

# Support Portal

Last Modified on 09/26/2025 10:51 am CDT

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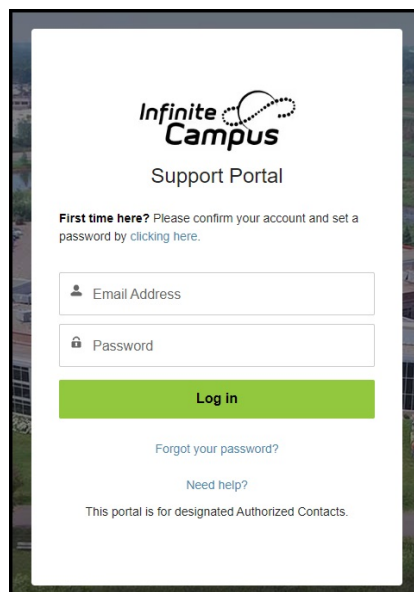
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## Support Portal Navigation

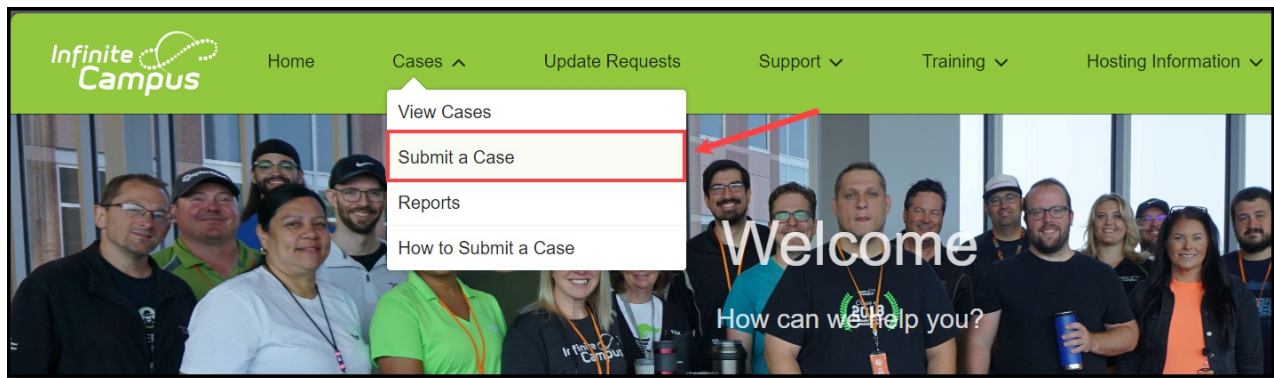
Authorized Contacts may submit cases online via the **Support Portal**. The portal gives Authorized Contacts an active role in managing cases by allowing them to submit new requests, add attachments, communicate with Infinite Campus, and review closed cases.

To access the Support Portal, navigate to <https://support.infinitecampus.com/customers>

For easy access, we recommend creating a bookmark for the Support Portal. For more information on how to create a bookmark, select your browser: [Chrome](#), [Firefox](#), [Edge](#), [Safari](#)



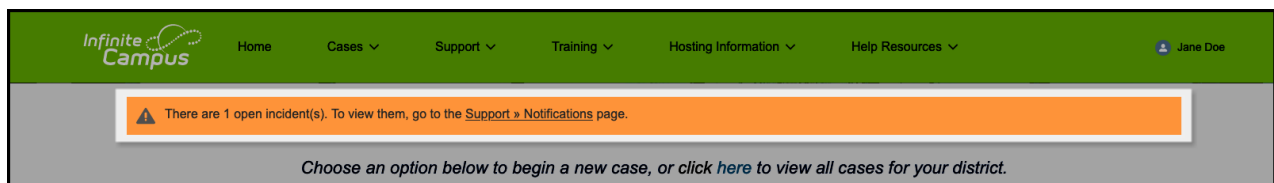
Once logged in, click on **Cases** and select **Submit a Case**.



