

# Account Letter Designer

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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.

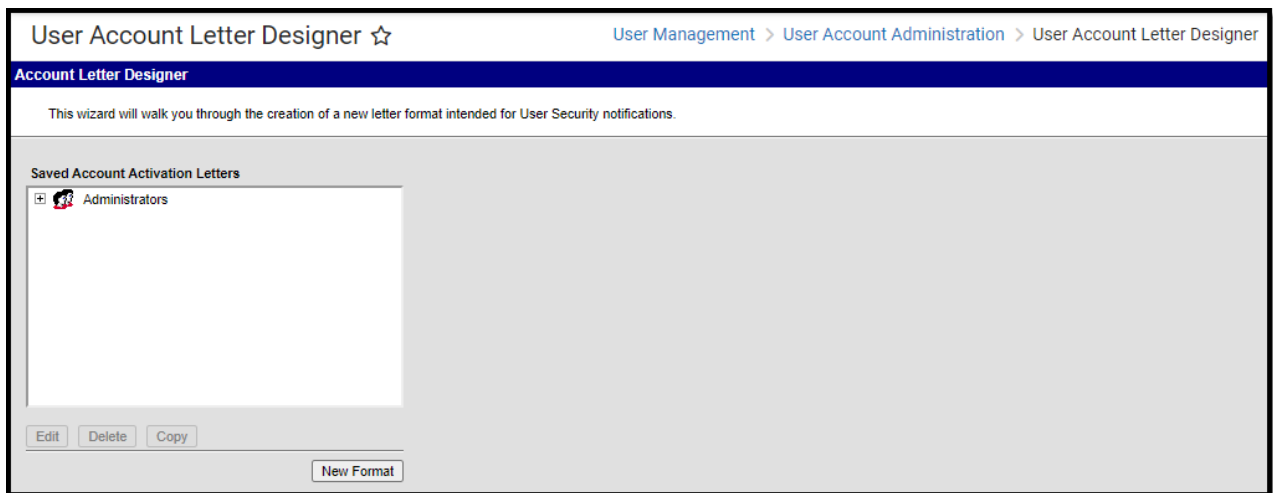


Image 1: Account Letter Designer Editor

## Creating a New Letter Format

To create a new letter format, click the **New Format** button (Image 2). You will be directed to the WYSIWYG editor.

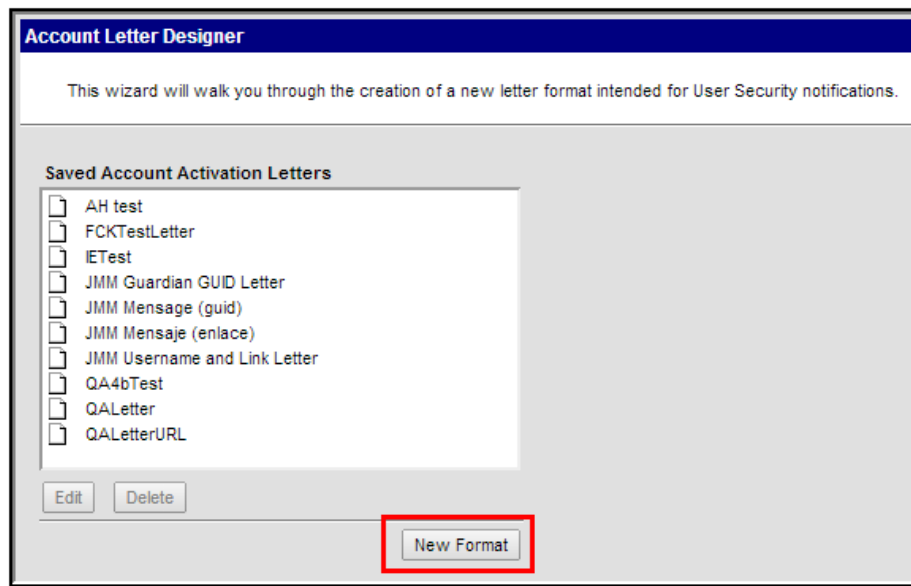


Image 2: Creating a New Letter Format

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.

