

Managing Support Portal Cases

Last Modified on 09/03/2025 10:21 am CDT

[Case Management Process](#) | [Case Search](#) | [Viewing and Communicating on Cases](#) | | [Manage Notification Recipients](#) | [Case Status Workflow](#)

Case Management Process

The case process begins when the [Authorized Contact](#) submits a problem or request that they were unable to address using the [self-service options](#) available on Campus Community (24/7 online portal).

1. Submit a Case

Authorized Contacts initiate support by submitting a case via the [Support Case Portal](#).

- Select the correct case type and indicate the module—this helps route your case to the appropriate team.
- Provide a detailed description of the issue - *"A problem well stated is a problem half solved"*
- Include [replication steps](#)
- Indicate urgency, impact, and due dates for time-sensitive issues.

All case activity is documented in the Support Case Portal. Authorized Contacts can communicate directly with the assigned advisor, and add comments or attachments on the case

Note: For critical issues, the Authorized Contact should follow up with a phone call after submitting the case.

2. Case Review & Troubleshooting

An initial review of each issue is done to determine the potential for immediate and future customer impact. An impact assessment can include, but is not limited to, consideration of the following:

- Level of disruption to customer workflow
- Inability to perform daily functions
- Existence of a viable workaround
- Multiple schools/districts are affected by the issue
- Multiple users are directly impacted

3. Case Escalation Guidelines

Our escalation process is designed to be transparent and customer-focused, ensuring that Authorized Contacts are kept informed throughout the resolution journey. Our goal is to resolve cases without escalation. Approximately 70% of cases are successfully handled at the initial support level. If needed, a structured escalation path is followed, and a note is added to the case to notify the Authorized Contact.

- Product Defects:
 - Issues are replicated and tested across environments.
 - Confirmed defects are [linked to development for tracking](#), and the case status is updated to "Assigned to Development".
 - Once resolved, the case status is updated to "Available in Release." These corrections are also documented in our [Release Notes](#) and published on Campus Community for each release, ensuring clear and consistent communication.

Note: If a broader issue is impacting multiple districts, a [status banner](#) will appear in the Support Case Portal with updates and instructions.

4. Resolution & Pending Customer Verification

Once a solution is provided:

- A written resolution is documented in the case.
- The case status is updated to Pending Customer Verification.
- To confirm resolution, we follow a 3x10 follow-up process:
 - Three follow-up attempts are made within ten business days.
 - If no response is received by the tenth business day, the case will be closed.

5. Case Closure

When the issue has been resolved to the customer's satisfaction:

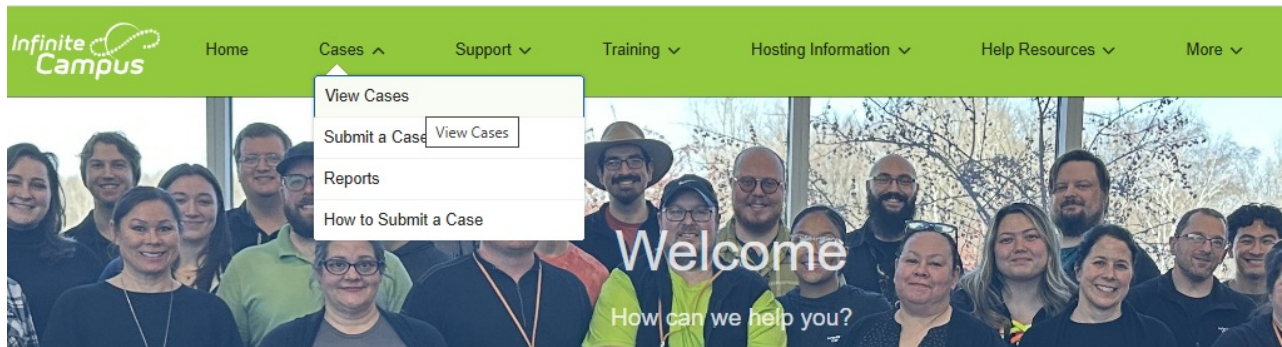
- The Authorized Contact is encouraged to [close the case](#) to confirm resolution.
- If additional assistance is needed after closure, the case can be reopened within 60 days.