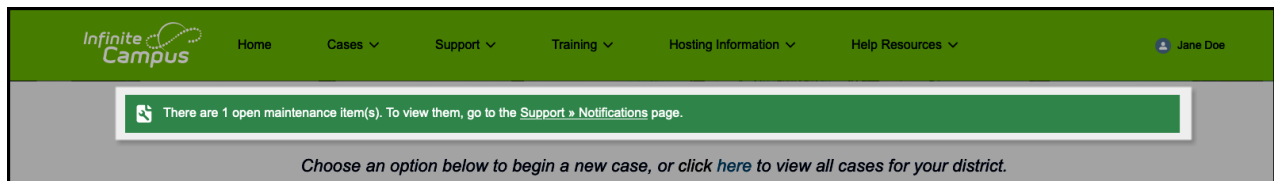
## Notifications in the Support Portal

To view current and upcoming maintenance as well as ongoing incidents, there is a Notifications Panel in the Support Portal.

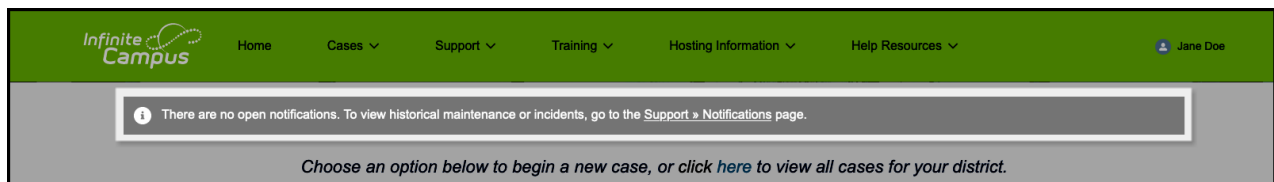
If there is a current outage or incident in progress, an orange banner will display at the top of the Support Portal below the header.



Open maintenance messages, which are generally posted two weeks in advance, will display with a green banner.



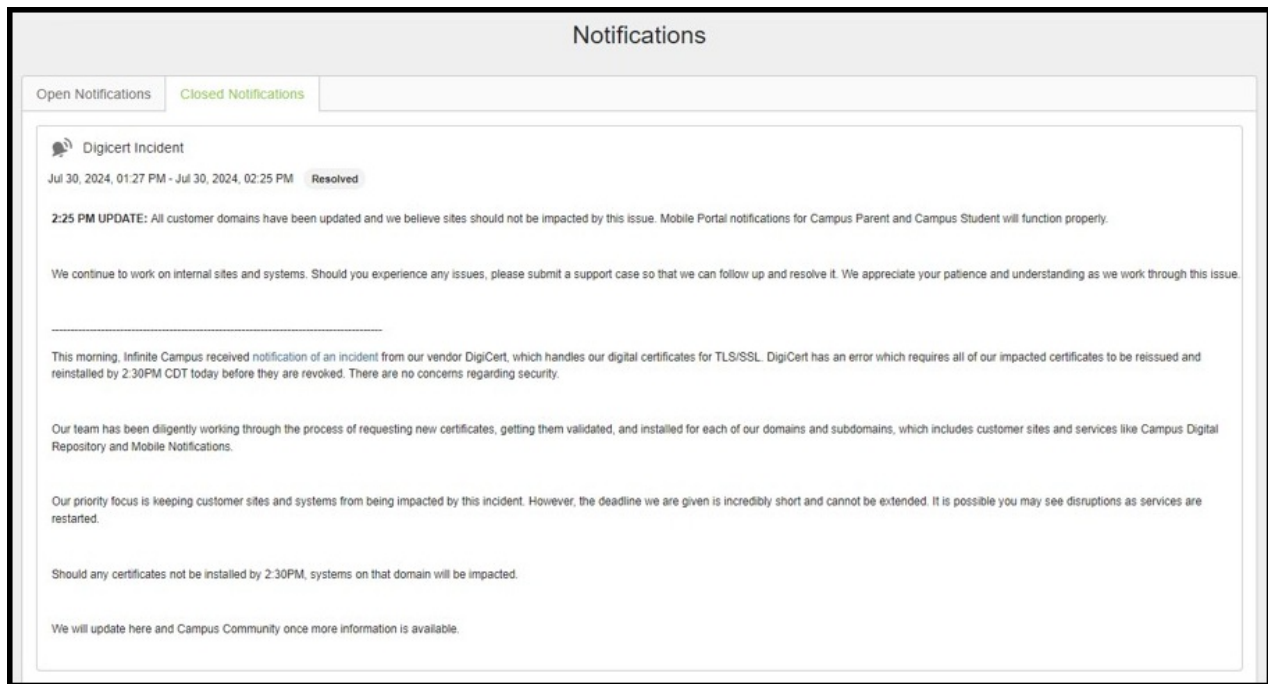
A gray banner will appear below the header if there are no current open notifications.