Image 3: Letter Format Editor

### Inserting an Image into a Letter

Images in any of the approved formats can be added to letters. If you have trouble with a .JPEG image in FOP, try opening it with an image processing program (such as Photoshop or Gimp) and then save it. Specifying 24-bit color output may also help.

For the PDF and PostScript renderers, most .JPEG images can be passed through without decompression. Grayscale, RGB, and CMYK color spaces render properly; however, for other output formats, the .JPEG images have to be decompressed.

Refer to the [WYSIWYG Editors](#) article for more information.

## 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 is now saved and 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).

The screenshot shows the 'Account Letter Designer' window. At the top, a blue header bar contains the title. Below it, a message states: 'This wizard will walk you through the creation of a new letter format intended for User Security notifications.' The main editing area has a header with a red asterisk and the label '\*Name', followed by a text input field containing 'Guardian GUID Letter'. Below this is a 'Format' toolbar with various icons. A red box labeled 'Campus Field Options' with an arrow points to a green square icon with a white 'F' in the toolbar. The main text area contains the following content: 'Hello : individual.firstName' (where 'individual.firstName' is in a dotted blue box), 'Please take note of the below URL to log on to your new Infinite Campus portal account:', a URL '<http://mycampus.k12.portal.com/campus/portal/logmeon.jsp>', 'Once you have reached this page, please enter the following key to unlock your account and set up your username and password:', 'individual.personGUID' (in a dotted blue box), 'Thank you and good luck!', and 'Your Campus Administrator'. At the bottom left, there is a section 'Organized To:' with a dropdown menu showing 'User Account' and a 'Save Format' button.

Image 4: Inserting Campus Field Options

Once the Campus field options icon is selected, users are presented with the Insert/Edit Campus Field editor (Image 5). Much like other Ad hoc field editors, users are able to 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 Image 6).

