assigned to all people in Infinite Campus. It's used to send other messages to parents/guardians, staff, and students.

Parents/guardians can also select the Preferred Contact Language on the Contact Preferences editor in the Campus Portal.

Preferred Language Assignment

## Step 4. Create the Letter in the Default Language

Create the letter in the Default Language.

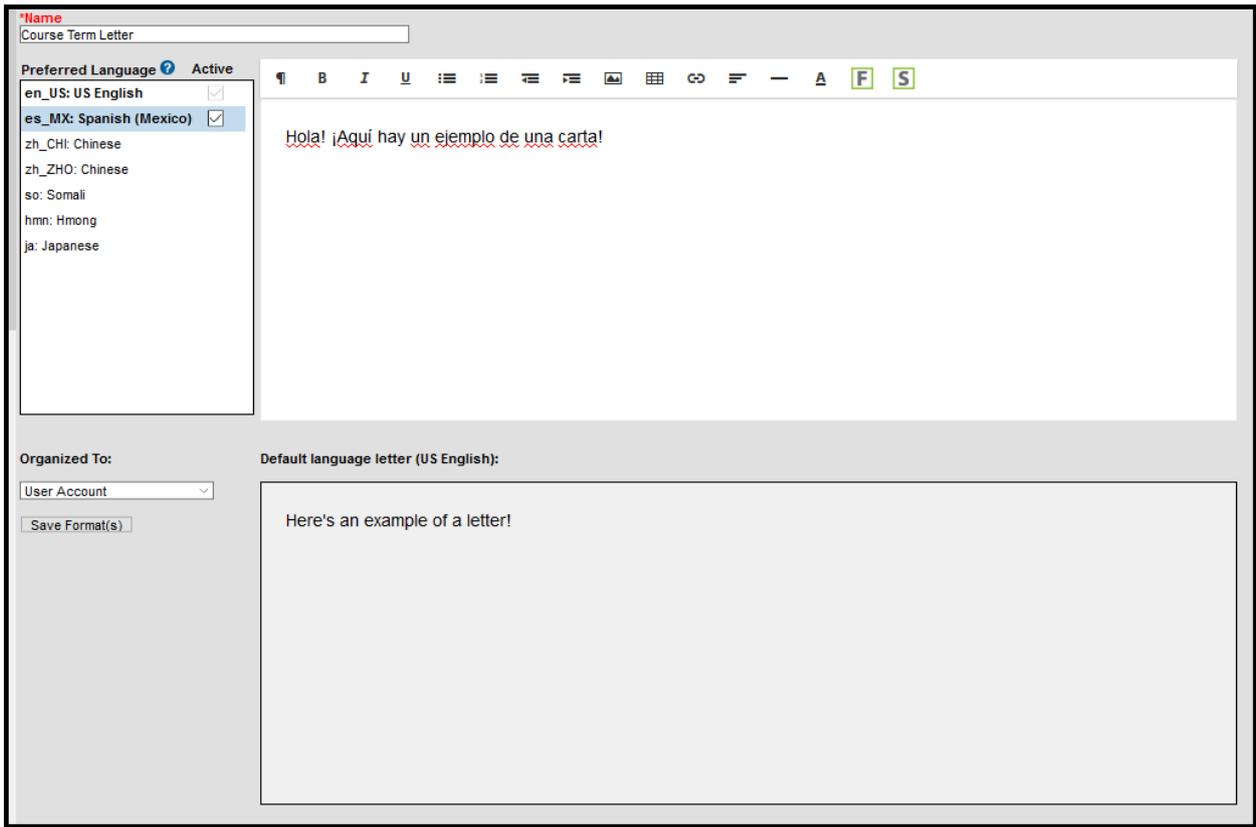
Preferred Language Display

## Default Language: English

In the following example, **en\_US: US English** is the Default Language. The Attribute/Dictionary has been entered as follows:

- Preferred Language Default Value: en\_US
- Preferred Language Dictionary Value Code: en\_US