These banners have a link to the Support > Notifications page, which can also be found under the Support dropdown.

When an incident is open, additional updates and details may appear on the Notifications page.

Click the Closed Notifications tab to view closed notices. To get back to the main Support Portal page, click Home.



Status Notifications are designed to keep Authorized Contacts informed about known issues before a case is submitted. These messages provide early visibility into ongoing investigations and help reduce duplicate efforts.

If you're experiencing symptoms described in a notification, we still encourage you to submit a case—this helps us understand the scope and impact across districts. However, a follow-up phone call is not necessary unless additional context is needed.

### Where to Find Notifications:

- The Notifications page is hosted outside the Infinite Campus network, ensuring it remains accessible even if Campus Community is unavailable.
- Campus Community [News](#) and [Announcements](#) (Forum) continues to provide updates for non-authorized contacts, including upcoming maintenance and active incidents.
- Email alerts may also be sent to Authorized Contacts when applicable, ensuring timely communication during incidents.

Our goal is to keep you informed and supported throughout the resolution process.

## Case Types

To begin a support case, select the **case type** that best matches your issue or request. This ensures your case is automatically routed to the appropriate team at Infinite Campus for the most efficient handling.

Choosing the right case type helps us respond faster and more accurately to your needs.

### Services Included With Support & Managed Service Contracts



#### Application Issue

Is Campus not functioning properly?



#### Ask A Question

Have a how-to question or need advice?



#### Report Outage

Is your Campus site inaccessible?



#### Modify Support Contacts

Would you like to update information on a contact for your district?



#### Server Access

Do you need server access, SQL server access, or SSRS access?



#### Server Issue

Reporting a Campus server issue?

### Services That May Be Billable



#### Data Restore

Requesting to restore lost or deleted data?



#### Request Technical Services

Need to inquire about a Technical Service project?



#### Request Training

Requesting time with a trainer?



#### Request Consulting

Requesting time with a consultant?

The following case types are available:

### Services Included With Support & Managed Service Contracts

Case Type	Description	Examples
<b>Application Issue</b>	Campus is not working as expected or you are experiencing a problem.	<ul style="list-style-type: none"> <li>Receiving error token</li> <li>Teachers are unable to take attendance</li> </ul>
<b>Ask a Question</b>	Ask a how-to question or for advice.	<ul style="list-style-type: none"> <li>What is the best way to set up a snow day?</li> <li>Where can I find a specific report?</li> <li>How do I end date a student's enrollment?</li> </ul>
<b>Report Outage</b>	Campus is inaccessible for all (or most) users.	<ul style="list-style-type: none"> <li>Users are unable to access Infinite Campus</li> </ul>
<b>Modify Support Contacts</b>	Update or Replace your current Authorized Contacts	<ul style="list-style-type: none"> <li>Add an additional contact after the purchase of a Premium Suite</li> <li>Replace the existing Authorized Contact after a retirement</li> </ul>
<b>Server Access</b>	<p>Request Server, SQL Server, or SSRS Access.</p> <p>Note that <a href="#">Infinite Campus Schema Bootcamp training</a> is required for SQL Server access.</p>	<ul style="list-style-type: none"> <li>Request access to the database to run SQL scripts</li> </ul>

Services Included With Support & Managed Service Contracts		
<b>Server Issue</b>	Report an issue with your campus server.	<ul style="list-style-type: none"> <li>• SQL database connection issues</li> <li>• Hardware end of life</li> <li>• Reporting server errors</li> <li>• Data Warehouse server problems</li> <li>• SSRS server access issues</li> </ul>
Services That May Be Billable		
Case Type	Description	Examples
<b>Data Restore</b>	<p>Request lost or deleted data be restored. We require your written permission.</p> <ul style="list-style-type: none"> <li>• Data is backed up nightly</li> <li>• <b>Data is retained for 30 days</b></li> <li>• Data must be missing or deleted</li> <li>• Restoration may recreate missing or deleted data</li> </ul> <p>For more information on Data Restoration, see the <a href="#">Campus Data Retention Policy</a>.</p>	<ul style="list-style-type: none"> <li>• Restore deleted enrollment</li> </ul>
<b>Request Technical Services</b>	Report an issue with an existing Technical Services project, request a new project, or submit a modification to an existing project.	<ul style="list-style-type: none"> <li>• Existing custom project (fix/modification)</li> <li>• Custom report, report card, or transcript</li> <li>• Data import/export/modification</li> <li>• Integrations with 3rd Party applications (not 1EdTech integrations)</li> <li>• Other Services (e.g. one-off requests)</li> </ul>
<b>Request Training</b>	Enter a request to schedule Infinite Campus training.	<ul style="list-style-type: none"> <li>• Request for Campus Learning training for teachers</li> <li>• Request for scheduling training for counselors</li> </ul>

