

# Reporting and Viewing Issues

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## Application Issues

Issues occur when Infinite Campus functionality does not match the documented software product requirements. The [Campus Community](#) documentation is the official source of truth for how the product should work. If you notice that system behavior differs from what is described in Campus Community, this may indicate an application issue.

## How to Report an Issue

If you encounter a problem where Infinite Campus functionality does not align with documented requirements, report it using the **Application Issue** option when creating a case. This ensures the issue is routed correctly for investigation and resolution.

### Steps to Report an Issue

- **Select “Application Issue”** when creating your case.
- **Provide a detailed Description**, including:
  - What you were trying to do.
  - What happened.
  - Any error messages or unexpected behavior.
  - The expected behavior (based on Campus Community documentation).
- **Include specific Replication Steps**:
  - Menu paths and buttons clicked.
  - URL.
  - Year, School, Calendar, Schedule Structure.
  - Example Student, if applicable.
  - Any specific data conditions (e.g., grade level, enrollment status).
  - Note if the issue occurs consistently or intermittently.
- **Specify the Environment**:
  - Indicate whether the issue occurred in Production or Staging.
  - Include the version number, if applicable.
- **Attach Supporting Materials**:
  - Screenshots of the issue.
  - Any relevant files or data examples.
  - Logs or error codes (if available).
- **Add Impact Details**
  - How many users or processes are affected?
  - Is there a workaround?
  - Does this block critical tasks (e.g., grading, attendance, state reporting)?

### Additional Tips for Faster Resolution

- **Confirm Expected Behavior**

Review **Campus Community** documentation before submitting a case to ensure the issue is not due to configuration or process differences.

- **Provide Complete Details**

The more information you include, such as replication steps, screenshots, and environment details, the faster we can investigate and resolve your issue. A problem well stated is a problem half-solved.

- **Create Separate Cases for Different Issues**

If you encounter multiple issues, submit a separate case for each. This ensures accurate tracking and prevents delays, as each issue may require its own resolution path.

- **Indicate Urgency for Time-Sensitive Issues**

If the issue is urgent or blocking key processes, clearly state this in your case description. This helps prioritize your case appropriately.

## Issue Progress and Resolution

When your case is confirmed as a development issue:

- The case status will change to **Assigned to Development**.
- An **Issue box** will appear in the lower-right corner of the case screen, providing real-time updates as the issue moves through the development cycle.

The screenshot shows a 'Issue' screen with the following details:

Issue	
Key	SIS-130376
Priority	Low
Resolution	In Release
Summary	Portal Usage Report is not displaying the average weekly logins
Workaround	
Release Notes	+Portal Usage Report - Average Logins+ (SIS-130376) Previously, the average weekly logins column of the Portal Usage Report was not displaying correct results. This has been corrected.
Article(s)	Portal Usage Report
Path:	System Administration > Portal > Reports > Portal Usage

- The Issue box only appears on cases linked to an official issue tracking number.
- To view all reported issues for your district, within your Case Portal, go to Cases>[Reports](#) and run the **All Open Issue Cases** report.

## Issue Box Details

The Issue box includes:

- **Key:** Issue tracking number.
- **Status:** Current phase in the development cycle.
- **Priority:** Development-determined precedence.

- **Fix Version:** Campus version where the fix will be released.
- **Resolution:** How the issue was resolved.
- **Summary:** Description of the issue.
- **Workaround:** If available, an alternative way to complete the task.
- **Release Notes:** Documentation reference and resolution details.

## Expected Timeframes

- **Investigation:** The time required to investigate an issue varies based on its complexity.
- **Development:** Once confirmed, development timelines are determined by priority and scheduled release cycles.

## Communication Updates

Authorized contacts will receive email notifications when:

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

You can monitor updates in the **Issue box** on your case screen and stay in the loop by reviewing [release information](#).

## Issue Resolution

When the fix is deployed in a Campus version update:

- The case status changes to **Available in Release**.
- The Issue box section updates to **Closed**, displaying the Campus version where the fix was released.
- Resolution details will include the issue number and release version.