Working With Support

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Overview

Support is available for current and prior versions of Infinite Campus, provided your platform meets minimum operating requirements and your request falls within our Scope of Support. Every Campus site is unique, and so is every support request. Our team investigates each case individually to provide solutions that align with your specific configuration and needs. In some cases, if a fix has already been released, Support may recommend updating to the latest Campus version.

Support Teams & Expertise

Campus Support

At Infinite Campus, our Support team is more than just a help desk; we are dedicated problem solvers committed to doing the right thing for our customers. Located at our national headquarters in Blaine, Minnesota, we work directly with Authorized Contacts through our secure Support Case Portal or toll-free number. Our team brings product expertise, dedication, and a customer-first mindset to every interaction. Watch a short video introduction to our Campus Support team.

Here's what you can expect when working with Campus Support:

- Collaboration via our secure Support Case Portal or toll-free number.
- Virtually no hold times, no scripts - just real conversations with real people.
- Expertise across key product areas like grade book, scheduling, attendance, online registration, point of sale, and state reporting.
- Relationship-focused service that prioritizes collaboration and long-term success.
- Transparency and communication through every step of the support process.

Support is a Career at Infinite Campus

With an average tenure of over seven years, our team brings product knowledge and a passion for helping customers succeed. We invest in professional development, holding certifications in:

- Infinite Campus Product Fundamentals
- Campus Customer Service Certification
- HDI Industry Certification – *HDI is a worldwide certification that verifies our support professionals possess the knowledge and skills required to provide quality service and support.*

Campus Support Availability

- **Business Hours**: Monday–Friday, 6:00 a.m. – 6:00 p.m. CT
- **24/7 Managed Services Support**: Available for system outages
- **Observed Holidays**: New Year's Day, Memorial Day, Juneteenth, Independence Day, Labor

Day, Thanksgiving (and the following day), Christmas Eve, and Christmas Day

Response Times

We prioritize responsiveness and quality. During business hours, our target response times are:

Priority	Response Time	Example
Critical	Within 1 business hour	System-wide outage or major functionality failure affecting all users.
High	Within 4 business hours	High-impact or time-sensitive issue affecting many users
Medium	Within 1 business day	Functionality is affected but usable, affecting a limited number of users
Low	Within 2 business days	General questions or advice

We Don't Just Close Cases: We Help Customers Succeed

Over 99% of critical cases receive a response within one business hour, while the average response time across all cases remains under four business hours. More than 75% of submitted cases are classified as medium priority. Callers to the support line experience an average wait time of less than 15 seconds, ensuring fast and efficient assistance.

Awards & Recognition

- *Best Service and Support Culture* – 2024, 2019
- *Best Service and Support Manager* – 2020
- *Best Service and Support Organization* – 2019, 2013

Partner Support

- Support is also available through our Channel and ESA Partners across the country, offering localized expertise and assistance.

How to Reach Campus Support

Campus Support collaborates directly with Authorized Contacts via our Support Case Portal or toll-free number to address issues and resolve complex inquiries. Authorized Contacts are designated to protect district and student data, ensuring secure and efficient communication.

If you're unsure who your district's Authorized Contacts are, please reach out to your Infinite Campus technical team or check your district's login page under the Help section.

Case Submission Process

The Support Case Portal is the primary channel for Authorized Contacts. It provides tools to:

- Submit and manage cases.
- Communicate directly with Infinite Campus
- View case history
- Access all cases submitted by your district

Instructions for submitting cases is available on Campus Community under Help > Support Resources.

Phone Support Process

For urgent issues, please submit a case first, then call to expedite the resolution. Our phone system uses the case number to route your call to the assigned case owner. If they are unavailable, it routes to another available Advisor.

Phone Menu Options

1. Press 1: Existing case
2. Press 2: Report a new case
3. Press 6: Add-on products - Food Service, Fees, FRAM, Online Payments, Finance, School Store, Activity Registration
4. Press 8: Report an outage (24/7 assistance for Campus Hosted customers)

Security is a Shared Responsibility

Protecting district and student data is one of our highest priorities. Working together helps ensure that sensitive information remains secure and accessible only to authorized individuals.