Services Included With Support & Managed Service Contracts		
<b>Request Consulting</b>	Request time with an Infinite Campus Business Consultant, who can guide you on the use of advanced system features and help align current and future business processes with SIS functionality.	<ul style="list-style-type: none"> <li>Request assistance on assessments, custom tabs, grading consultation, standards-based grading or scheduling</li> <li>For more information, visit: <a href="https://www.infinitecampus.com/services/technical-services/business-consulting">https://www.infinitecampus.com/services/technical-services/business-consulting</a></li> </ul>
Services for State Departments of Education		
Case Type	Description	Examples
<b>State Reporting</b>	<p>This option is available specifically for State Department employees to submit regulated, state reporting changes to Infinite Campus. This is for documented, regulated requests.</p> <p><b>Important:</b> If reporting a bug or issue with an existing report, please submit an Application Issue case instead.</p>	<ul style="list-style-type: none"> <li>New legislation creates a need for a new state reporting requirement.</li> </ul>

## Case Fields

Each case form includes a set of fields designed to capture the information needed to route and resolve your issue efficiently. Some fields are specific to certain case types, and those marked with a red asterisk are required to submit the case.

Many fields include tooltips—hover over the information icon for helpful guidance as you complete the form.

Providing clear and specific details helps us understand your issue more quickly and accurately, leading to a faster resolution. See the example below for what a well-written case looks like.

Field	Definition	Displays on Case Types
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Field	Definition	Displays on Case Types
<b>Account</b>	<p>Indicates the school district that is reporting the issue. This field defaults to the district assigned to the user.</p> <p>Authorized Contacts at multiple districts may use the dropdown to select the proper district.</p>	All
<b>Contact</b>	<p>Indicates the contact who is reporting the issue. This field defaults to the user entering the case.</p> <p>Authorized Contacts may submit on behalf of other contacts at their district. Use the dropdown to select another contact name.</p>	All
<b>Priority</b>	<p>Indicates the scope or time sensitivity of the issue. This field defaults to Medium.</p> <ul style="list-style-type: none"> <li>• <b>Critical</b> - Campus software not operational. Limited to Outage cases.</li> <li>• <b>High</b> - Inability to perform a time sensitive task.</li> <li>• <b>Medium</b> - Usable, but functionality affected.</li> <li>• <b>Low</b> - Questions, services, etc.</li> </ul>	All
<b>Subject</b>	<p>The topic of the case; may indicate the issue and the Campus module affected.</p> <p>The <b>Subject</b> should be self-descriptive. Make it brief and specific. This helps to route the case accordingly and allows the district to easily locate the issue when managing cases.</p>	All
<b>Description</b>	<p>Details on the issue you are experiencing. Please include information on Who, What, Where, When, Why, and How. The more information provided helps to speed up the qualification process.</p>	All
<b>Type</b>	<p>Indicates which application or request type is being made.</p>	Application Issue Request Technical Services
<b>Module</b>	<p>Indicates the top most reported modules in alphabetical order. If the module is not listed, please select Not Applicable.</p>	Application Issue Ask a Question Data Restore Server Issue Request Technical Services

