Reporting and Viewing Issues

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Application Issues

What Is an Application Issue?

An application issue occurs when Infinite Campus functionality does not align with documented product behavior. **Campus Community** documentation serves as the official source of truth for how the system is designed to work.

If system behavior differs from what is documented, it may indicate a defect that should be reported.

> **Note:** Not all submitted requests result in product changes. Requests that reflect desired functionality (rather than misalignment with documented behavior) are reviewed but may not be prioritized or implemented.

Defect vs. Enhancement Request

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- **Application Issue (Defect):** The system is not functioning as documented.
- **Enhancement Request:** The system is functioning as designed, but different or additional functionality is desired.

Example:

Defect: A user enters valid information and clicks **Save**, but the record is not saved even though Campus Community documentation indicates it should be.

Enhancement: The record saves successfully as documented, but you would like the system to automatically populate additional fields during the save process.

What Is Not Considered an Application Issue?

The following are generally not considered application issues:

- Configuration questions.
- How-to or process guidance requests.
- Training requests.
- Product enhancement requests.
- Data correction requests.
- Local district configuration or security settings.
- Custom reports, tools, or integrations not maintained by Infinite Campus.

If you're unsure whether your situation is an Application Issue, submit a case and we'll help

determine the appropriate case type.

Before You Submit a Case

Please verify:

- Campus Community documentation has been reviewed.
- Configuration settings have been validated.
- User rights and permissions have been confirmed.
- The behavior can be reproduced.
- The issue is occurring in the expected Campus version or environment.

Completing these checks may help resolve the issue more quickly.

How to Report an Application Issue

To ensure your case is routed correctly for investigation:

- Select **“Application Issue”** when creating your case.
- Provide clear, complete details to help us accurately assess the behavior.
- Include all relevant examples and supporting materials.

Required Information

- **Description**
  - What you were trying to do
  - What actually happened
  - Any error messages or unexpected results
  - What you expected to happen (based on Campus Community documentation)
- **Steps to Reproduce**
  - Menu paths and actions taken
  - URL (if applicable)
  - Year, School, Calendar, Schedule Structure
  - Example student(s), if relevant
  - Any specific data conditions (e.g., grade level, enrollment status)
  - Whether the issue occurs consistently or intermittently
- **Environment Details**
  - Production or Staging
  - Version number (if known)
- **Supporting Materials**
  - Screenshots
  - Files or data samples
  - Error codes or logs
- **Impact**
  - Number of users or processes affected
  - Whether a workaround exists
  - Whether this blocks critical tasks (e.g., grading, attendance, reporting)

Tips for Faster Resolution

- **Confirm Expected Behavior**
  Review **Campus Community** documentation to ensure the reported behavior is not due to configuration, security rights, or process differences.

- **Be thorough and specific**
  Detailed information helps reduce follow-up questions and allows for faster investigation and resolution.

- **Submit separate cases for separate issues**
  Creating separate cases improves tracking, investigation, and communication.

- **Call out urgency when applicable**
  Clearly note if the issue is time-sensitive or blocking critical work.

What Happens Next?

After your case is submitted:

1. Support reviews the reported behavior.
2. Additional information may be requested.
3. The issue is reproduced and validated.
4. If confirmed, the case is linked to a Development issue.
5. Development evaluates, prioritizes, and schedules work as appropriate.

Not all issues can be scheduled immediately, and timelines vary based on complexity, impact, and release planning.

Case vs. Issue

Understanding the difference can help clarify status updates.

- A **Case** is the support record used to communicate with Infinite Campus.
- An **Issue** is the underlying product defect tracked by Development.

Multiple customer cases may be linked to the same Issue when they are reporting the same behavior.

Issue Progress and Resolution

When your case is confirmed as an application issue:

- The case status updates to **Assigned to Development.**
- The case is associated with an official issue tracking number.
- An **Issue box** will appear in the lower-right corner of your case, providing additional details.
- If a workaround is available, it will be documented in the Issue box or communicated by Support whenever possible.

To view all reported issues for your district, within your Case Portal, go to:

Assigned to Development

The **Assigned to Development** status means the issue has been validated and entered into the development tracking system for further analysis and prioritization.

This status does not necessarily mean a fix has been scheduled or is actively being developed.

Issue Box Details

The Issue box includes:

- **Key**: Issue tracking number
- **Status**: Current stage in the development cycle
- **Priority**: Determined by Development based on impact and scope
- **Fix Version**: Planned release version (if applicable)
- **Resolution**: How the issue is addressed
- **Summary**: Description of the issue
- **Workaround**: Alternative solution, if available
- **Release Notes**: Documentation reference and resolution details

How Issues Are Prioritized

Issue priority is determined by Development based on multiple factors, including:

- Scope of impact
- Number of affected districts
- Severity of operational disruption
- Availability of workarounds
- Data integrity concerns
- Regulatory or compliance requirements
- Technical complexity and feasibility

Report volume alone does not determine priority.

> **Important:** Development prioritization is based on overall impact, feasibility, and release planning. Not all reported items will result in immediate or upcoming fixes.

Timelines & Communication

Investigation and resolution timelines vary depending on complexity, impact, and release schedules.

Authorized Contacts receive email notifications when:

- The case is linked to an issue and status changes to **Assigned to Development**
- A fix becomes available and the case status changes to **Available in Release**

You can monitor progress through:

- The Issue box within the case
- Release Information and Release Notes

> Due to the volume and complexity of issues under investigation, progress updates may not be available. Status changes and release information will be communicated through the Case Portal and case notifications.

Issue Resolution

When a fix is delivered in a Campus release:

- The case status updates to **Available in Release**, indicating the fix has been included in a Campus release.
- The Issue status updates to **Closed.**
- The Issue details identify the release version containing the fix.
- Release notes provide additional information regarding the resolution.

If additional questions remain after reviewing the release information, please reopen your case and add a note with your questions.