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

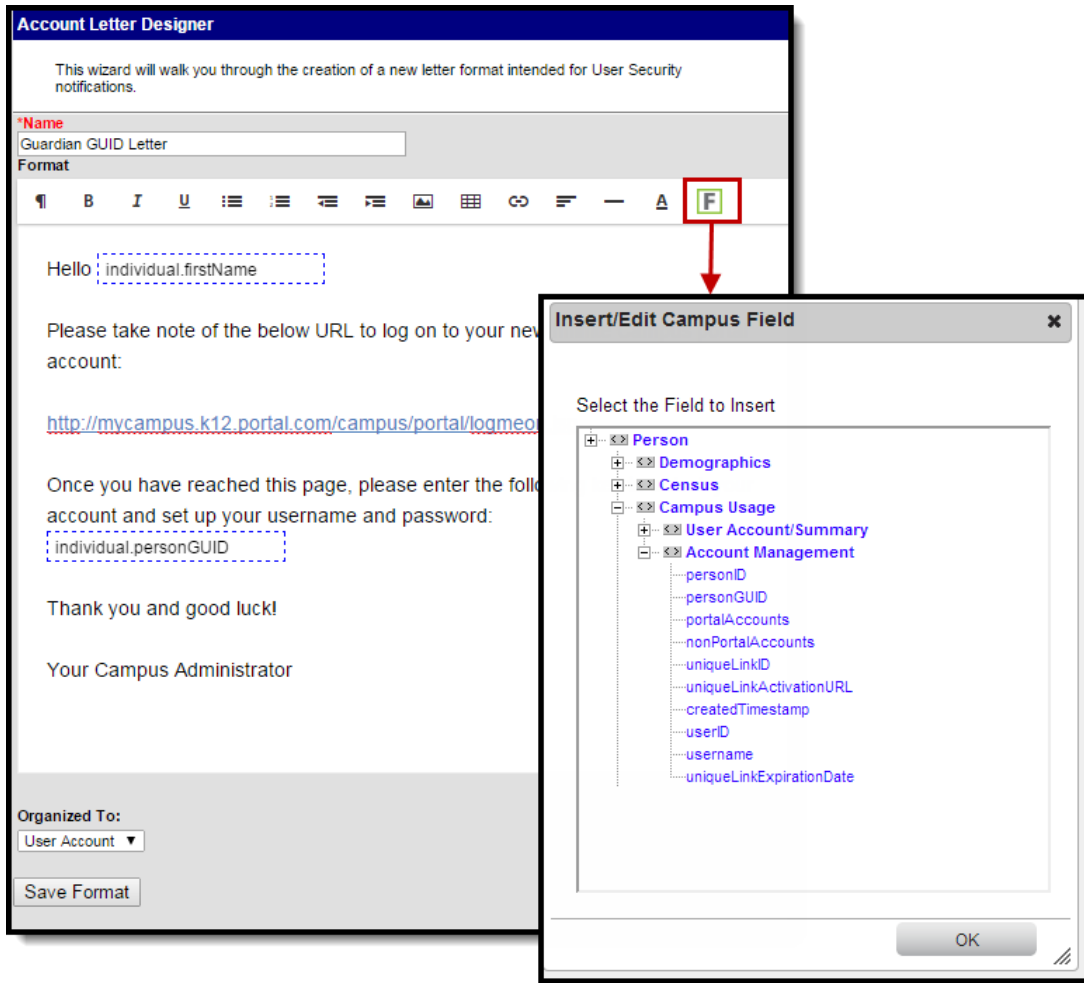


Image 5: Selecting Campus Fields

In the example below (Image 6), a letter was created that began with the letter recipient's first name (**individual.firstName**) and explained that they need to unlock their account following the URL provided and enter 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.