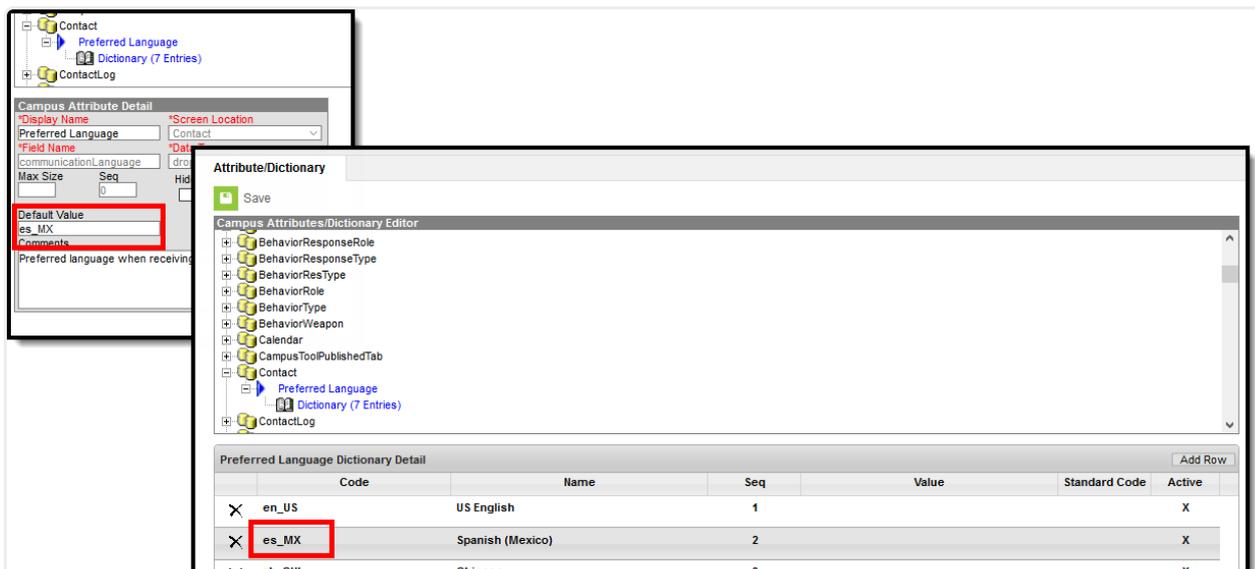
The English version displays as the Preview when the same letter is created in another language.



## Default Language: es\_MX

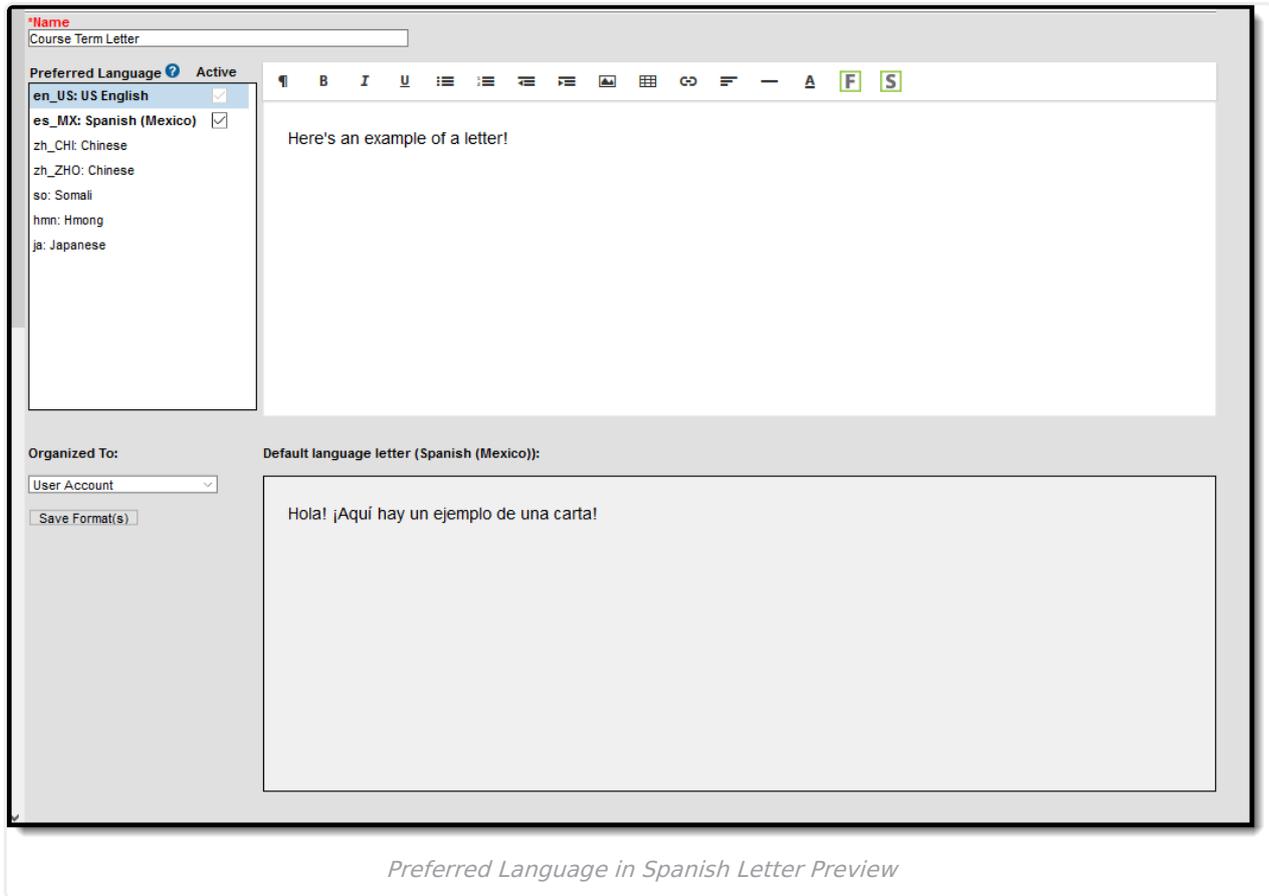
In the following example, **es\_MX: Spanish (Mexico)** is the Default Language. The Attribute/Dictionary has been entered as follows:

