

# 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.

The screenshot shows the 'Support Contact Information' tool interface. At the top right, there is a breadcrumb trail: 'User Management > Settings > Support Contact Information'. Below the title, there is a green 'Save' button. A grey box contains the following text: 'Support Contact Information. The system support phone number is required to enable password reset. If provided, the phone number and email address will be included in any communications sent by the User Preference Management tools.' Below this, there are two form fields: '\*System Support Phone Number' with a value of '(555) 555-3333' and 'System Support Email Address' with a value of 'support@district.com'.

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.

This screenshot is identical to the one in Image 1, showing the 'Support Contact Information' tool interface with the 'Save' button and the form fields for phone number and email address.

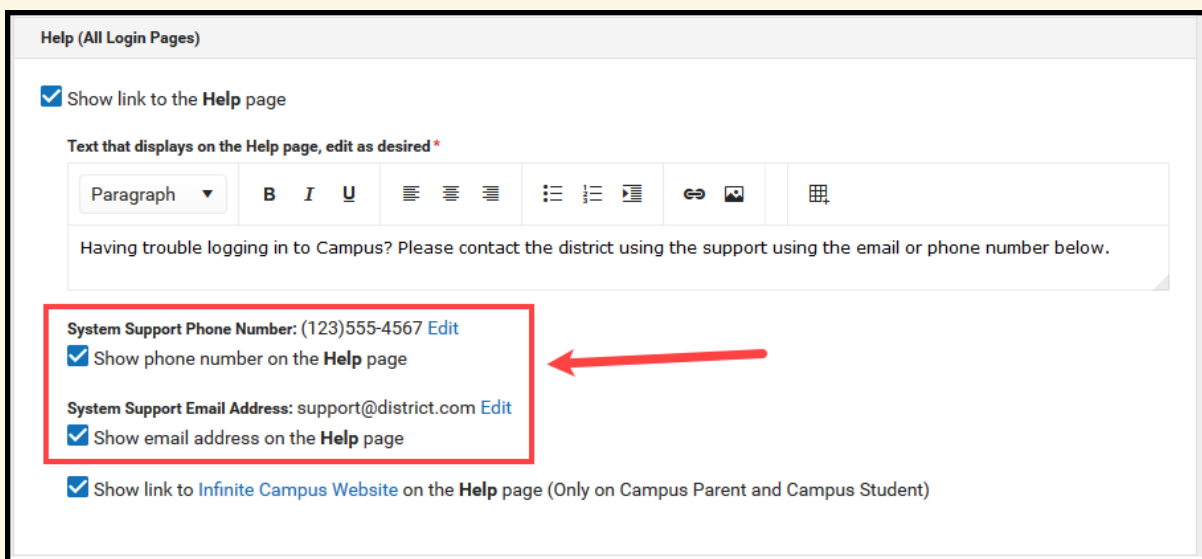
Image 3: Entering Support Contact Information

### 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]

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.

The diagram illustrates the integration of support contact information into the login process. It shows three main components:

- Help (All Login Pages) Configuration:** A screen where users can edit the text displayed on the help page. It includes a 'System Support Phone Number' field (7135919932129) and a 'System Support Email Address' field. A checkbox allows users to show this information on the help page.
- Password Reset Configuration:** A screen for configuring password reset options. It includes a 'System Support Phone Number' field (555)555-5544 and a 'System Support Email Address' field (support@email.com). Checkboxes allow for displaying this information on the login page.
- Student Information System Login Page:** The final login interface. It features fields for 'Username (Required)' (admin18) and 'Password (Required)'. Below these are links for 'Forgot Password?' and 'Forgot Username?'. A 'Show Help' button is also present. At the bottom, it displays the system support phone number (555)555-3333, email address (support@district.com), and app server (b0428750-CMB001).

Red arrows indicate the data flow: from the configuration screens to the login page, and from the login page back to the configuration screens, showing how the information is dynamically updated.

Image 4: Impact of Support Contact Information