Security & Authorized Access

- Only Authorized Contacts may initiate or manage support cases.
- We do not provide private information or make site changes for unauthorized individuals.
- Any data change requests must be confirmed in writing by the Authorized Contact on the case.

Support Will Never Ask For:

- Passwords
- Multi-factor authentication (MFA) codes
- Authentication app approval requests

In rare situations, we may require account credentials for troubleshooting purposes. If access is absolutely necessary, we will only request credentials through a support case using an approved secure credential-sharing method.

If anyone claiming to represent Infinite Campus asks for passwords, MFA codes, or authentication approvals by email or phone, do not provide them and contact us immediately.

Support May Ask For:

- Case numbers

- Usernames (not passwords)
- Screenshots
- Error messages
- Student IDs
- Configuration information
- Written authorization from an Authorized Contact
- Business justification for data changes

To protect customer data, Authorized Contacts who call Support may be asked to submit their request in writing through a support case. This allows us to verify identity and authority before making configuration changes, processing data requests, or providing sensitive information.

Site Access & Data Handling

To troubleshoot and resolve issues, Campus Support may need to access your site directly through a dedicated SAML Single Sign-On (SSO) connection built into every Campus site. All Infinite Campus staff are FERPA-trained and committed to protecting district and student data.

This connection includes several security controls:

- **Phishing-resistant MFA** secures Support staff access.
- **Named accounts** for each Support team member using a standardized naming convention (for example, *campus-support-jane-s*), ensuring accountability and visibility.
- **Time-limited access** that is automatically disabled when not actively in use.

You can view this connection as “Single Sign-On - Helper” in your SAML SSO Service Provider Configuration tool. Support accounts will appear in User Account searches using the “campus-support-[first name]-[last initial]” naming convention.

Campus Support will not make data or configuration changes without written authorization from an Authorized Contact documented within the support case.

Security Reminders

- The toll-free Support phone number is provided exclusively to Authorized Contacts and is not published in online documentation. It is displayed when submitting an outage case through the Support Case Portal.
- Please do not share the Support phone number with unauthorized individuals.
- Account sharing and shared logins are prohibited. Each user must access the system using their own credentials.

Thank you for helping us protect the security and privacy of district and student information. Working together ensures we maintain a secure environment for everyone.

Customer Notification Process

We proactively notify our customers through email, Campus Community, and status notifications

to keep Authorized Contacts informed - often before a case is submitted. These updates include early awareness of known issues, investigation status, and relevant guidance.

If your district is experiencing similar symptoms to a known issue, we encourage you to submit a case. A follow-up phone call is not necessary. Submitting a case helps us accurately assess the scope and impact across districts, allowing us to respond more effectively and efficiently.

Staying Informed

- The Status Notifications page in the Support Case Portal is hosted outside the Infinite Campus network. Even if Campus Community is temporarily unavailable, you can still view updates via the Status Notifications page.
- Campus Community News and Announcements Forum to provide information about scheduled maintenance and ongoing incidents. These channels are available to both Authorized and non-Authorized Contacts.
- In some cases, email notifications about ongoing incidents may also be sent directly to Authorized Contacts.

Note: The Infinite Campus Support mailbox is a no-reply email address. Please reply within the Support Case Portal for any case-related communication.

Customer Satisfaction Surveys

At Infinite Campus, we are committed to delivering exceptional support, and your feedback plays a vital role in helping us achieve that. We use a customer satisfaction survey tool to gather insights from those we serve, intending to exceed a 95% satisfaction rate. We are proud to report an average satisfaction rate of over 98% since 2019.

How It Works

- A short, automated survey is emailed to Authorized Contacts when a case is closed.
- Every closed case is eligible to ensure a fair and balanced feedback loop, but no more than one survey is sent per customer every 30 days.

The survey takes just a moment to complete and lets you rate your experience in five key areas: Courtesy, Knowledge, Timeliness, Quality, and Overall Service.

If you prefer not to receive future surveys, you can easily opt out using the Opt-Out link included in the survey email.

Your Feedback Matters

Every survey response is reviewed and is used to:

- Recognize outstanding service
- Coach team members
- Continuously improve your experience

We also share high-level survey results on our corporate website, so you can see how we're doing.

Thank you for being an Infinite Campus customer. We're committed to doing the right thing and look forward to supporting you.