

# Support Contact Information

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[Enter Support Contact Information](#) | [Impact Throughout Campus](#)

Tool Search: Support Contact Information

The Support Contact Information tool allows you to enter support phone and email information that can be displayed within tools throughout Campus.




Image 1: Support Contact Information

Only users with a [Student Information System \(SIS\) Product Security](#) role can access and enter data in the Support Contact Information tool.

## Enter Support Contact Information

For Support information to be available for users attempting to log into Campus, a **System Support Phone Number** and **System Support Email Address** should be entered and saved.

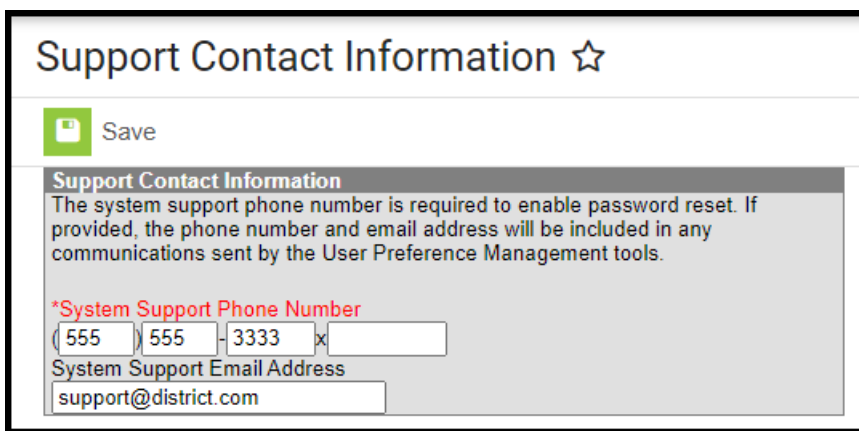


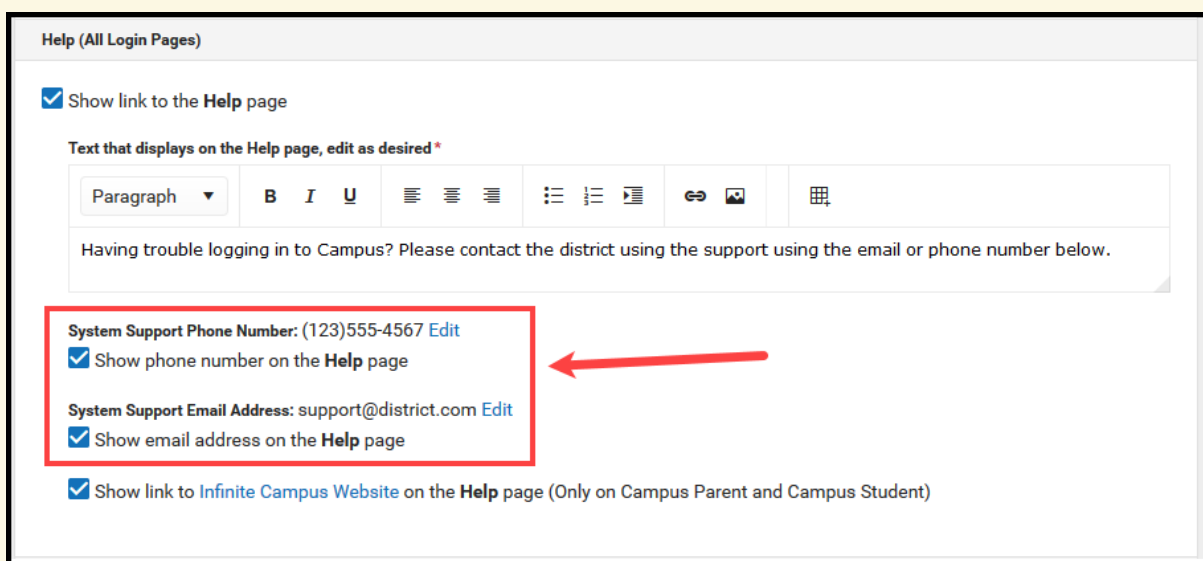
Image 3: Entering Support Contact Information

### To Enter Support Contact Information

1. Enter a **System Support Phone Number**. This is the number users should call when having difficulties with their Campus login credentials and/or accessing Campus.
2. Enter a **System Support Email Address**. This is the email address users should email when having difficulties with their Campus login credentials and/or accessing Campus.
3. Click the **Save** button. Support contact information is now available for tools that utilize this information.