Our goal is to ensure the issue is fully resolved to the customer's satisfaction—not simply to close the case.

Note: For case visibility - All Authorized Contacts within a district can view and comment on all cases for their district.

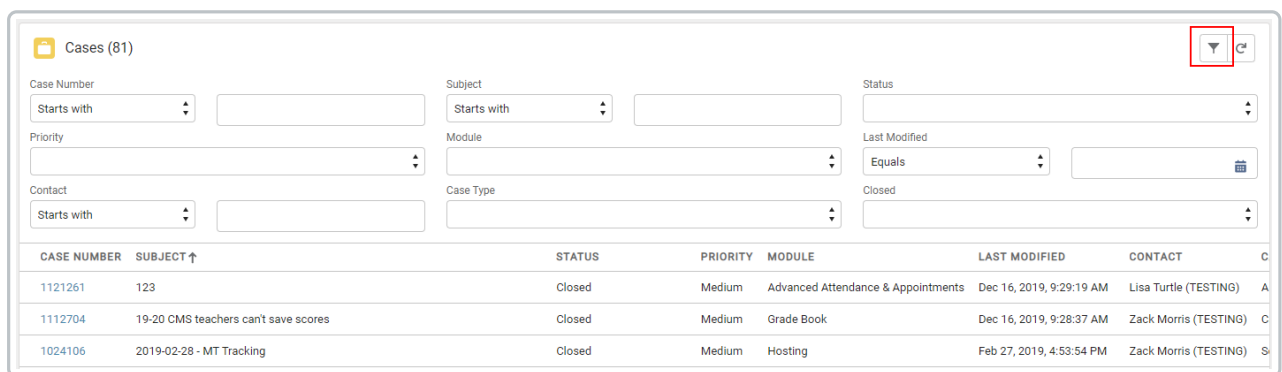
Case Search

The Support Portal provides Authorized Contacts access to view and post comments on all cases for their district. A list of all cases is presented by default when selecting **Cases > View Cases** from the dropdown list. Cases are sorted by **last modified date** and columns can be toggled to quickly sort by status, modified date, module, etc.



Displayed cases may be refined by clicking on the funnel icon to display filters. Using multiple filters will narrow the results, only returning entries that meet the requirements of each entered field. For example, searching for "Grade Book issues" (Subject) created by a selected contact will only return cases matching both of those instances, while only entering "Grade Book issues" in the Subject field will return issues entered by all users.

When available, use the dropdowns to further refine your search. For example, Subject may be filtered using Equals, Not equals, Starts with, Ends with, Contains, and Does not contain.



CASE NUMBER	SUBJECT ↑	STATUS	PRIORITY	MODULE	LAST MODIFIED	CONTACT	
1121261	123	Closed	Medium	Advanced Attendance & Appointments	Dec 16, 2019, 9:29:19 AM	Lisa Turtle (TESTING)	A
1112704	19-20 CMS teachers can't save scores	Closed	Medium	Grade Book	Dec 16, 2019, 9:28:37 AM	Zack Morris (TESTING)	C
1024106	2019-02-28 - MT Tracking	Closed	Medium	Hosting	Feb 27, 2019, 4:53:54 PM	Zack Morris (TESTING)	Si

The following fields are available.