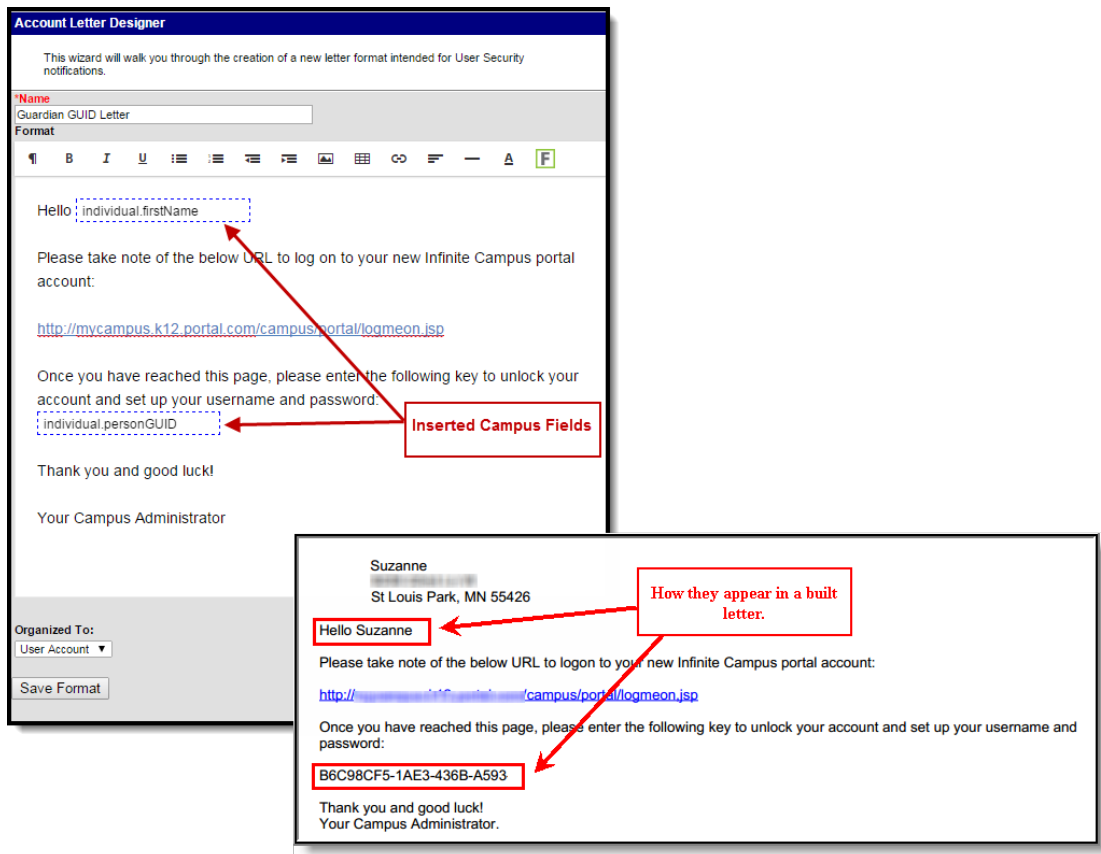


Image 6: Identifying Inserted Campus Fields

A letter is still generated for students who do not have 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 print for the student with the same NO MAILING ADDRESS indication.

<p>High School 4321 Campus Way Any Town, MN 55555 (612) 555-1234</p>	<p>Report generated: 09/21/2018</p>
<p>Parent/Guardian of: Student, Carly NO MAILING ADDRESS</p>	<p>Student # 123456 Grade: 10 Birthdate: 06/10/2003</p>

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

Address Location Editor

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

Address Location Detail
Household  
Benson
Start Date  
06/24/2013
End Date  
Secondary  
☐
Private  
☐
Physical  
☐
Mailing  
☒
- 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 (Image 7).



Whenever you include the **uniqueLinkActivationURL** field within a letter, you should include a line informing users what to do if they let the URL expire and can no longer activate their account (Image 8).

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

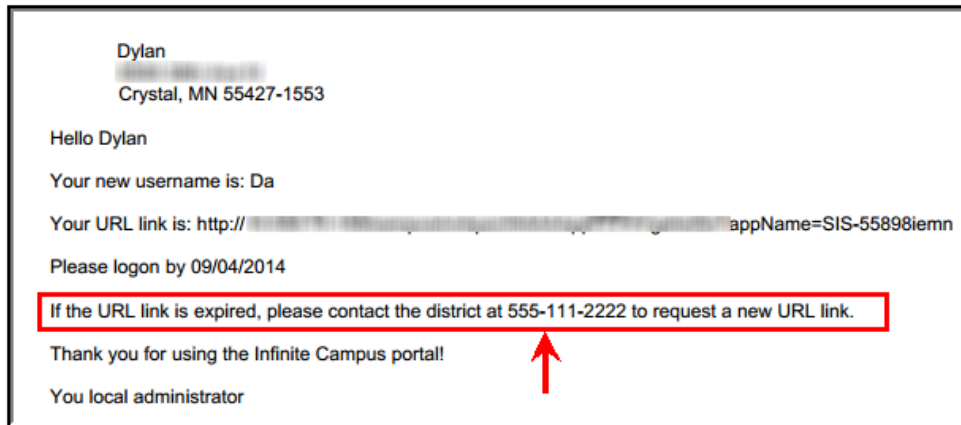


Image 8: Example Letter Informing User of What to do if URL is Expired

You can provide these users 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 input of the actual body of a letter. Letters can be created in several languages (see the Preferred Language Letter Setup section below). A school can create an Attendance letter in however many languages are needed, but it must first be entered in the selected Default Value.

