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.

Security & Authorized Access

Security is a top priority. To protect your data and privacy:

- 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.

Site Access & Data Handling

To effectively replicate and troubleshoot issues, Support staff may access your site at the admin level. Please note that all Infinite Campus staff are FERPA-trained and committed to handling your data with the highest level of care and confidentiality.

Before any data changes are made to your site, written permission documented within a case from an Authorized Contact is required.

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.*

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

Behind every support case is a customer trying to accomplish something important. Our goal isn't simply to resolve cases; it's to understand challenges, provide solutions, and help our customers be successful. With a customer satisfaction rating of over 98%, we're proud to build relationships based on trust, expertise, and a genuine commitment to helping those we serve.

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

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 are available on Campus Community.

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

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

Security Reminder

- The toll-free support number is provided exclusively to Authorized Contacts and is not published online or in documentation. It is displayed when submitting an outage case via the Support Case Portal.

- Please do not share this number with non-authorized individuals.
- In some cases, we may request that a caller submit a written note on the case to verify identity and confirm authority for configuration or data changes.
- Login sharing is prohibited.

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.