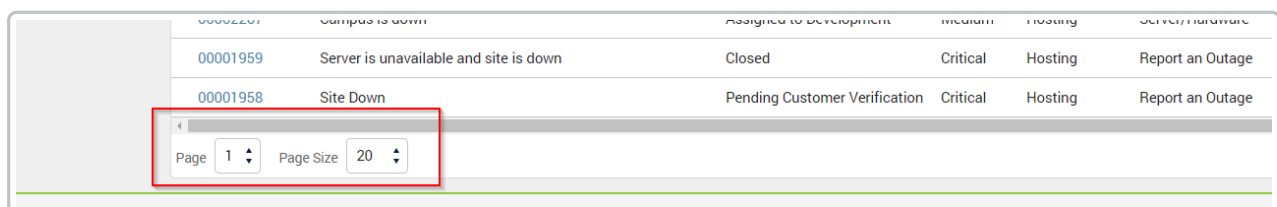
Option	Description
Case Number <i>Standard</i>	Enter the number assigned to the case when it was created.
Subject <i>Standard</i>	Enter the title of the case or a keyword that can be used to locate the case. Entering a phrase like "grade book issues" might not return results, but "grade book" will.

Option	Description
Status <i>Standard</i>	<p>Indicates the status assigned to the case. Also see the Case Status Workflow.</p> <p>Options are:</p> <ul style="list-style-type: none"> • New - case has been created but not yet assigned to a Campus support resource. • Assigned - case has been created and assigned to a Campus support resource. • Assist Request - case is pending the input of an internal Campus resource. • Pending Customer Input - case requires additional information from an Authorized Support Contact in order to seek resolution. • Pending Customer Verification - case resolution is awaiting final confirmation from the Authorized Support Contact. • Scheduled - action required to meet request has been scheduled to take place on a future date, such as a planned training. • Assigned to Development - case has been escalated for Campus Development to modify functionality in the product. • Closed - case has been resolved, meeting the needs of the user and marked as complete by your Campus support resource. • Available in Release - issue reported in the case has been developed and is available in a Campus Release Pack. • Re-Opened - previously closed case has been re-opened by the customer and is awaiting further assistance from a Campus support resource.
Priority	<p>Indicates the level of urgency associated with the case. Options are:</p> <ul style="list-style-type: none"> • Critical - Campus is not operational • High - Inability to perform a time-sensitive task • Medium - Usable, but functionality is affected • Low - Questions, advice and training-related issues
Module	Selected option relates to the area of Campus where the issue is occurring.
Case Type	<p>Selected option indicates the type of case that was entered. Options are:</p> <ul style="list-style-type: none"> • Ask a Question • Application Issue • Data Restore • Modify Support Contacts • Report an Outage • Server/Hardware • Server Access • Request Training • Request Consulting • Request Technical Services <p>The category on a case is automatically populated based on the screen the case is completed.</p>
Contact	The Authorized Support or Technical Contact assigned to the case.

Option	Description
Last Modified	Date that the case was last updated or last communicated on.
Account	Name of the district that submitted the case.

Search Results

The number of Results returned is displayed at the top of the Cases window. The number of cases returned per page is automatically set to 20. This number can be changed by updating the Page Size value that displays at the bottom of the cases list. When this value is changed, the number of pages also changes. Advance to a new page in the search results by choosing a new page number under the Page dropdown.