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

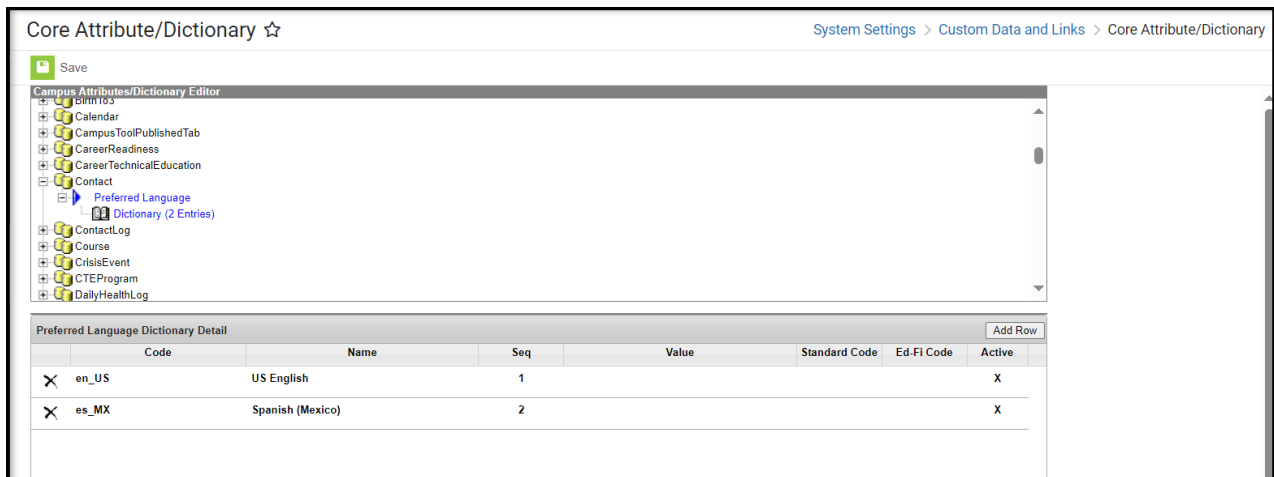
Districts must use their own resources when communicating in another language with parents/guardians, students, staff, etc.

Letters must exist in the assigned default language (see Step 1). Text can be entered for additional



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.



The screenshot shows the 'Core Attribute/Dictionary' editor. On the left is a tree view of attributes, with 'Preferred Language' expanded under 'Contact'. The main area displays the 'Preferred Language Dictionary Detail' table. The table has columns for Code, Name, Seq, Value, Standard Code, Ed-FI Code, and Active. Two entries are shown: 'en\_US' (US English, Seq 1) and 'es\_MX' (Spanish (Mexico), Seq 2). Both are marked as active with an 'X' in the Active column.

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.

Core Attribute/Dictionary ☆

Save

Campus Attributes/Dictionary Editor

- Birth103
- Calendar
- CampusToolPublishedTab
- CareerReadiness
- CareerTechnicalEducation
- Contact
- Preferred Language
- Dictionary (2 Entries)
- ContactLog
- Course
- CrisisEvent
- CTEProgram
- DailyHealthLog

Campus Attribute Detail

\*Display Name: Preferred Language

\*Screen Location: Contact

\*Field Name: CommunicationLanguage

\*Data Type: drop-down list

Max Size: 0

Seq: 1

Hide: ☐

Required: ☐

Default Value: en\_US

Comments: Preferred language when receiving communications.

Core Attribute/Dictionary ☆

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

Save

Campus Attributes/Dictionary Editor

- Birth103
- Calendar
- CampusToolPublishedTab
- CareerReadiness
- CareerTechnicalEducation
- Contact
- Preferred Language
- Dictionary (2 Entries)
- ContactLog
- Course
- CrisisEvent
- CTEProgram
- DailyHealthLog

Preferred Language Dictionary Detail

Code	Name	Seq	Value	Standard Code	Ed-Fi Code	Active
en_US	US English	1				X
es_MX	Spanish (Mexico)	2				X

Add Row

### 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.

**\*Name**  
Course Term Letter

**Preferred Language** Active

- en\_US: US English
- es\_MX: Spanish (Mexico) ☒
- zh\_CH: Chinese
- zh\_ZH: Chinese
- so: Somali
- hmn: Hmong
- ja: Japanese

**Organized To:**  
User Account

**Default language letter (US English):**  
Here's an example of a letter!

## 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

**Campus Attribute Detail**

\*Display Name: Preferred Language

\*Field Name: Preferred Language

\*Screen Location: Contact

\*Data Type: Dictionary (7 Entries)

