Support Portal

Last Modified on 10/23/2026 2:34 pm CDT

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Support Portal Navigation

Authorized Contacts can submit and manage cases through the **Infinite Campus Support Portal**. The portal provides a convenient way to interact with Infinite Campus by allowing users to:

- Submit new cases
- View and track case status
- Communicate directly with Infinite Campus staff
- Attach files, screenshots, and other supporting documentation
- Review previously submitted and closed cases

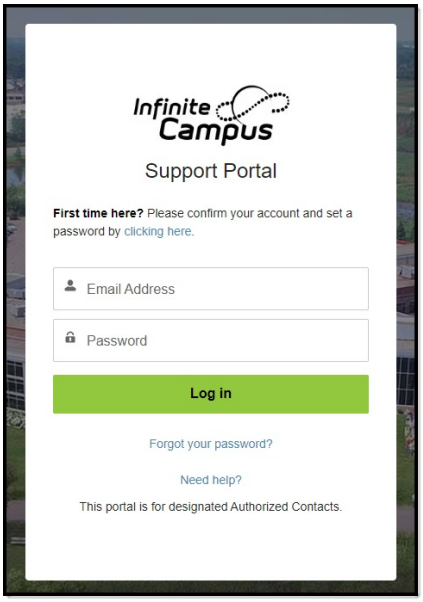
In addition to case management, the Support Portal provides access to a wide range of helpful resources, including knowledge base articles, release information, and other materials designed to help users find answers and resolve issues efficiently.

Authorized Contacts can also navigate to the **My Account** section of the portal to view their district's current **Authorized Contacts**. This can be helpful when determining who can submit cases on behalf of the district and identifying contacts who may need to be added, removed, or updated.

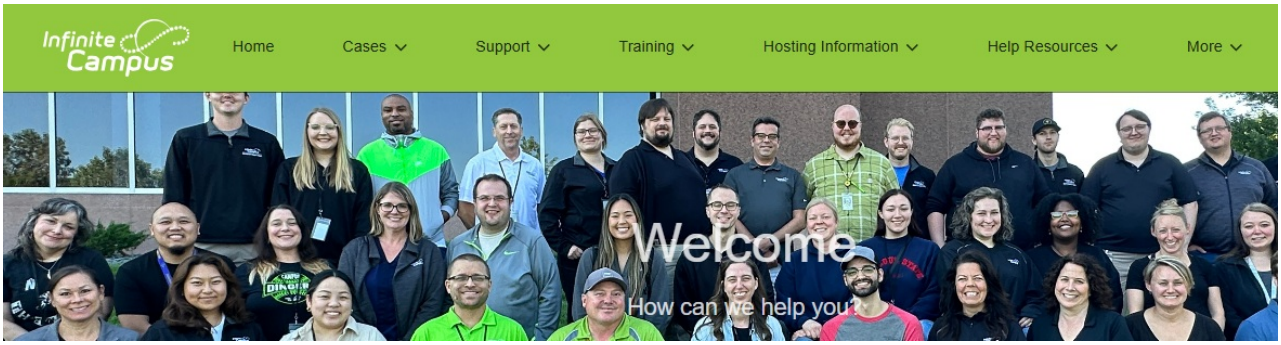
Using the Support Portal helps ensure requests are routed appropriately and provides visibility into case activity in one centralized location.