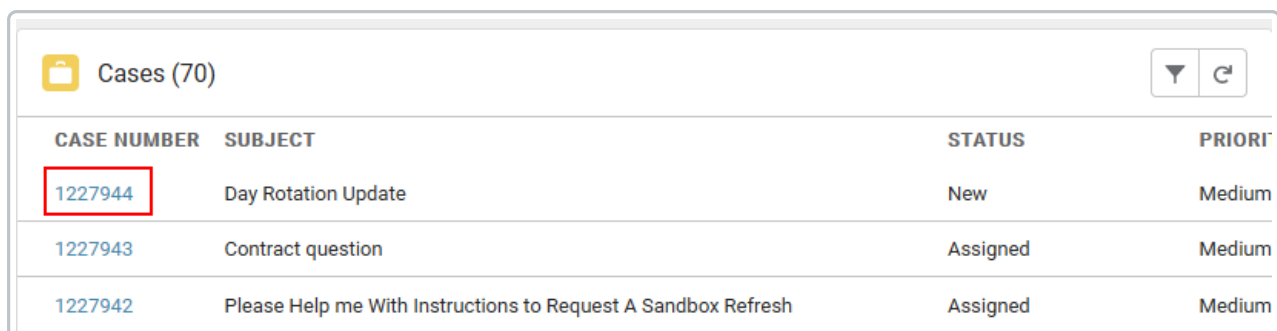


0000201	Campus is down	Assigned to Development	medium	Hosting	Server Hardware
00001959	Server is unavailable and site is down	Closed	Critical	Hosting	Report an Outage
00001958	Site Down	Pending Customer Verification	Critical	Hosting	Report an Outage


Page 1 Page Size 20

Viewing and Communicating on Cases

Clicking on a **Case Number** will open it to view, add attachments, communicate with Support, or close.



CASE NUMBER	SUBJECT	STATUS	PRIORITY
1227944	Day Rotation Update	New	Medium
1227943	Contract question	Assigned	Medium
1227942	Please Help me With Instructions to Request A Sandbox Refresh	Assigned	Medium



Case

1227963

Close This Case X

Priority

Medium

Status

New

Assigned To

Implementation

Last Modified

09/15/2021 - 01:37 PM CDT

Post


Share an update...

Share

Sort by:

Most Recent Activity

Search this feed...




Zack Morris (TESTING) (Customer) updated this record.

Just now


Case Owner

Zack Morris (TESTING) to Implementation




Zack Morris (TESTING) (Customer) created this case.

Just now



1227963

View more details



Case Details

Created

09/15/2021 - 01:37 PM CDT (Zack Morris (TESTING))

Last Modified

09/15/2021 - 01:37 PM CDT (Zack Morris (TESTING))

Account

Bayside School (TESTING)

Contact

Zack Morris (TESTING)

Case Type

Module

Ask a Question

Calendar (terms, periods, days)

Subject

Snow Day


Description

How do I add a snow day to the calendar?

Resolution

Location within Product

System Admin > Calendar > Calendar > Days




Attachments (0)

Upload Files

Upload Files

Or drop files

The top panel of a case displays important information including its Case Number, Priority, Status in its life cycle, who the case is assigned to, and its last modified date. Cases may be closed (or re-opened) using the button at the top.



Case

1227944

Close This Case X

Priority

Medium

Status

New

Assigned To


Implementation

Last Modified

06/30/2021 - 9:34 AM CDT

Case Details on the right side of the screen includes the information provided at the time of case creation, and/or case qualification information added by Support.

All attachments (added by the district or Infinite Campus) display in the Attachments area for easy access. Click on the text **Attachments** to expand the box and view additional details.


Case Details

Created

06/30/2021 - 9:34 AM

CDT (Zack Morris (TESTING))

Last Modified

06/30/2021 - 9:34 AM

CDT (Zack Morris (TESTING))

Account

Bayside School (TESTING)

Contact

Zack Morris (TESTING)

Case Type

Ask a Question

Module

Calendar (terms, periods, days)

Subject

Day Rotation Update


Description

When we created our Calendar and Days, we set up an A/B rotation. However, Campus Middle School decided they want to do an A/B/C rotation 3 days after school started. How can we change this without affecting data?


Resolution

Location within Product

Index > System Admin > Calendar > Calendar > Days


Attachments (0)