- Preferred Language Default Value: es\_MX
- Preferred Language Dictionary Value Code: es\_MX



Spanish Default Language Setup

When the same letter is created in another language, the Spanish version displays as the Preview.

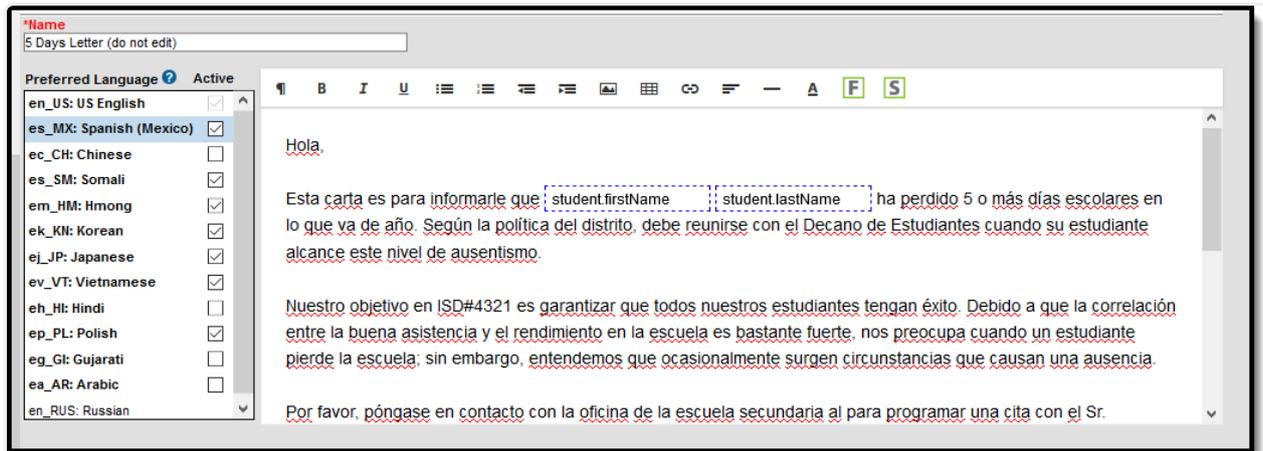


When finished, select the appropriate **Organized To:** option, then click the **Save Format** button. Follow your district's standard procedure to print and generate attendance letters. Letters in English and letters in non-English generate in the same collection of letters. When a parent/guardian is assigned a Preferred Contact Language that is not English, the letter prints in that language.

## Step 5. Create the Letter in Additional Languages

After creating the letter in the Default Language, enter text for this same letter in a different language by selecting the language in the Preferred Language list and typing/pasting the translated text into the WYSIWYG editor. That language becomes bold, and an Active checkbox becomes available. A language version of the letter is only a draft until the Active checkbox is marked.

When it is determined that the draft letter can be sent, mark the Active checkbox to indicate the letter is now ready to print for those individuals assigned that Preferred Language.



