

# Support Portal

Last Modified on 09/03/2025 10:14 am CDT

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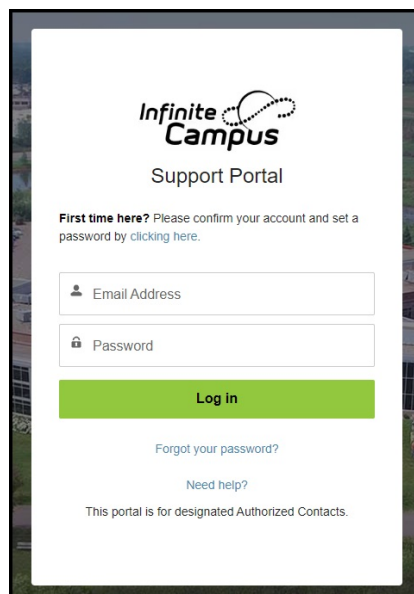
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## Support Portal Navigation

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.

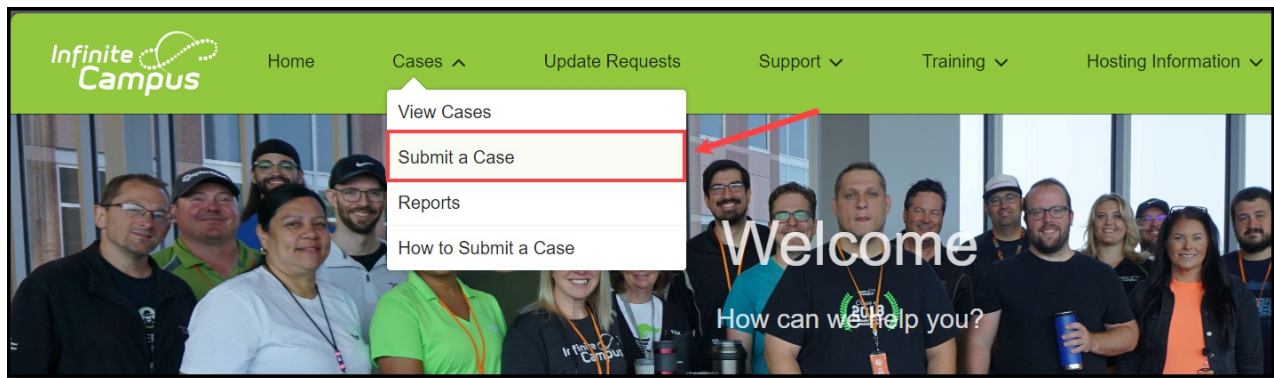
To access the Support Portal, navigate to <https://support.infinitecampus.com/customers>

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](#)



The screenshot shows the login page for the Infinite Campus Support Portal. At the top is the Infinite Campus logo. Below it is the text "Support Portal". 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?", and a note: "This portal is for designated Authorized Contacts."

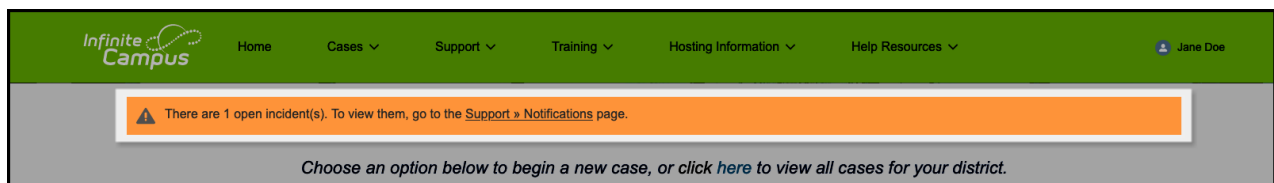
Once logged in, click on **Cases** and select **Submit a Case**.