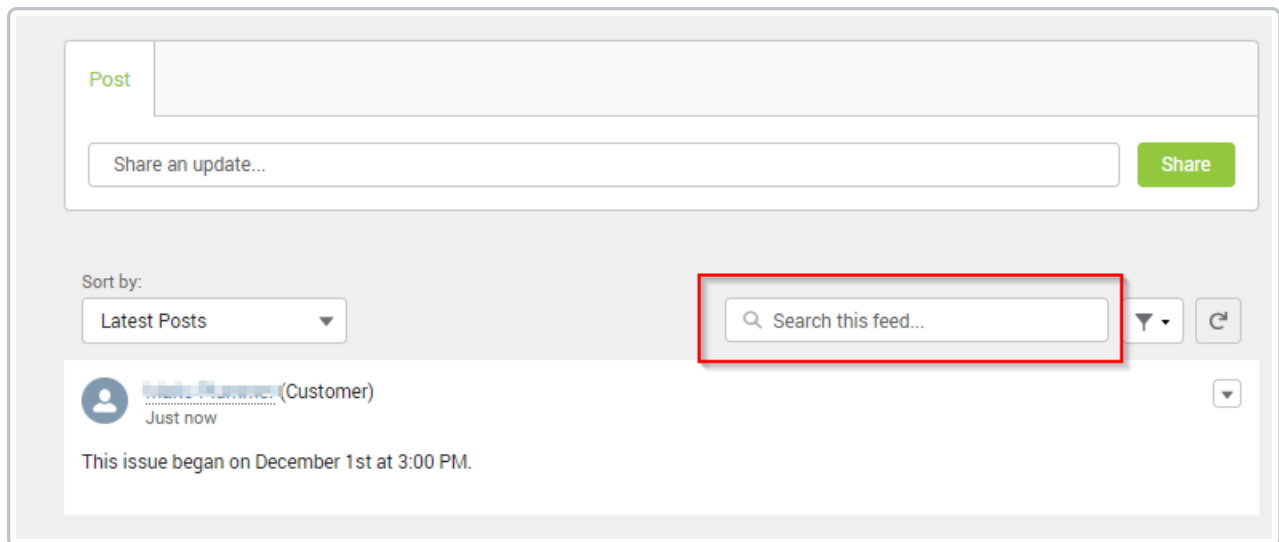
Upload Files



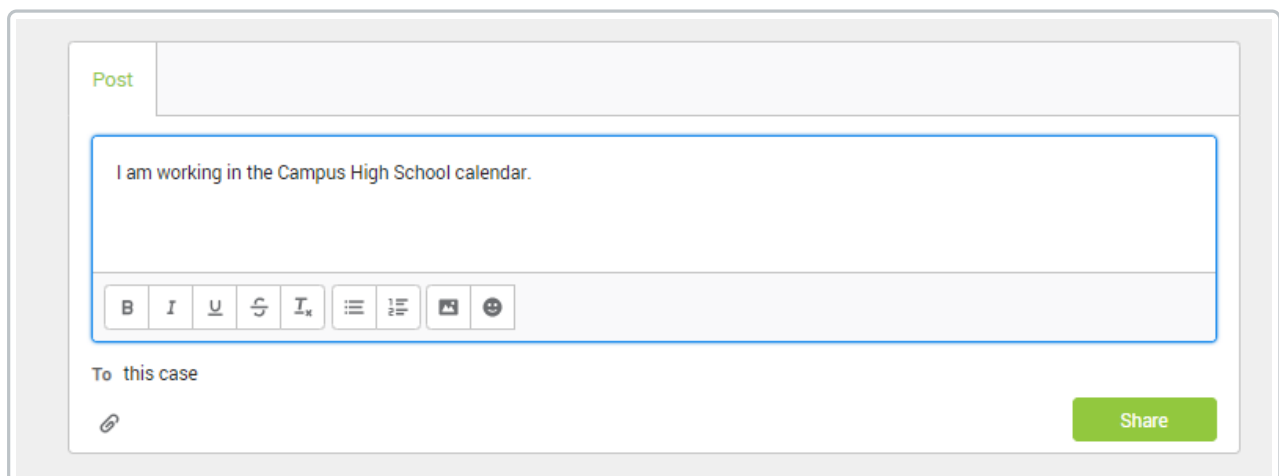
Upload Files

Or drop files

Written case communications between Authorized Contacts and Infinite Campus are called **Posts**. Posts display in the case's **Feed** with the most recent at the top. Posts may be searched using the "Search this feed" box.