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

For quick 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

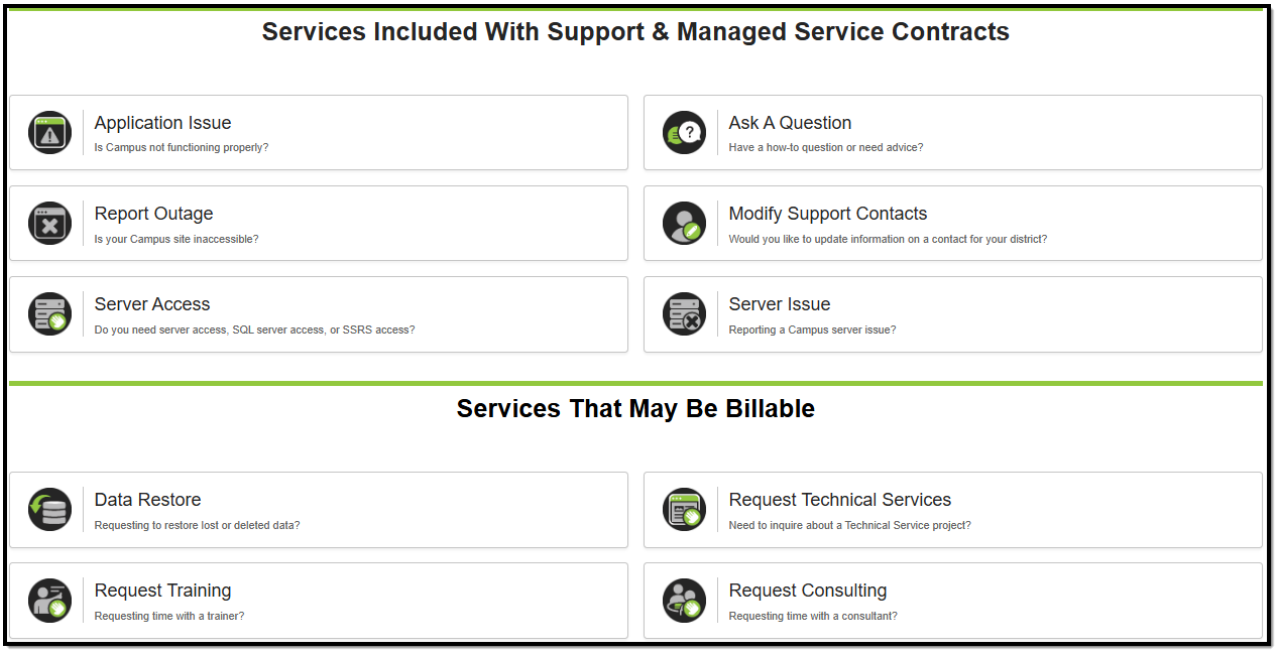


Once logged in, select a heading from the navigation menu to view the available options and resources within the Support Portal. The **Cases** section allows you to view, submit, and run a report of your cases.



Case Types

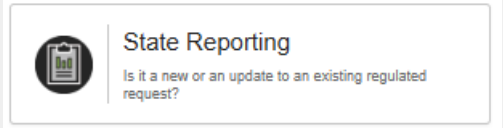
To begin a case, select the **Case Type** that best matches your issue or request. This ensures your case is automatically routed to the appropriate team at Infinite Campus for the most efficient handling.



The following Case Types are available:

Services Included With Support & Managed Service Contracts		
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 Outage	Campus is inaccessible for all (or most) users.	• Users are unable to access Infinite Campus
Modify Support Contacts	Update or Replace your current Authorized Contacts	• Add an additional contact after the purchase of a an extension product • Replace the existing Authorized Contact after a retirement
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

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
Services That May Be Billable		
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 Data Restoration Services.	• Restore deleted enrollment

Request Technical Services	Report an issue with an existing Technical Services project, request a new project, or submit a modification to an existing project. **Note:** All Technical Services requests are reviewed to ensure they align with supported product functionality and long-term supportability, and some may be referred to our Channel Partners for evaluation as a Campus Extension or custom project. Review timelines vary based on request complexity and case volume; if approved, you'll receive next steps and a project quote, and work will begin only after the quote is formally accepted.	• Existing custom project (fix/modification) • Custom report, report card, or transcript • Data import/export/modification • Integrations with 3rd Party applications (not 1EdTech integrations)
Request Training	Enter a request to schedule Infinite Campus training.	• Request for Campus Learning training for teachers • Request for scheduling training for counselors
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 on Business Consulting, visit: https://www.infinitecampus.com/services/technical-services/business-consulting
Services for State Departments of Education		
		

Case Type	Description	Examples
State Reporting	This option is only available for Authorized Contacts at a State Department to submit regulated, state reporting changes to Infinite Campus. **Important**: This is for documented, regulated requests. If reporting a bug or issue with an existing report, please submit an Application Issue case instead.	• New legislation creates a need for a new state reporting requirement.