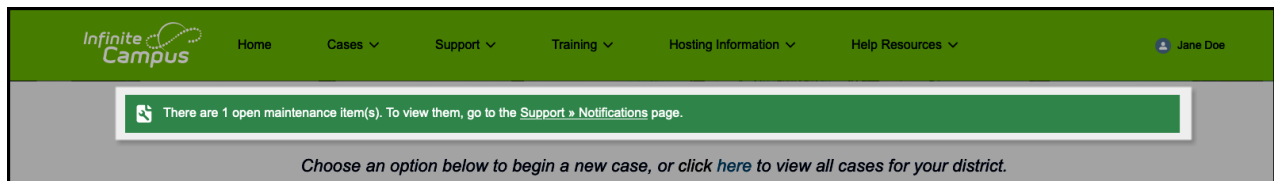
## Notifications in the Support Portal

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

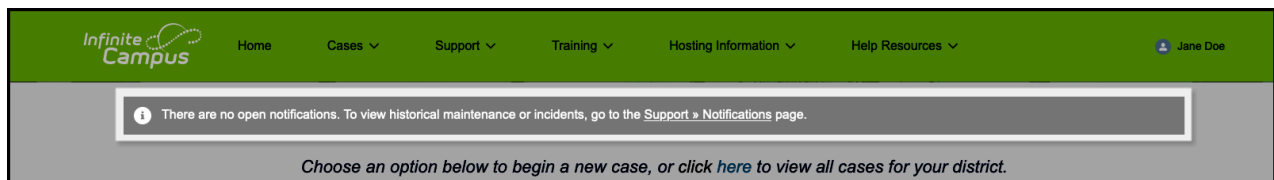
If there is a current outage or incident in progress, an orange banner will display at the top of the Support Portal below the header.



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



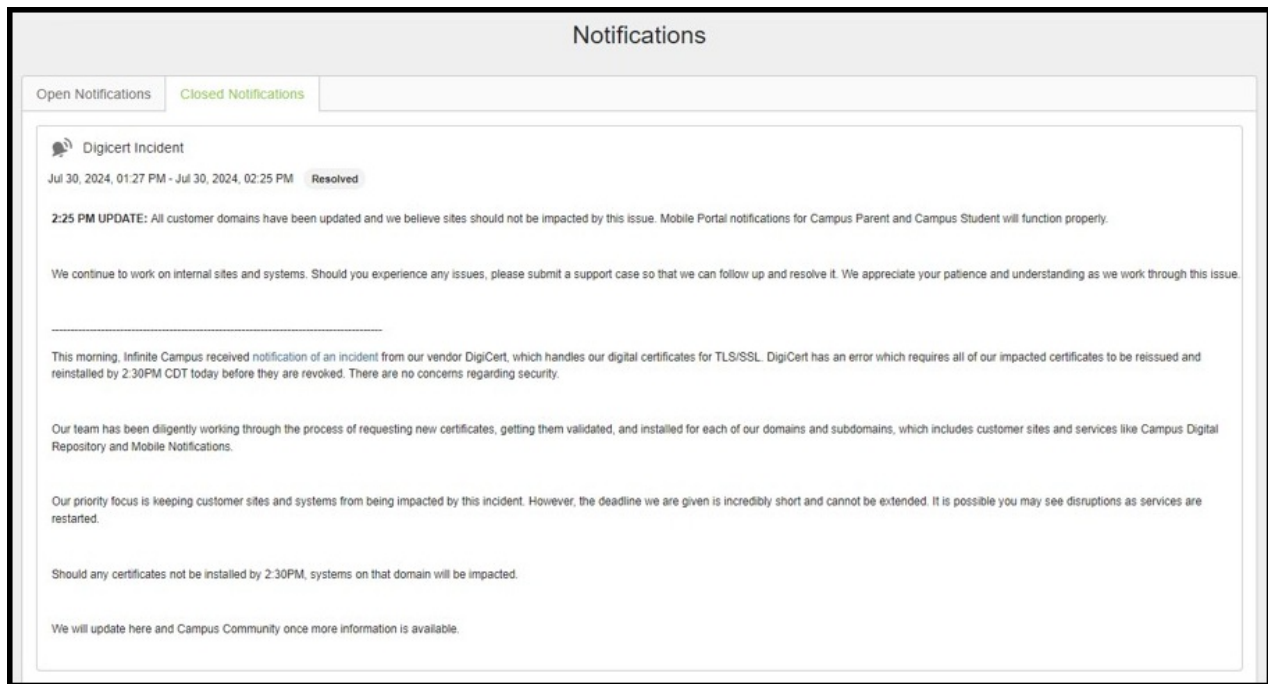
A gray banner will appear below the header if there are no current open notifications.