\*Max Size: 255

\*Seq: 1

\*Hidden: No

**Default Value**  
es\_MX

**Comments**  
Preferred language when receiving

**Attribute/Dictionary**

Save

**Campus Attributes/Dictionary Editor**

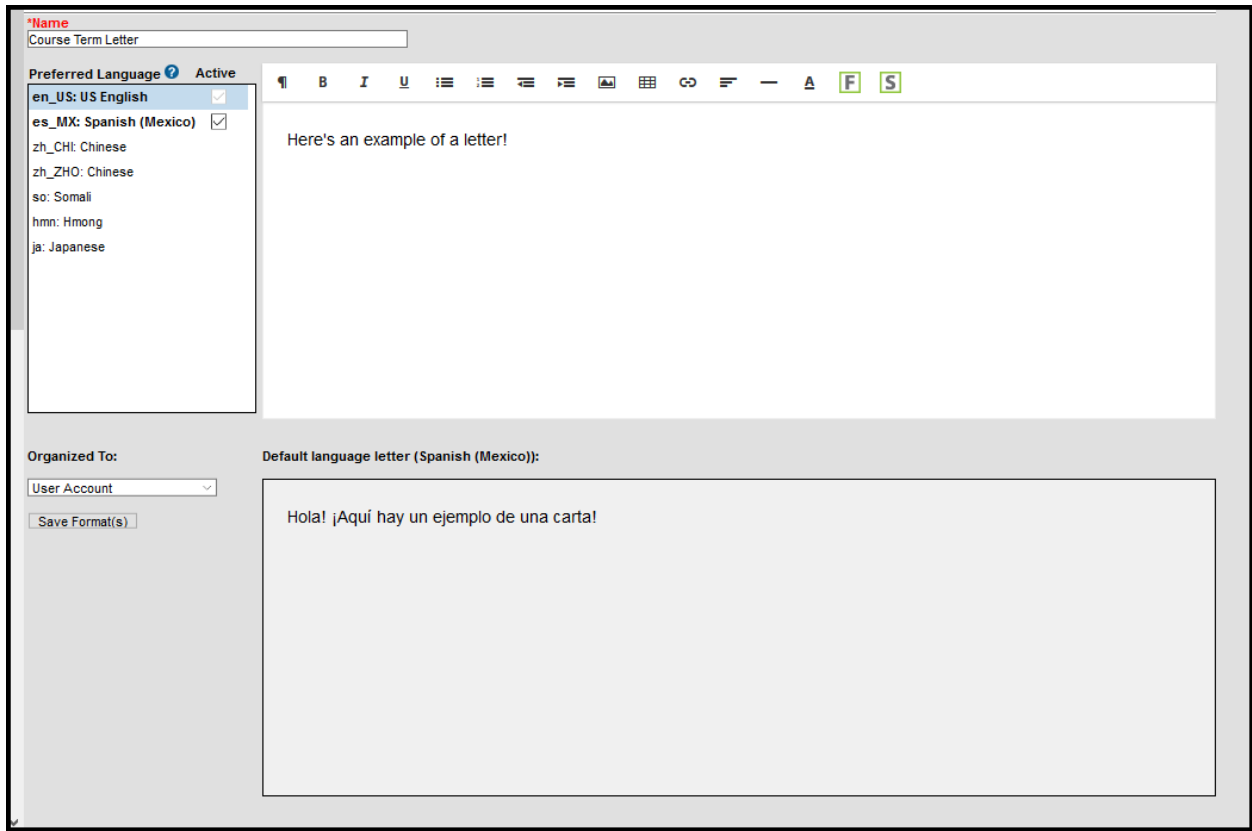
- BehaviorResponseRole
- BehaviorResponseType
- BehaviorResType
- BehaviorRole
- BehaviorType
- BehaviorWeapon
- Calendar
- CampusToolPublishedTab
- Contact
- Preferred Language
- Dictionary (7 Entries)
- ContactLog

**Preferred Language Dictionary Detail**

Code	Name	Seq	Value	Standard Code	Active
en_US	US English	1			X
es_MX	Spanish (Mexico)	2			X
zh_CH	Chinese	3			X

## Spanish Default Language Setup

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



The screenshot shows the Infinite Campus letter creation interface. At the top, there is a text input field for the letter name, currently containing "Course Term Letter". Below this is a "Preferred Language" section with a dropdown menu and an "Active" checkbox. The dropdown menu is open, showing a list of languages: "en\_US: US English" (checked), "es\_MX: Spanish (Mexico)" (checked), "zh\_CHI: Chinese", "zh\_ZHO: Chinese", "so: Somali", "hmn: Hmong", and "ja: Japanese". To the right of the language list is a large text area for the letter content, currently containing "Here's an example of a letter!". Below the language list is an "Organized To:" section with a dropdown menu set to "User Account" and a "Save Format(s)" button. To the right of this is a "Default language letter (Spanish (Mexico)):" section with a text area containing "Hola! ¡Aquí hay un ejemplo de una carta!".