Case Fields

Each case form includes fields designed to gather the information needed to accurately route, investigate, and resolve your issue. Some fields are specific to certain case types, and any field marked with a red asterisk (*) is required before the case can be submitted.

Many fields include tooltips that provide additional guidance. Hover over the information icon to view helpful instructions and field-specific details.

The quality of the information provided directly impacts how quickly and accurately your case can be addressed. When submitting a case, include as much relevant detail as possible, such as:

- What you were trying to accomplish
- What happened versus what you expected to happen
- Replication steps (who, what, when, where)
- Example student(s), if applicable
- Specific error messages or screenshots
- Impact and urgency
- Any deadlines or time-sensitive requirements

Providing complete and specific information helps us review, route, and respond to your request more efficiently. See the example below for guidance on submitting a well-written request.

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. Authorized Contacts at multiple districts may use the dropdown to select the proper district.	All

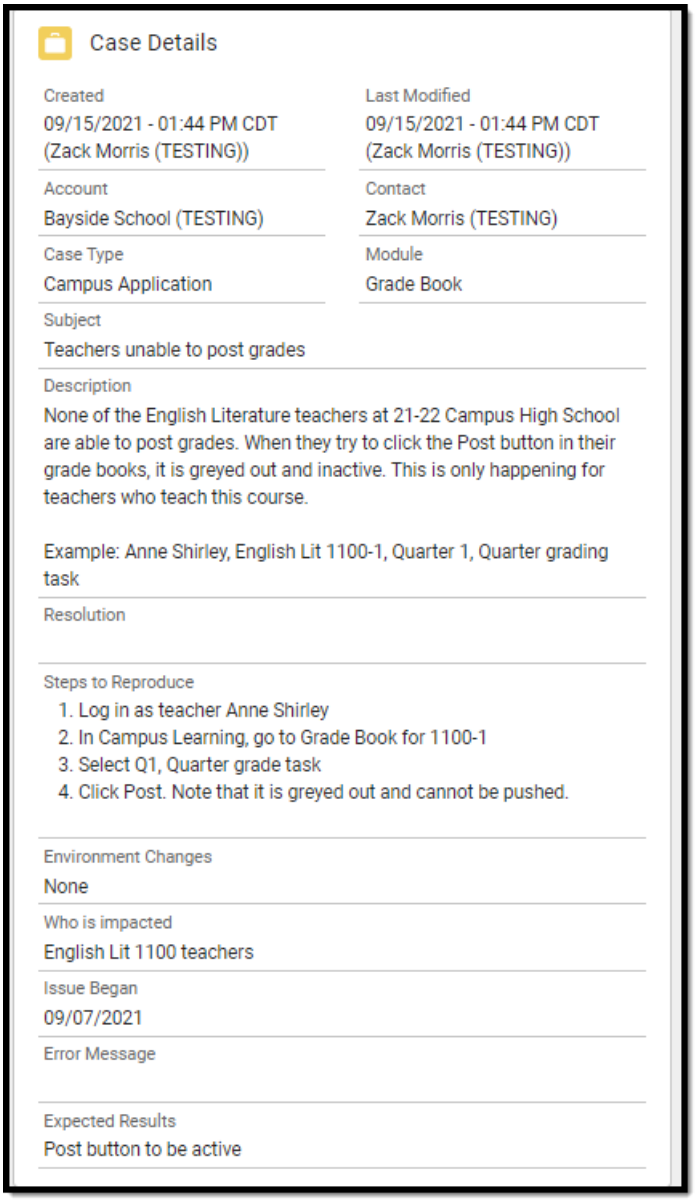
Field	Definition	Displays on Case Types
Contact	Indicates the contact who is reporting the issue. This field defaults to the user entering the case. Authorized Contacts may submit a case on behalf of other Authorized Contacts at their district. Use the dropdown to select another contact name.	All
Priority	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 is 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-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

