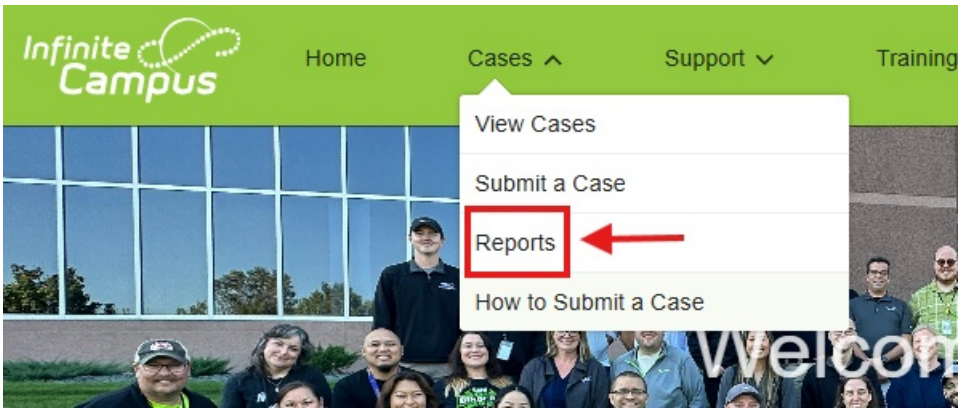
Reports (Cases)

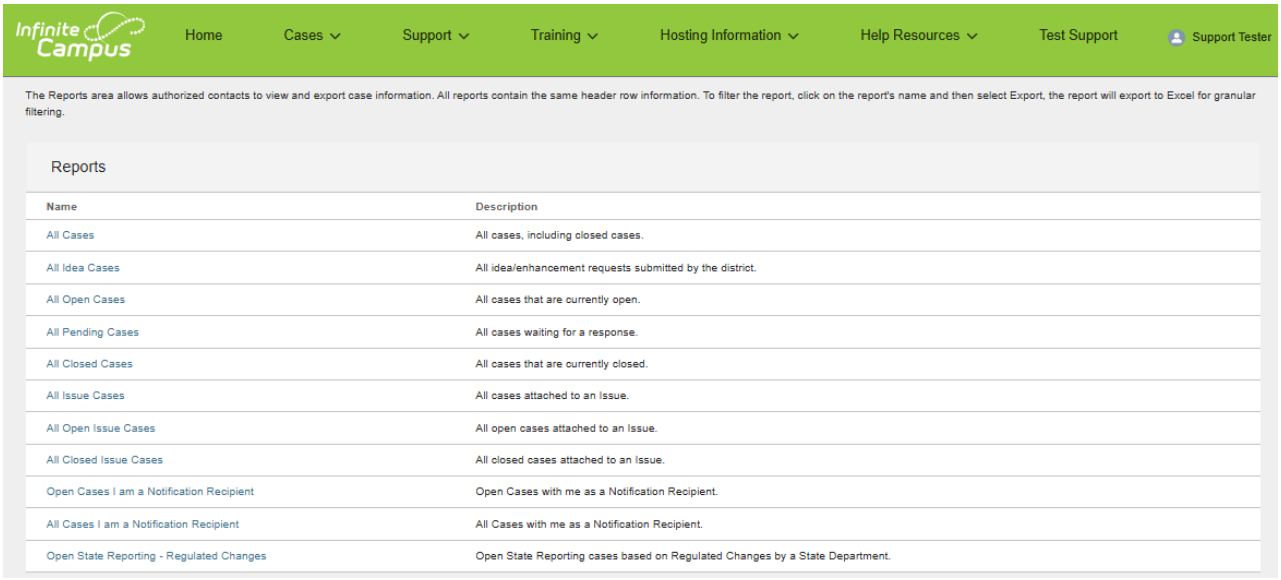
Last Modified on 09/16/2026 2:52 pm CDT

The **Reports** area allows Authorized Contacts to view and export case information. This is found under Cases > Reports.



The following reports are available:

- **All Cases** - All district cases, including Closed.
- **All Idea Cases**- All cases submitting enhancement requests.
- **All Open Cases** - All district cases that are currently Open.
- **All Pending Cases -** All cases waiting for a customer response including Pending Customer Input and Pending Customer Verification.
- **All Closed Cases** - All district cases that are currently Closed.
- **All Issue Cases -** All cases attached to an issue ticket.
- **All Open Issue Cases** - All open cases attached to an issue ticket.
- **All Closed Issue Cases** - All closed cases attached to an issue ticket.
- **Open Cases I am a Notification Recipient** - Open Cases with me as a Notification Recipient.
- **All Cases I am a Notification Recipient** - All Cases with me as a Notification Recipient.
- **Open State Reporting - Regulated Changes** - Based on regulated changes by a State Department. Available for State customers.