You must enter and save a System Support Phone Number to enable Password Reset functionality. Failure to do so will result in the inability to select the **Enable Password Reset** button in the [Password Reset Configuration tool](#).

You can hide the System Support Phone Number and System Support Email Address from the Campus login page by unchecking these fields within the [Login Page Preferences](#) tool.



Help (All Login Pages)

☒ Show link to the **Help** page

Text that displays on the Help page, edit as desired \*

Paragraph ▼ B I U [List Icons] [Link Icon] [Image Icon] [Table Icon]

Having trouble logging in to Campus? Please contact the district using the support using the email or phone number below.

**System Support Phone Number:** (123)555-4567 [Edit](#)

☒ Show phone number on the **Help** page

**System Support Email Address:** support@district.com [Edit](#)

☒ Show email address on the **Help** page

☒ Show link to [Infinite Campus Website](#) on the **Help** page (Only on Campus Parent and Campus Student)

## Impact Throughout Campus

Once **System Support Phone** and **System Support Email Address** information is entered and saved, this information becomes available for selection on the [Password Reset Configuration](#) and [Login Page Preferences](#) screens (see Image 4).

Users can select the **Display phone number on login page** and **Display email address on login page** checkboxes to indicate whether or not this information will appear for users on the Campus login screen when they click the **Problems logging in?** button (see Image 4).

Once Password Reset configuration is established, **System Support Phone Number** and **Email Address information** is enabled/disabled via the [Login Page Preferences](#) tool.

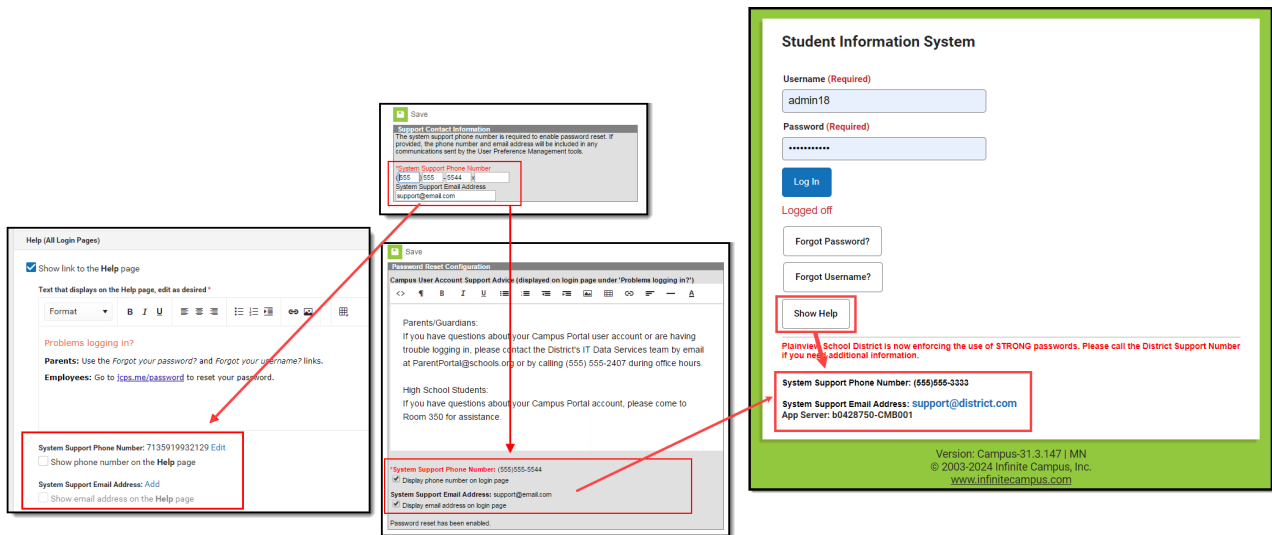


Image 4: Impact of Support Contact Information