Field	Definition	Displays on Case Types
<b>Steps to Reproduce</b>	Click-by-click steps to <b>replicate</b> the issue. Please include information such as what is shown on the screen, what fields were populated, with what text, etc. Provide usernames or specific student data to view if applicable.	Application Issue
<b>Environment Changes</b>	Were any changes recently made to your workstation or to your Campus site? Examples include new software, updated tool rights, or a version update.	Application Issue
<b>Error Message</b>	<p>Copy/paste the error message instead of sending a screenshot.</p> <p>Here's why:</p> <ul style="list-style-type: none"> <li>• Searchable: Easier to find solutions in docs or online.</li> <li>• Shareable: Others can copy it into tools or code.</li> <li>• Accessible: Works with screen readers and translations.</li> <li>• Efficient: Smaller, faster to send and store.</li> </ul> <p>Screenshots are useful when the error disappears too quickly to copy, involves visual/UI issues, or when extra context is needed to understand the problem.</p>	Application Issue Report an Outage Server Issue
<b>Expected Results</b>	How do the results differ from what is expected? What should be occurring based on knowledge of the tool and the permissions of the issue reporter?	Application Issue
<b>Who is impacted?</b>	Indicates the scope of the issue. Examples include all users in the district, all users in a calendar, all teachers who teach a specific course, etc.	Application Issue
<b>Issue Began</b>	When did the issue first occur?	Application Issue Server Issue
<b>Location within Product</b>	Area in Campus where you are working.	Ask a Question
<b>Request Type</b>	Indicates the kind of request being made.	Request Training Server Access Modify Support Contacts




Field	Definition	Displays on Case Types
<b>Preferred Training Date</b>	First, second and third choice dates when you would prefer to schedule your training.	Request Training
<b>Approximate Date of Loss</b>	Date when the data was deleted.	Data Restore
<b>Reason for Restore</b>	Reason why the data was lost.	Data Restore
<b>Desired Completion Date</b>	Date by which the work should be finished.	Request Technical Services
<b>Contact First Name</b>	First name of the contact being added, modified, or replaced.	Modify Support Contacts
<b>Contact Last Name</b>	Last name of the contact being added, modified, or replaced.	Modify Support Contacts
<b>Contact Email</b>	Email address of the contact being added, modified, or replaced.	Modify Support Contacts
<b>Contact Title</b>	Title of the contact being added, modified or replaced.	Modify Support Contacts
<b>Contact Primary Phone</b>	Contact's main phone number.	Modify Support Contacts
<b>Contact Secondary Phone</b>	Contact's secondary phone number if available.	Modify Support Contacts
<b>Contact Type</b>	Designate if the contact will be Authorized, Technical, or Read Only.	Modify Support Contacts
<b>Area of Responsibility</b>	Indicate the area(s) of Campus that the individual is the contact for by highlighting the desired options from Available and using the arrows to move them into Chosen. Options include: <ul style="list-style-type: none"> <li>• SIS</li> <li>• Food Service</li> <li>• Human Resources</li> <li>• Finance</li> <li>• Online Payments</li> <li>• Voice Messenger</li> <li>• State Edition</li> </ul>	Modify Support Contacts
<b>Contact Replacement Name</b>	If replacing a contact, indicate which contact should be removed.	Modify Support Contacts

Field	Definition	Displays on Case Types
<b>Preferred Consult Date</b>	First date you would like to have a consult scheduled.	Request Consulting
<b>Preferred Consult Date 2</b>	Second date you would like to have a consult scheduled.	Request Consulting
<b>Preferred Consult Date 3</b>	Third date you would like to have a consult scheduled.	Request Consulting

## Case Example

The following is an example of a well-written Application Issue case. The Authorized Contact has included answers to the questions and investigation can begin right away.


**Case Details**

Created

09/15/2021 - 01:44 PM CDT  
(Zack Morris (TESTING))

Last Modified

09/15/2021 - 01:44 PM CDT  
(Zack Morris (TESTING))

Account

Bayside School (TESTING)

Contact

Zack Morris (TESTING)

Case Type

Campus Application

Module

Grade Book

Subject

Teachers unable to post grades

Description

None of the English Literature teachers at 21-22 Campus High School are able to post grades. When they try to click the Post button in their grade books, it is greyed out and inactive. This is only happening for teachers who teach this course.

Example: Anne Shirley, English Lit 1100-1, Quarter 1, Quarter grading task

Resolution

Steps to Reproduce

1. Log in as teacher Anne Shirley
2. In Campus Learning, go to Grade Book for 1100-1
3. Select Q1, Quarter grade task
4. Click Post. Note that it is greyed out and cannot be pushed.

Environment Changes

None

Who is impacted

English Lit 1100 teachers

Issue Began

09/07/2021

Error Message

Expected Results

Post button to be active