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.

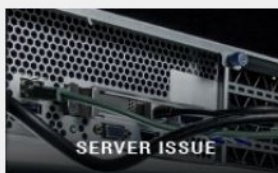
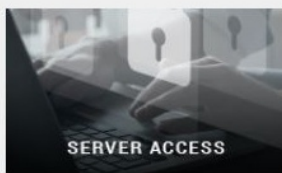
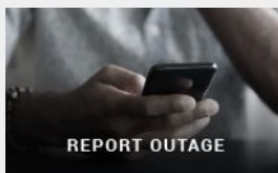
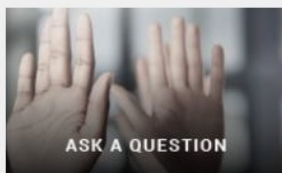
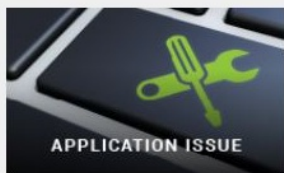
Our goal is to keep you informed and supported throughout the resolution process.

## Case Types

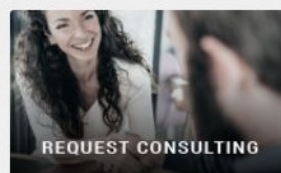
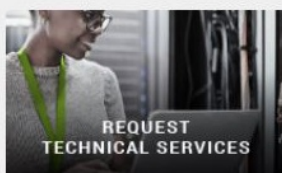
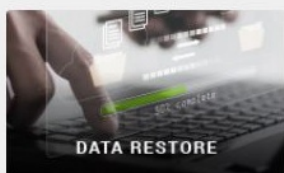
To begin a support case, select the **case type** that best matches your issue or request. This ensures your case is automatically routed to the appropriate team at Infinite Campus for the most efficient handling.

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

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



### Services that may be billable:



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>
<b>Report an 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>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>

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>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>
<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>
<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>

Case Type	Description	Examples
<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>
<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

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
<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

Field	Definition	Displays on Case Types
<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
<b>Steps to Reproduce</b>	<p>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.</p>	Application Issue




Field	Definition	Displays on Case Types
<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>	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
<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



Field	Definition	Displays on Case Types
<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
<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	Last Modified
09/15/2021 - 01:44 PM CDT (Zack Morris (TESTING))	09/15/2021 - 01:44 PM CDT (Zack Morris (TESTING))
Account	Contact
Bayside School (TESTING)	Zack Morris (TESTING)
Case Type	Module
Campus Application	Grade Book
Subject	
Teachers unable to post grades	
Description	
<p>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.</p> <p>Example: Anne Shirley, English Lit 1100-1, Quarter 1, Quarter grading task</p>	
Resolution	
Steps to Reproduce	
<ol style="list-style-type: none"> <li>1. Log in as teacher Anne Shirley</li> <li>2. In Campus Learning, go to Grade Book for 1100-1</li> <li>3. Select Q1, Quarter grade task</li> <li>4. Click Post. Note that it is greyed out and cannot be pushed.</li> </ol>	
Environment Changes	
None	
Who is impacted	
English Lit 1100 teachers	
Issue Began	
09/07/2021	
Error Message	
Expected Results	
Post button to be active	