## Preferred Language in Spanish Letter Preview

When finished, choose the applicable **Organized To:** option and 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 type/paste 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, indicating the letter is now ready to print for those individuals assigned that Preferred Language.

**Name**  
5 Days Letter (do not edit)

**Preferred Language** Active

en_US: US English	<input checked="" type="checkbox"/>
es_MX: Spanish (Mexico)	<input checked="" type="checkbox"/>
ec_CH: Chinese	<input type="checkbox"/>
es_SM: Somali	<input checked="" type="checkbox"/>
em_HM: Hmong	<input checked="" type="checkbox"/>
ek_KN: Korean	<input checked="" type="checkbox"/>
ej_JP: Japanese	<input checked="" type="checkbox"/>
ev_VT: Vietnamese	<input checked="" type="checkbox"/>
eh_HI: Hindi	<input type="checkbox"/>
ep_PL: Polish	<input checked="" type="checkbox"/>
eg_GT: Gujarati	<input type="checkbox"/>
ea_AR: Arabic	<input type="checkbox"/>
en_RUS: Russian	<input type="checkbox"/>

Hola,

Esta carta es para informarle que student.firstName student.lastName 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.

Nuestro objetivo en ISD#4321 es garantizar que todos nuestros estudiantes tengan éxito. Debido a que la correlación entre la buena asistencia y el rendimiento en la escuela es bastante fuerte, nos preocupa cuando un estudiante pierde la escuela; sin embargo, entendemos que ocasionalmente surgen circunstancias que causan una ausencia.

Por favor, póngase en contacto con la oficina de la escuela secundaria al para programar una cita con el Sr.

### Letter in Spanish

Repeat these steps for the other languages where letters must be available.

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, and another of the student's guardians at a different mailing address receives the same letter in English. If there are two parent/guardians in the household assigned the same Preferred Language, one letter generates for the household.

Parent/Guardian of: Student, Andrew  
550 NORTH DRIVE  
ANY TOWN, MN 55555

Hola,

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.

Nuestro objetivo en Infinite Campus es correlación entre la buena asistencia y estudiante pierde la escuela; sin embargo, entendemos que ocasionalmente surgen circunstancias que causan una ausencia.

Por favor, póngase en contacto con la oficina de la escuela secundaria al para programar una cita con el Sr. Johnson.

Parent/Guardian of: Student, Andrew  
2520 RANNOT AVE N  
ANY TOWN, MN 55555

Hello,

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.

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.

Please contact the High School office at 483-555-1873 to schedule an appointment with Mr. Johnson.

Thank you,

District Office

### *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 (like using 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 will provide each parent and student (identified in the Ad hoc filter selected in the Account Letter Builder) with a unique Portal account activation URL. This URL is unique for each letter recipient and, once entered into a web browser, will guide each user through the steps necessary for activating 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**

Hello

Your new username is:

Your URL link is:

Please log into Campus by:

Thank you for using the Infinite Campus Portal!

Your Campus Administrator

Organized To:

Dylan  
Crystal, MN 55427-1553

Hello Dylan

Your new username is: Dabboud

Your URL link is: http:// unique-link/T0WvagwpX5W8tCj?appName=SIS-55898iemn

Please log into Campus by: 09/04/2014

Thank you for using the Infinite Campus Portal!

You local administrator

Image 9: Activation Letter Example

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

Using User Account/Summary fields, you can create a letter that can 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  
[REDACTED]  
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.

Image 10: Account Expiration Date Example