*Letter in Spanish*

Repeat these steps for the other languages that require letters.

Please adhere to any district policy that may exist for what needs to be included in the letters.

## Step 6. Send the Letters

A letter is sent for each distinct Preferred Language associated with the parents/guardians in the household marked to receive mailings. In the example below, one of the student's guardians receives a letter in Spanish because that is the Preferred Contact Language for that guardian, while another guardian at a different mailing address receives the same letter in English. If two parents/guardians in the household are assigned the same Preferred Language, only one letter is generated for the household.

<p>Parent/Guardian of: Student, Andrew 550 NORTH DRIVE ANY TOWN, MN 55555</p> <p>Hola,</p> <p>Esta carta es para informarle que Andrew ha perdido 5 o más días escolares en lo que va de año. Según la política del distrito, debe reunirse con el Decano de Estudiantes cuando su estudiante alcance este nivel de ausentismo.</p> <p>Nuestro objetivo en Infinite Campus es correlación entre la buena asistencia y estudiante pierde la escuela; sin embargo, ausencia.</p> <p>Por favor, póngase en contacto con la Sr. Johnson.</p>	
	<p>Parent/Guardian of: Student, Andrew 2520 RANNOT AVE N ANY TOWN, MN 55555</p> <p>Hello,</p> <p>This letter is to inform you that Andrew has missed 5 or more school days so far this year. Per district policy, you must be meet with the Dean of Students when your student reaches this level of absenteeism.</p> <p>Our goal at Infinite Campus is to ensure that all our students are successful. Because the correlation between good attendance and achievement in school is quite strong, we are concerned when a student misses school; yet we do understand that occasionally circumstances arise that cause an absence.</p> <p>Please contact the High School office at 483-555-1873 to schedule an appointment with Mr. Johnson.</p> <p>Thank you,</p> <p>District Office</p>

*Letters in Multiple Languages*

Certain foreign-language characters may not line up properly with other text when using the Campus Fields or when fonts are mixed (e.g., phone numbers alongside non-English characters). Try adding additional returns between lines.

## Account Letter Examples and Scenarios

The following are some examples of ways to use the Account Letter Designer to build useful letters.

### Sending Portal Activation Letters to Parents/Students

Using Account Management fields, you can create a letter that provides each parent and student (identified by the Ad hoc filter selected in the Account Letter Builder) with a unique Portal account activation URL. This URL is unique to each letter recipient and, once entered into a web browser, guides each user through the steps to activate their new Campus Portal account.

Account Letter Designer

This wizard will walk you through the creation of a new letter format intended for User Security notifications.

**\*Name**  
Username and Link Letter Example

**Format**

B I U :≡ ≡≡ ≡≡ ≡≡ 🖼️ 📄 🔗 ⌵ A F

Hello individual.firstName

Your new username is: accountManagement.uniqueLinkUsername

Your URL link is: accountManagement.uniqueLinkActivationURL

Please log into Campus by:  
accountManagement.uniqueLinkExpirationDate

Thank you for using the Infinite Campus Portal!

Your Campus Administrator

**Organized To:**  
User Account ▼

Save Format

Dylan  
██████████████████  
Crystal, MN 55427-1553

Hello Dylan

Your new username is: Dabboud

Your URL link is: <http://██████████████████.unique-link/T0WvagwpxX5W8tCj?appName=SIS-55898iemn>

Please log into Campus by: 09/04/2014 ←

Thank you for using the Infinite Campus Portal!

You local administrator

Activation Letter Example

## Reminding Parents/Students of their Campus Portal Account Expiration Date

Using the User Account/Summary fields, you can create a letter to be sent to all Portal users, informing them when their Campus Portal account will expire.

**Account Letter Designer**

This wizard will walk you through the creation of a new letter format intended for User Security notifications.

**\*Name**  
Portal Account Expiring

**Format**

Hello, this is a friendly reminder that your Campus Portal account will expire on the date indicated below.

Username:

Date Portal Account will Expire:

Please contact the district if you have any questions.

Organized To:  
User Account ▼

Save Format

Allen  
 Brooklyn Center, MN 55429-2440

Hello, this is a friendly reminder that your Campus Portal account will expire on the date indicated below.

Username: Yue ←

Date Portal Account will Expire: 02/14/2015 ←

Please contact the district if you have any questions.

*Account Expiration Date Example*