

Working With Support

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Infinite Campus Support

The Infinite Campus Support team is customer-focused and driven to serve by providing guidance, advice, and troubleshooting assistance to Authorized Contacts. We also work with Authorized Contacts to enable the district to set up and/or configure their own site by providing guidance and documentation. Authorized Contacts are provided with a free [Introduction to Support](#) training course to help them in their roles.

To help protect your data and your students, Support is available for Authorized Contacts in each district. If you need technical support and are not an Authorized Contact, please reach out to your district's Infinite Campus technical team.

Campus Support

We are located at Infinite Campus national headquarters in Blaine, Minnesota. Our team's background and experience comes from a variety of industries including K-12 education.

We are proud to be team certified through HDI, the leading services organization for IT and support center professionals. We have been the recipient of numerous HDI awards including:

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

Click [here](#) for a short video introduction to our team!

Partner Support

Support is also provided by Channel and ESA partners across the country. Their expertise at the local level is an added advantage. [Click here](#) to learn more about our partners.

Reaching Support

Support is available for Authorized Contacts. Please reach out to your Infinite Campus technical resource if you are unsure who these individuals are in your district.

Live phone support is available 6:00 AM-6:00 PM CST. We also offer 24/7 on-call hosting support in the event of an outage. For security, Authorized Contacts will be provided with our toll-free support phone number. Contacts calling in on an existing case will have the option to enter the number when calling Support; this will route the call to that case's assigned support resource if available.

Authorized Contacts may also submit a help case online at any time using our Portal. See

[Submitting Cases](#) for more info.

Infinite Campus observes the following holidays when live support will not be available (on-call hosting support is available on holidays):

- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Day

What to Expect from Support

Support is available for current and prior versions of Infinite Campus as long as your platform complies with minimum operating requirements and recommendations (see [Supported Platforms](#) for more info) and the request falls within our [Scope of Support](#). No two Campus sites are the same, so no two help requests are the same. We investigate each case so we can meet your district's unique needs. We view you as our partner as we work to gather details and troubleshoot each issue. For some reported issues, when a fix has already been provided by Development, Support may recommend that you take an update to the latest Campus version.

Security is of the utmost importance. When you call, Support will verify your information to make sure that cases are started with an Authorized Contact. We do not provide private information to or make site changes for non-authorized callers. Also, if a data change is requested of Support, we will verify the data request in writing with the Authorized Contact on the case to confirm their identity.

Support will access your site at the admin level to view and replicate issues. Our FERPA-trained staff take care when interacting with your data. We ask for written permission on the case before testing or making changes to your sites.

Support will also follow up with you to make sure that our solutions work before closing your case. We call this our "3 X 10" process: three follow-ups within ten business days. If we do not hear from you by the tenth day, we will close the case. However, if you have questions, please reach out and we will be glad to help further.

Campus Support Case Management Process

The Campus Support process begins when the Authorized Contact presents a problem or request that they were unable to address using the self-service options available on Campus Community (24/7 online portal). Campus Support utilizes an online case portal and phone support to assist Authorized Contacts.

1. The Authorized Contact submits a case via the Support Case Portal, detailing the issue,

replication steps, priority level, and due date if it is time-sensitive.

Note: For critical issues, the Authorized Contact should follow up with a phone call after submitting the case.

2. Campus Support will review the case and identify the issue type through troubleshooting and investigation.

3. Upon resolution, Campus Support provides a written explanation via the Support Case Portal and places the case in pending status for customer verification.

4. If resolved satisfactorily, the Authorized Contact should close the case.

5. If the Authorized Contact doesn't respond or close the case, Campus Support will attempt to reach them for 10 business days before closing the case.

Note: If the case is closed and unresolved, the Authorized Contact can reopen the case (within 60 days), providing additional details for further investigation.

6. All communications are recorded and tracked via the Case Portal. Authorized Contacts can communicate directly with the advisor assigned to their case.

7. All Authorized Contacts can access and comment on all cases for their district.

8. If there is an ongoing incident that may be impacting your district, a status notification banner in the Case Portal will provide information or further instructions.

Customer Communications Process

At Infinite Campus, we use email, Campus Community, and status notifications to proactively share important information with our customers. These communications are designed to keep Authorized Contacts informed—often before a case is submitted—by providing updates on known issues, including initial awareness and investigation status.

If your district is experiencing similar symptoms, 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 of the issue across districts.

Staying Informed:

- The Status Notifications page, located 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.

Please note: The Infinite Campus Support email inbox is not monitored. For questions or to

respond regarding a specific case, please log in to the Support Portal and reply within the case.

Thank you for being an Infinite Campus customer! We are committed to doing the right thing and look forward to working with you.

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. In 2024, we are proud to report an average satisfaction rate of over 98%.

How It Works

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

The survey takes just a moment to complete and allows you to 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.