

Working With Support

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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.

Support Teams

Support at Infinite Campus is customer-focused and driven to serve by providing guidance, advice, and troubleshooting assistance to Authorized Contacts. We 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

The Support team at Infinite Campus is dedicated to customer satisfaction and operates from our

national headquarters in Blaine, Minnesota. We are problem solvers, digging in to uncover issues and ensure the best outcomes for our customers. Through our secure case portal, we work directly with Authorized Contacts, providing full transparency into case details and seamless communication. Authorized Contacts can also reach us by phone, where they will experience virtually no hold times, no scripts, and a team that prioritizes relationships over transactions.

At Infinite Campus, a career in Support is more than just a job, it's a commitment. With an average tenure of over six years, our team brings deep expertise across key product areas, including grade book, scheduling, attendance, online registration, point of sale, and state reporting. Our focus is not just on closing cases; it is on delivering real solutions.

Our team is committed to delivering dependable, expert-level support through continuous professional development. We proudly hold credentials in the Fundamentals of Infinite Campus and maintain globally recognized HDI industry certifications. These achievements not only validate our technical expertise but also reinforce our dedication to providing consistently high-quality service and support.

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.

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.

Campus Support Hours

Monday-Friday from 6 a.m. - 6 p.m. Central Time.

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.

Campus Support Observed Holidays

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

New Year's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve, and Christmas Day.

Response Times

Campus Support understands the importance of responsive service and quality support and is committed to teamwork and a proactive approach to identifying and resolving issues. During business hours, our goal is to respond to case severity levels as follows:

Priority	Response Time	Example
Critical	Within 1 business hour of submission	Campus software is not operational.
High	Within 4 business hours of submission	Inability to perform a time-sensitive task.
Medium	Within 1 business day of submission	Usable, but functionality is affected.
Low	Within 2 business days of submission	Questions and advice.

Over 99% of critical cases are responded to in less than one business hour. The average response time for all cases is under 3 business hours. Over 75% of submitted cases are medium priority. The average wait time for callers in the support line queue is under 15 seconds, ensuring quick and efficient assistance.

Phone Support Process

Certain questions and issues are best addressed over the phone, particularly those deemed critical by customers. To streamline the process, we recommend submitting details via the case portal before placing a call to expedite resolution. Campus Support operates Monday through Friday from 6 a.m. to 6 p.m. Central Time. When calling, enter the assigned case number, and our phone system will route the call to the assigned case owner or the next available advisor for prompt assistance.

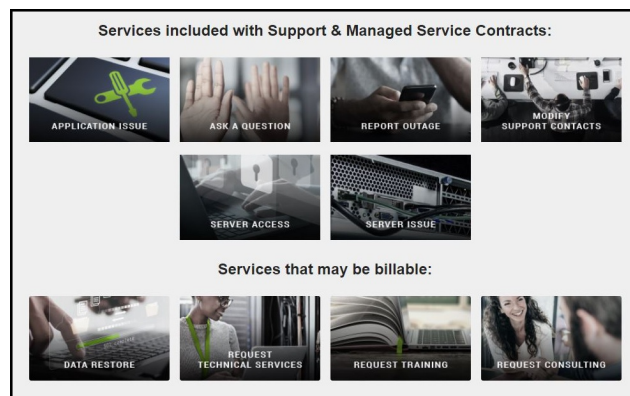
Security is a top priority. The Campus Support toll-free number is exclusively available to Authorized Contacts to maintain security. To protect this access, the number is not published online or within this document. For your security, please refrain from sharing it with anyone who is not an Authorized Contact.

In specific situations, Authorized Contacts who call may be asked to submit the request in writing through a note on a case. This protocol serves to verify identity and validate the authority to request configuration changes or data modifications, enhancing security measures. It is imperative to note that sharing logins is strictly prohibited to maintain the integrity and confidentiality of the system.

24/7 phone support is available for Campus Hosted customers experiencing an application outage. **Press option 8 to report an Outage**. When you submit an outage case via our Support Case portal, the toll-free number will be listed.

Case Submission Process

The primary channel of interaction with Authorized Contacts is through the [Support Case Portal](#). The Support Case Portal elevates collaboration by empowering Authorized Contacts to take an active role in [managing their cases](#). With this platform, Authorized Contacts can seamlessly submit new requests, attach relevant documentation, engage in direct communication with Campus Support, and conveniently review closed cases, thereby facilitating efficient and transparent processes.



Instructions for submitting cases can be found on Campus Community, located [here](#)

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.

State Reporting Support

Infinite Campus maintains dedicated analysts and advisors to work with Authorized Contacts and State Departments of Education to ensure the successful submission of state and federal-regulated reporting items. Infinite Campus does not interpret or recommend specific district policy. Support is available to work with Authorized Contacts to verify submission data before regulated reporting deadlines or troubleshoot state reporting issues.

Escalation Guidelines

The escalation process is designed with transparency in mind, ensuring that customers are kept informed every step of the way. Our goal is to resolve requests without escalation whenever possible. Approximately 70% of cases are successfully resolved at the initial support level.

If escalation becomes necessary, our defined escalation path ensures swift resolution. Authorized Contacts will receive notification of the escalation via a note on the case.

Campus Support collaborates closely with Managed Services, Training, Process Consulting, Technical Services, and Development teams to address escalations accurately and promptly.

When addressing reported issues stemming from product defects, we follow a series of replication and testing steps to qualify the defect across multiple environments, ensuring a comprehensive understanding of the reported issue. Once confirmed as a defect, the case is associated with a development issue for monitoring and tracking resolution progress.

Upon fixing a product defect, Authorized Contacts are notified within the case via a note and a status change to "Available in Release." Email notifications of these changes are also sent to Authorized Contacts involved in the case, ensuring clear communication throughout the resolution process.

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 Case 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.
