Support Portal

Last Modified on 05/21/2025 11:23 am CDT

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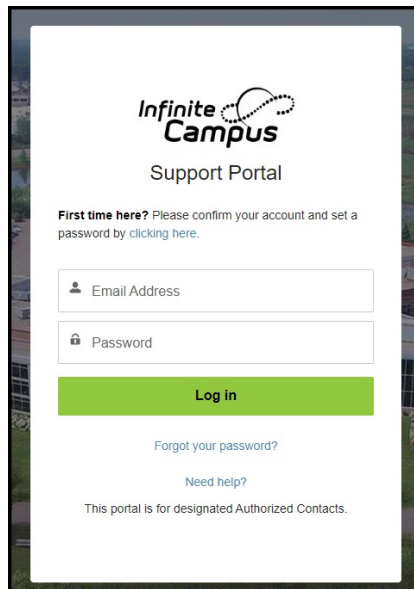Support Portal Navigation | Notifications in the Support Portal | Case Types | Case Fields | Case Example

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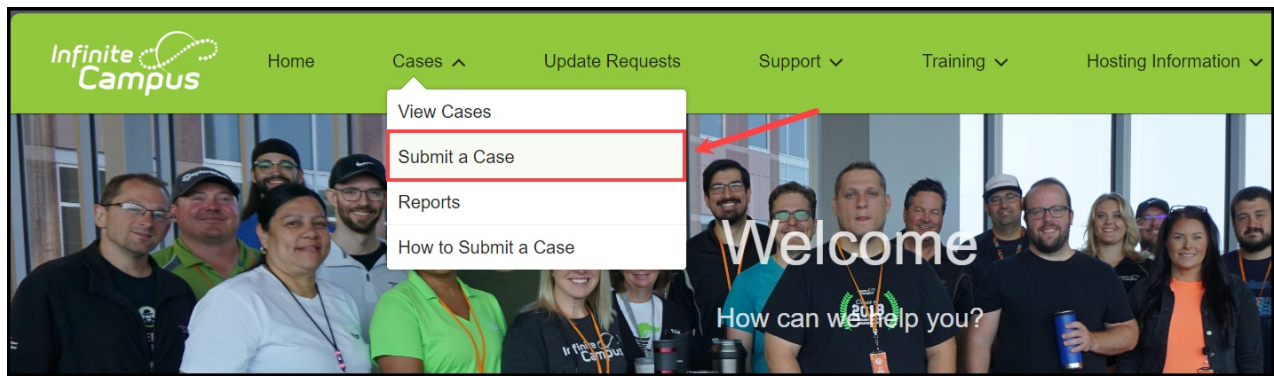
To access the Support Portal, navigate to **https://support.infinitecampus.com/customers**

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
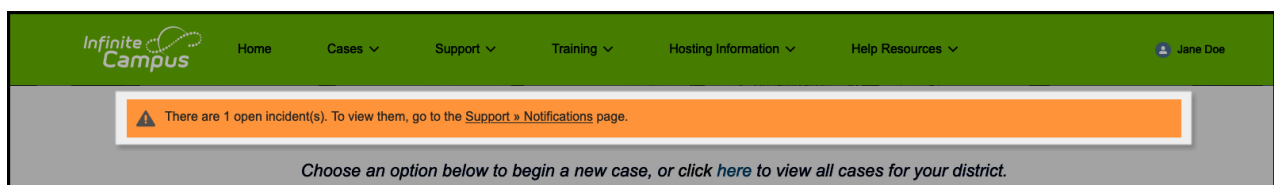

Once logged in, click on **Cases** and select **Submit a Case**.

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.
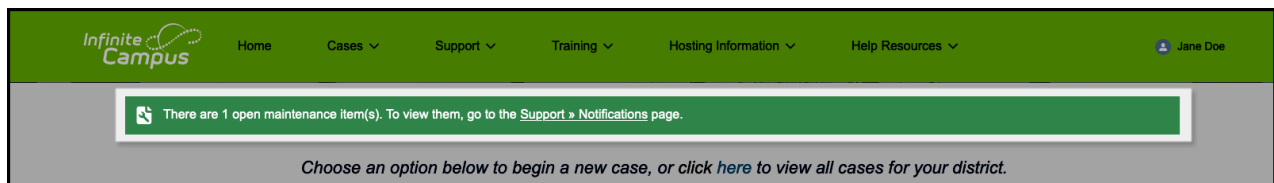
A gray banner will appear below the header if there are no current open notifications.
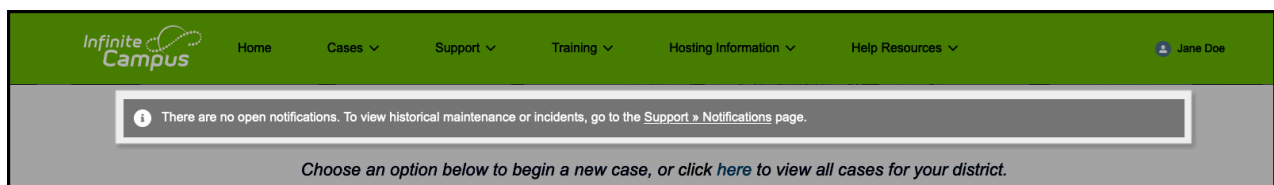
These banners have a link to the Support > Notifications page, which can also be found under the Support dropdown.