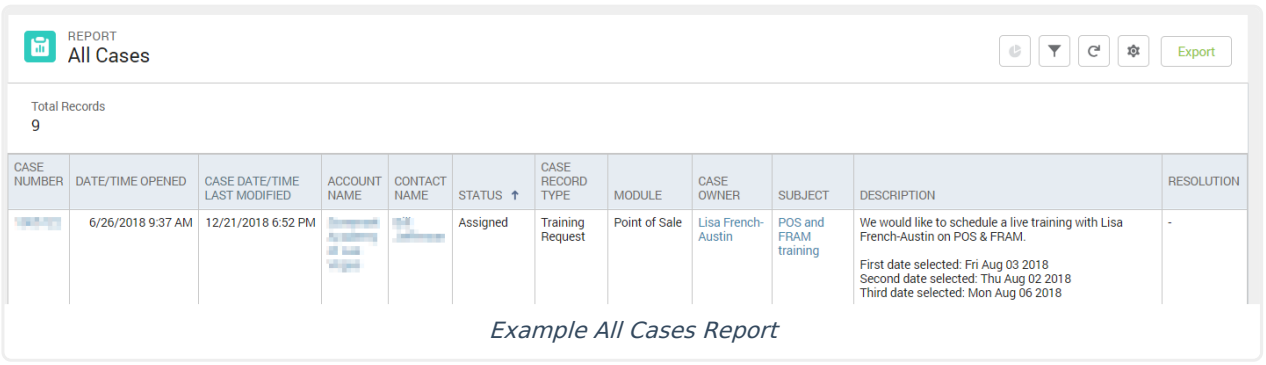
Report Layout

Click on a report's name to view it. All reports contain the same headers by default.

Header	Description
Total Records	Displays the number of cases included in the report.
Case Number	Unique identifier assigned to the case. Click the case number to open the full case record.
Date/Time Opened	The date and time the case was originally submitted.
Case Date/Time Last Modified	The date and time the most recent update was made to the case.
Account Name	The district associated with the case.
Contact Name	The Authorized Contact associated with the case.
Status	Indicates the current stage of the case within its lifecycle.
Case Record Type	Classifies the type of request or issue. For example, *Ask a Question or Application Issue*.
Priority	Indicates the urgency of the case: Low, Medium, High, or Critical. *Critical priority is reserved for service outages*
Module	The specific Infinite Campus product area or functionality related to the case.
Case Owner	The Infinite Campus resource currently responsible for working the case.
Subject	A brief title or summary of the case.
Description	Details of the question, issue, or request submitted by the customer.

Header	Description
Resolution	The answer, solution, corrective action, or summary of work performed to address the case.

Tip: Click either the **Case Number** or **Subject** to open and review the complete case history.



Example All Cases Report

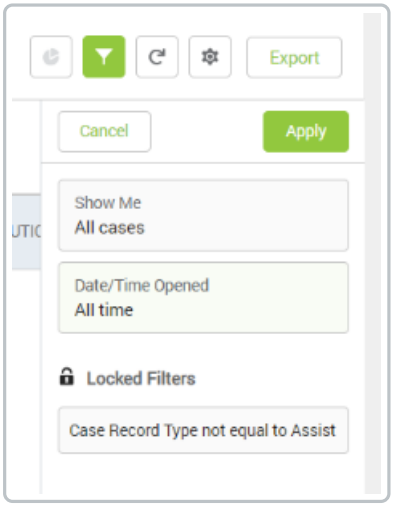
Filters

Use filters to narrow report results based on specific criteria, such as case details or the date and time a case was opened. Some filters may be preconfigured and locked to ensure report consistency.

Tip: If you need more advanced filtering, sorting, or analysis, export the report and use Microsoft Excel.

Update Filters

1. Click the **Filters** (funnel icon) button.
2. Select the filter to adjust.
3. Use the available dropdown menus to choose the desired criteria.
4. Click **Apply.**
5. Click the **Filters** button again to close the filters panel.



Exporting Reports

Reports can be exported in one of two formats depending on your reporting needs.

- **Formatted Report** - Exports the report as it appears in the Portal, including headers, groupings, and filter details. Exports in Excel Format .xlsx.
- **Details Only** - Exports only the detail rows. Use this to do further calculations or upload to another system. Exports in Excel Format .xlsx, or as Comma Delimited .csv.

Export a Report

1. Click **Export**.
2. Select either **Formatted Report** or **Details Only**.
    - The selected option will be indicated by a green checkmark
3. If **Details Only** is selected, choose the desired file format (**.xlsx** or **.csv**) from the dropdown menu.
4. Click **Export** to generate and download the file.

5. **Tip:** Use **Details Only** when you need to create pivot tables, perform calculations, apply advanced Excel filters, or combine report data with information from other sources.