Field	Definition	Displays on Case Types
Error Message	Copy/paste the error message instead of sending a screenshot. Here's why: • Searchable: Easier to find solutions in docs or online. • Shareable: Others can copy it into tools or code. • Accessible: Works with screen readers and translations. • Efficient: Smaller, faster to send and store. 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.	Application Issue Report an Outage Server Issue
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

Field	Definition	Displays on Case Types
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
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.	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 Authorized Contact has included answers to the questions, and investigation can begin right away. Next, learn about managing support cases.



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

Notifications in the Support Portal

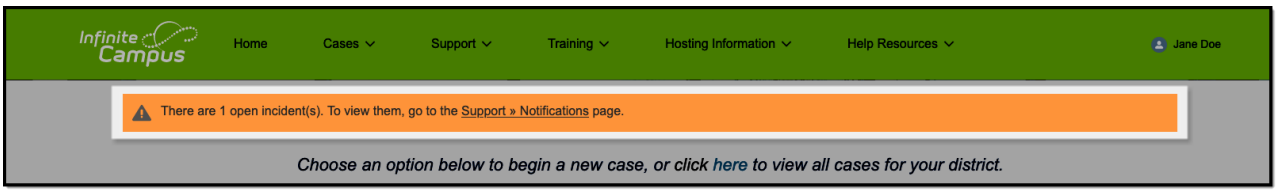
The **Notifications** feature keeps Authorized Contacts informed about service interruptions, known issues, and upcoming maintenance that may impact their district.

Notification Types

Active Incidents

When there is an active outage or incident, an **orange banner** will appear at the top of the Support Portal, directly below the header.

Example:

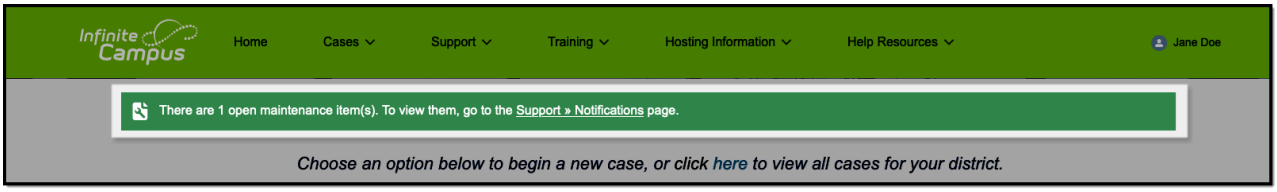


Selecting the banner displays additional details about the issue, including current status updates and information from the investigation team.

Planned Maintenance

Scheduled maintenance notifications are displayed in a **green banner**. These notices are generally posted at least two weeks in advance to provide districts with adequate notice of upcoming system maintenance.

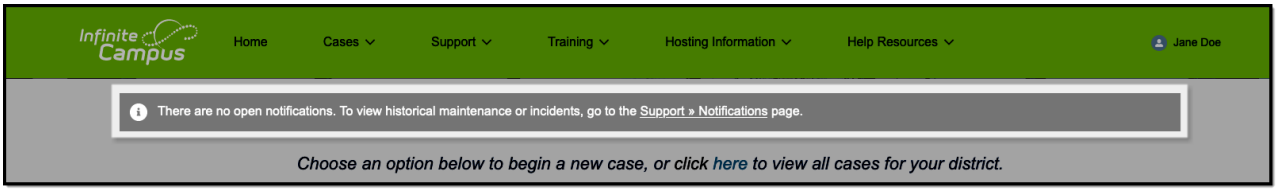
Example:



No Active Notifications

When there are no current incidents or maintenance notifications, a **gray banner** will appear indicating that there are no open notifications.