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.

The intent of these messages is to inform authorized contacts before a case is submitted with details about a known issue, starting with awareness and investigati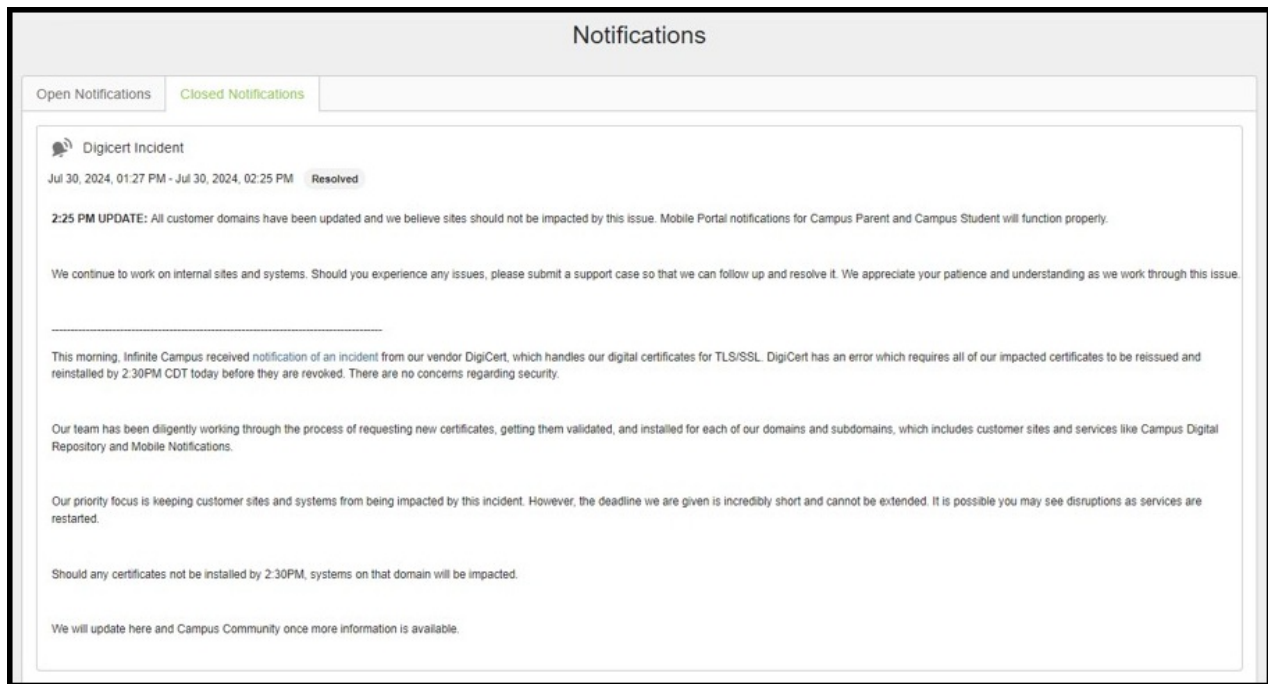on.   If you are experiencing the same symptoms, we request that you still submit a case, but a follow up phone call is not necessary. This helps us understand the scope of an issue and verify that your district is experiencing the same issue.

 The Notifications page is not hosted on the Infinite Campus network, so even if Campus Community is unavailable, the Support Portal should be, and messages from Infinite Campus can be seen via the Notifications page.

 Communications about upcoming maintenance or incidents in progress will continue to be posted to Campus Community News and in the Announcements (Forum) for non-authorized contacts to be informed.

 Emails about incidents in progress may also sent to authorized contacts when applicable.

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 department at Infinite Campus based on the type chosen.
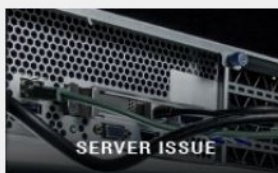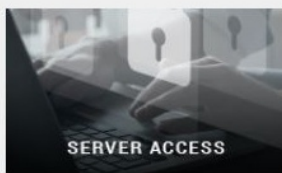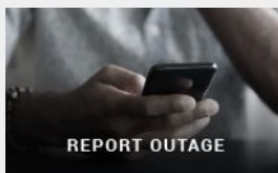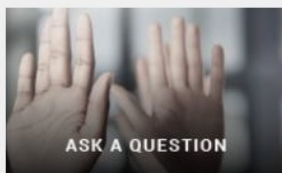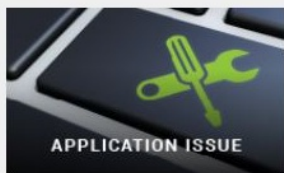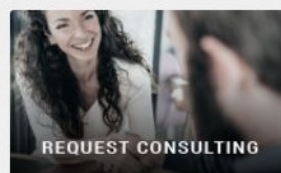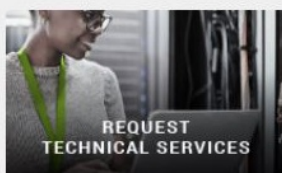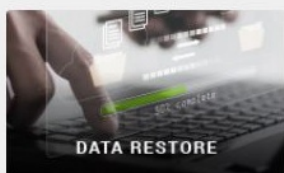
The following case types are available:

