

# Case Submission

Last Modified on 03/15/2024 1:03 pm CDT

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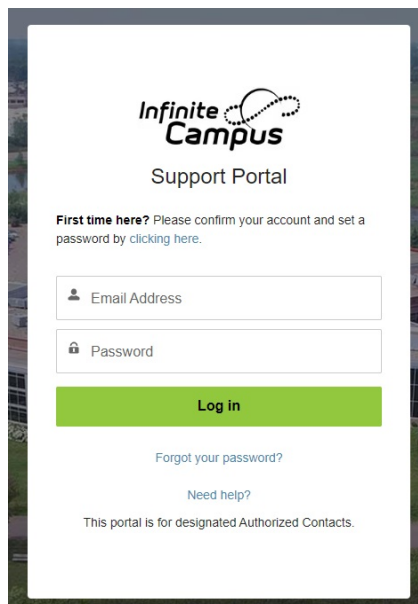
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## Support Portal

Technical and 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 Support, and review closed cases.

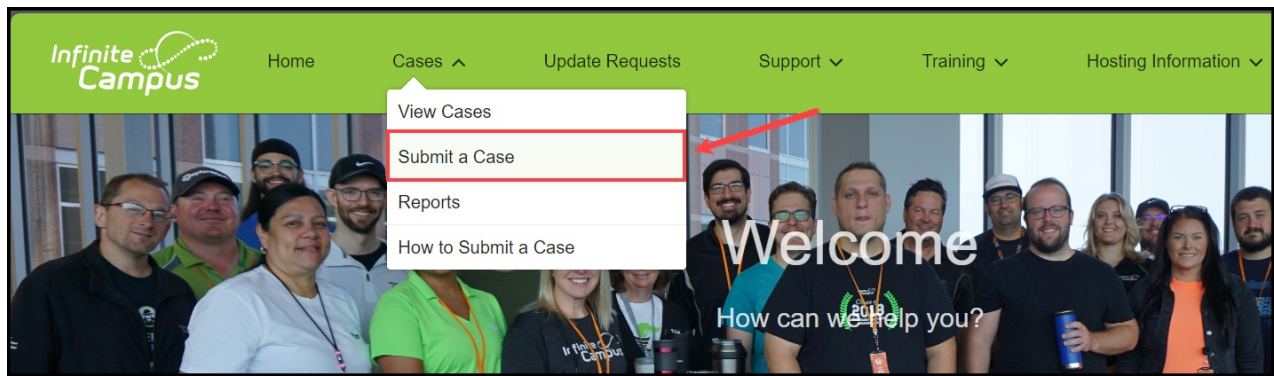
To access the Support Portal, navigate to <https://support.infinitecampus.com/customers>

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](#)



The screenshot shows the login page for the Infinite Campus Support Portal. At the top is the Infinite Campus logo. Below it, the text "Support Portal" is centered. A message states: "First time here? Please confirm your account and set a password by [clicking here](#)." There are two input fields: "Email Address" with a person icon and "Password" with a lock icon. Below these is a green "Log in" button. At the bottom, there are links for "Forgot your password?" and "Need help?", followed by the text "This portal is for designated Authorized Contacts."

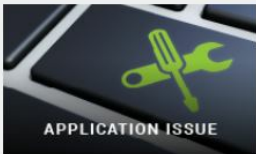
Once logged in, click on **Cases** and select **Submit a Case**.





## Case Types

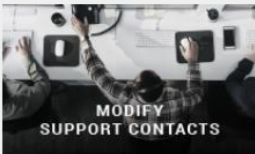
To begin a support case, click on the case type that best matches your issue or request. Cases will be routed to the proper support resource based on the type chosen.

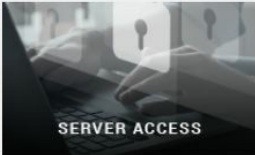
**Services included with Support & Managed Service Contracts:**


  
**APPLICATION ISSUE**

  
**ASK A QUESTION**


  
**REPORT OUTAGE**

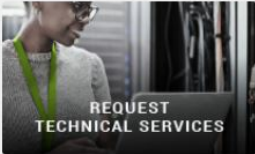
  
**MODIFY SUPPORT CONTACTS**


  
**SERVER ACCESS**


  
**SERVER ISSUE**

**Services that may be billable:**

  
**DATA RESTORE**

  
**REQUEST TECHNICAL SERVICES**

  
**REQUEST TRAINING**

  
**REQUEST CONSULTING**

The following case types are available:

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>

Case Type	Description	Examples
<b>Report an Outage</b>	Campus is inaccessible.	<ul style="list-style-type: none"> <li>Users are unable to access Infinite Campus</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>
<b>Data Restore</b>	<p>Request lost or deleted data be restored.</p> <p>Note that data restores may be performed up to 30 days after loss.</p>	<ul style="list-style-type: none"> <li>Restore deleted enrollment</li> </ul>
<b>Server Issue</b>	Report an issue with your 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> </ul>
<b>Server Access</b>	<p>Request Server, ODBC, or SRS Access.</p> <p>Note that Mastering Campus Database training is required for ODBC access.</p>	<ul style="list-style-type: none"> <li>Request access to the database to run SQL scripts</li> </ul>
<b>Modify Support Contacts</b>	Update or Replace your current Support Contacts	<ul style="list-style-type: none"> <li>Add an additional contact after the purchase of a Premium Suite</li> <li>Replace existing Technical Contact after a retirement</li> </ul>
<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/process-consulting">https://www.infinitecampus.com/services/technical-services/process-consulting</a></li> </ul>

Case Type	Description	Examples
<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>

## Case Fields

The following fields may be found on the case forms. Some fields are specific to certain case types. Fields marked with a red asterisk on the form are required to create the case. Tool tips are available for some fields by hovering over the information icon.

The more specific information is provided to Support, the faster we can provide you with a resolution. See the example below for a well-written ticket.

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>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>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

Field	Definition	Displays on Case Types
<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>	Indicates which application or request type is being made.	Application Issue Request Technical Services
<b>Module</b>	Indicates the top most reported modules in alphabetical order. If the module is not listed, please select Not Applicable.	Application Issue Ask a Question Data Restore Server Issue Request Technical Services
<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>	<p>Were any changes recently made to your workstation or to your Campus site?</p> <p>Examples include new software, updated tool rights, or a version update.</p>	Application Issue
<b>Error Message</b>	Please copy and paste any error messages that may display.	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

Field	Definition	Displays on Case Types
<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
<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

Field	Definition	Displays on Case Types
<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
<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 contact has included answers to the questions and Support can begin investigating 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