Example:



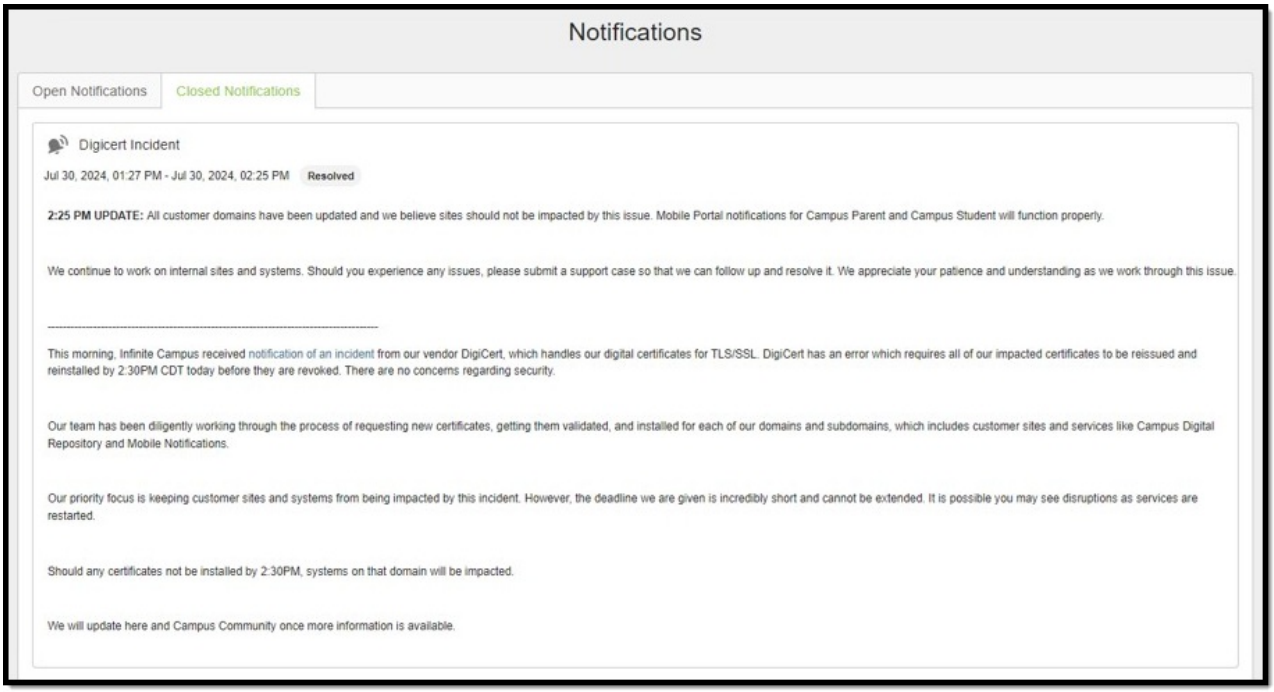
Viewing Notification Details

Each notification banner includes a link to the **Support > Notifications** page, which can also be accessed from the **Support** dropdown menu.

The Notifications page provides:

- Detailed information about active incidents and maintenance activities
- Status updates and progress reports during ongoing investigations
- Access to previously published notifications through the **Closed Notifications** tab

To return to the Support Portal home page, select **Home**.



Why Notifications Matter

Status Notifications are designed to keep Authorized Contacts informed about known issues before a case is submitted. They provide visibility into ongoing investigations, planned maintenance, and service impacts that may already be affecting multiple districts.

If you are experiencing symptoms described in an active notification, we still encourage you to submit a case. Doing so helps Infinite Campus understand the scope and impact of the issue across districts. However, additional follow-up by phone is generally not necessary unless requested.

Additional Ways to Stay Informed

Notifications are available through multiple channels to help ensure timely communication:

- **Support Portal Notifications** for Authorized Contacts
- **Campus Community News and Announcements** for general customer communications
- **Email notifications** sent to Authorized Contacts when applicable

The Notifications page is hosted outside of the Infinite Campus network, allowing it to remain available even if Campus Community experiences an outage.

Our goal is to provide timely, transparent communication so districts can stay informed and plan accordingly during maintenance events and service incidents.