

# Support Contact Information

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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

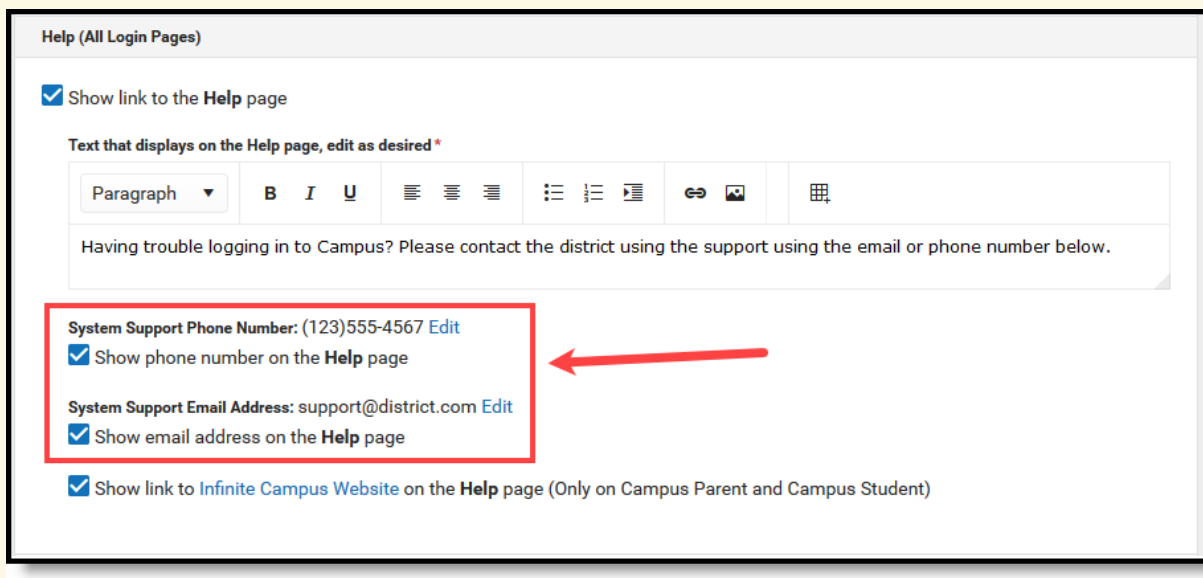
### To Enter Support Contact Information

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] [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.

The diagram illustrates the integration of support contact information across different system components:

- Help (All Login Pages) Configuration:** A screen where users can manage the text displayed on the help page. It includes a text editor and a section for support contact information:
  - System Support Phone Number:** 7135919932129 Edit
  - Show phone number on the Help page
  - System Support Email Address:** Add
  - Show email address on the Help page
- Support Contact Information Configuration:** A screen for defining the support contact details:
  - System Support Phone Number:** (855) 555-5544
  - System Support Email Address:** support@email.com
- Password Reset Configuration:** A screen for configuring password reset options:
  - System Support Phone Number:** (555)555-5544
  - Display phone number on login page
  - System Support Email Address:** support@email.com
  - Display email address on login page
- Student Information System Login Page:** The final user interface showing the login form:
  - Username (Required):** admin18
  - Password (Required):** [masked]
  - Log In** button
  - Links for **Forgot Password?** and **Forgot Username?**
  - Show Help** button
  - System Support Phone Number: (555)555-3333**
  - System Support Email Address: support@district.com**
  - App Server: b0428750-CMB001**

Red arrows indicate the flow of information from the configuration screens to the final login page.

Image 4: Impact of Support Contact Information