Case Type	Description	Examples
Application Issue	Campus is not working as expected or you are experiencing a problem.	• Receiving error token • Teachers are unable to take attendance
Ask a Question	Ask a how-to question or for advice.	• What is the best way to set up a snow day? • Where can I find a specific report? • How do I end date a student's enrollment?
Report an Outage	Campus is inaccessible for all (or most) users.	• Users are unable to access Infinite Campus
Request Training	Enter a request to schedule Infinite Campus training.	• Request for Campus Learning training for teachers • Request for scheduling training for counselors

Case Type	Description	Examples
Data Restore	Request lost or deleted data be restored. We require your written permission. • Data is backed up nightly • **Data is retained for 30 days** • Data must be missing or deleted • Restoration may recreate missing or deleted data For more information on Data Restoration, see the Campus Data Retention Policy.	• Restore deleted enrollment
Server Issue	Report an issue with your campus server.	• SQL database connection issues • Hardware end of life • Reporting server errors • Data Warehouse server problems • SSRS server access issues
Server Access	Request Server, SQL Server, or SSRS Access. Note that Infinite Campus Schema Bootcamp training is required for SQL Server access.	• Request access to the database to run SQL scripts
Modify Support Contacts	Update or Replace your current Authorized Contacts	• Add an additional contact after the purchase of a Premium Suite • Replace existing Technical Contact after a retirement

Case Type	Description	Examples
Request Consulting	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.	• Request assistance on assessments, custom tabs, grading consultation, standards-based grading or scheduling • For more information, visit: https://www.infinitecampus.com/services/technical-services/business-consulting
Request Technical Services	Report an issue with an existing Technical Services project, request a new project, or submit a modification to an existing project.	• Existing custom project (fix/modification) • Custom report, report card, or transcript • Data import/export/modification • Integrations with 3rd Party applications (not 1EdTech integrations) • Other Services (e.g. one-off requests)

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, the faster we can provide you with a resolution. See the example below for a well-written case.

Field	Definition	Displays on Case Types
Account	Indicates the school district that is reporting the issue. This field defaults to the district assigned to the user. Contacts at multiple districts may use the dropdown to select the proper district.	All
Contact	Indicates the contact who is reporting the issue. This field defaults to the user entering the case. Contacts may submit on behalf of other contacts at their district. Use the dropdown to select another contact name.	All

Field	Definition	Displays on Case Types
Priority	Indicates the scope or time sensitivity of the issue. This field defaults to Medium. • **Critical** - Campus software not operational. Limited to Outage cases. • **High** - Inability to perform a time sensitive task. • **Medium** - Usable, but functionality affected. • **Low** - Questions, services, etc.	All
Subject	The topic of the case; may indicate the issue and the Campus module affected. The **Subject** 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.	All
Description	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.	All
Type	Indicates which application or request type is being made.	Application Issue Request Technical Services
Module	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
Steps to Reproduce	Click-by-click steps to **replicate** 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
Environment Changes	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
Error Message	Please copy and paste any error messages that may display.	Application Issue Report an Outage Server Issue

Field	Definition	Displays on Case Types
Expected Results	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
Who is impacted?	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
Issue Began	When did the issue first occur?	Application Issue Server Issue
Location within Product	Area in Campus where you are working.	Ask a Question
Request Type	Indicates the kind of request being made.	Request Training Server Access Modify Support Contacts
Preferred Training Date	First, second and third choice dates when you would prefer to schedule your training.	Request Training
Approximate Date of Loss	Date when the data was deleted.	Data Restore
Reason for Restore	Reason why the data was lost.	Data Restore
Desired Completion Date	Date by which the work should be finished.	Request Technical Services
Contact First Name	First name of the contact being added, modified, or replaced.	Modify Support Contacts
Contact Last Name	Last name of the contact being added, modified, or replaced.	Modify Support Contacts
Contact Email	Email address of the contact being added, modified, or replaced.	Modify Support Contacts
Contact Title	Title of the contact being added, modified or replaced.	Modify Support Contacts
Contact Primary Phone	Contact's main phone number.	Modify Support Contacts
Contact Secondary Phone	Contact's secondary phone number if available.	Modify Support Contacts

Field	Definition	Displays on Case Types
Contact Type	Designate if the contact with be Authorized, Technical, or Read Only.	Modify Support Contacts
Area of Responsibility	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: • SIS • Food Service • Human Resources • Finance • Online Payments • Voice Messenger • State Edition	Modify Support Contacts
Contact Replacement Name	If replacing a contact, indicate which contact should be removed.	Modify Support Contacts
Preferred Consult Date	First date you would like to have a consult scheduled.	Request Consulting
Preferred Consult Date 2	Second date you would like to have a consult scheduled.	Request Consulting
Preferred Consult Date 3	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 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