

# Authorized Technical Contact

Last Modified on 04/07/2025 7:53 am CDT

[←Go Back](#)

## Overview

In addition to the responsibilities of the [Authorized Support Contact](#), **Authorized Technical Contacts** serve as points for Infinite Campus products and technical issues. They submit cases about end-user questions and issues and are a point of contact for the Campus Managed Services team. Each district may designate one Technical Contact. Limiting the number of Technical Contacts prevents duplicate requests and allows for better system management. It is highly recommended that this contact completes Infinite Campus Fundamentals and participates in available training to stay current on the latest Campus enhancements.

Authorized Technical Contacts specifically discuss and resolve issues relating to:

- Server configuration and error logging
- Campus [update requests](#)
- Firewall
- Local network configurations
- Customer connectivity
- Tomcat
- ODBC connections
- Other technical-related matters

The Technical Contact also manages the district's Sandbox and Staging sites (if applicable). Technical contacts at Campus Cloud Choice districts may also request Campus version updates. Requests for sandbox and/or version updates may be performed via the [Update Requests](#) tool.

## Articles

- [Viewing and Communicating on Cases](#)
- [Case Submission](#)
- [Viewing Issues](#)
- [Closing and Re-opening Cases](#)
- [Reports](#)
- [Working With Support](#)
- [Sandbox Refresh](#)
- [Requesting a Campus Version Update](#)
- [Troubleshooting Campus](#)
- [Account and Contact Information](#)

## Security

Authorized Contacts are established to protect your district's software, data, and student privacy. They are the only staff members authorized to submit questions, issues and requests to Infinite Campus Support.

## Unauthorized Access

- Any individual who is not an Authorized Contact will be directed to contact their district's

authorized contacts.

- However, in emergencies, Campus Support may initiate and qualify a case with the unauthorized contact on an exception basis. The case will subsequently be transitioned to an authorized contact within the district.
- If an Authorized Contact needs to involve another staff member who is not an authorized contact in a support call, they must coordinate the meeting and be present throughout the conversation.
- For security reasons, Authorized Contacts must not share their Campus Community login credentials or encourage non-authorized individuals to contact Infinite Campus without their presence.

## **Inactivity and Account Deactivation**

To maintain security and proper access control, Authorized Contact accounts that remain inactive for 180 consecutive days are flagged for deactivation. An account is inactive if the user has not logged into the Support Case Portal or performed any case-related activities within this timeframe.

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