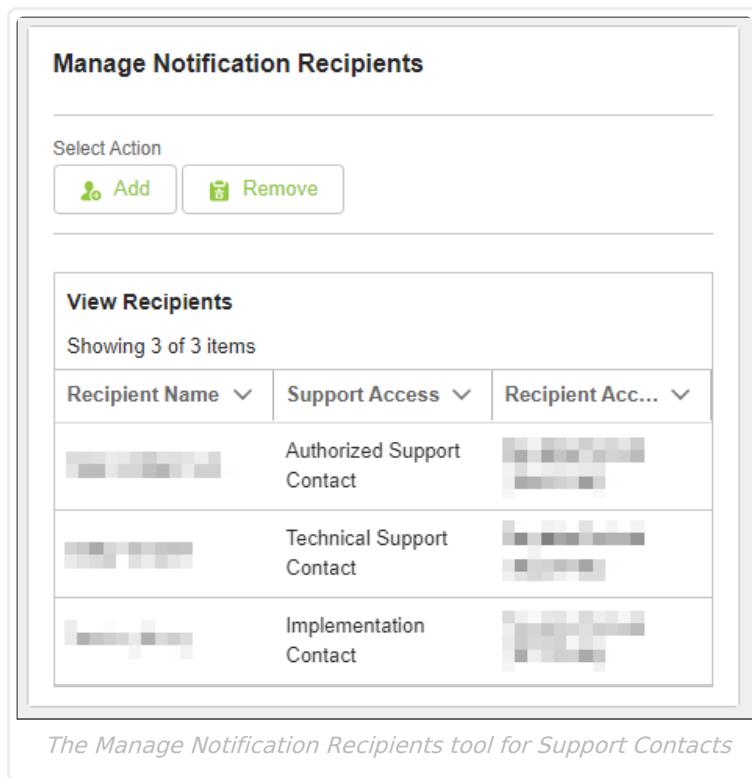
To add a Post to a case, click into the Post box that says "Share an update". An editor box will appear. Type your message into the editor and hit Share to submit. Note that you may format your text, add bullets or numbers to your steps, or add saved images directly into your Post. The paperclip icon may also be used to attach files to your post. Up to 10 attachments can be added at the same time. Max file size is 15MB.



Manage Notification Recipients

The Manage Notification Recipients tool allows districts to manage who receives notifications on a case. All Authorized contacts (Support, Technical, and Implementation) who have access to modify cases can see this tool and be added or removed as a recipient. Read-Only contacts can also see this tool, but they can only add or remove themselves as a recipient.

The Manage Notification Recipients tool for Support Contacts :



To add a Contact as a notification recipient:

1. Click **Add**.
2. From the contacts list, select which contact(s) to add and click **Next**. Non-contacts and Read-Only contacts are not listed. If the district would like to create a new contact, select the **Modify Support Contacts** link to submit a case.
3. Confirm the contact(s) to add and click **Next**.
4. Once the contacts have been added successfully, click **Finish**.

To remove a Contact as a notification recipient:

1. Click **Remove**.
2. From the contacts list, select which contact(s) to remove and click **Next**. The case owner cannot be removed as a notification recipient and will not be listed as an option.
3. Confirm the contact(s) to remove and click **Next**.
4. Once the contacts have been successfully removed, click **Finish**.

The Manage Notification Recipients tool for Read-Only Contacts:

Notification Recipients

Available Actions

 Add me to notifications on this case

Showing 2 of 2 items

Recipient Name	Recipient Account
[Redacted]	[Redacted]
[Redacted]	[Redacted]

The Manage Notification Recipients tool for Read-Only Contacts.

To add or remove a Read-Only Contact as a notification recipient, click **Add me to notifications on this case** or **Remove me from notifications on this case**.

Case Status Workflow

The following workflow demonstrates how a case moves through our system based on the **Status** of the case.

