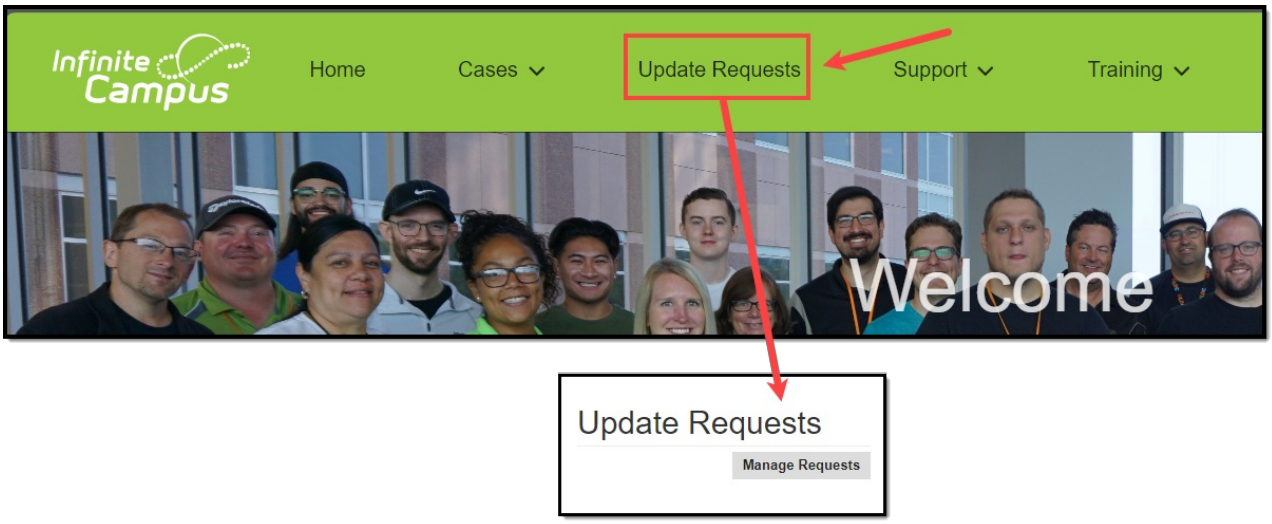
Requesting a Campus Version Update

Last Modified on 11/09/2026 10:52 am CST

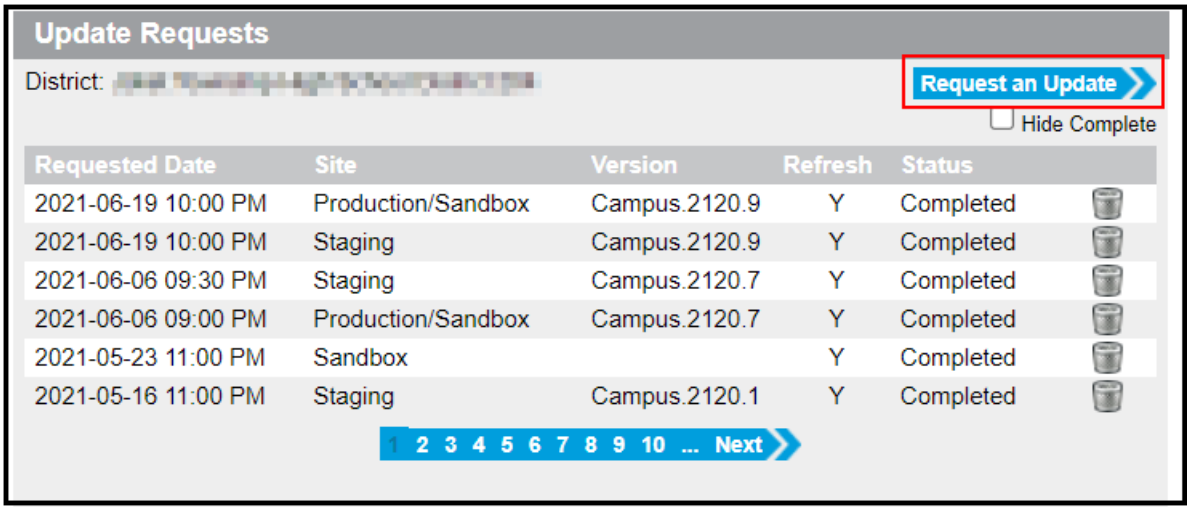
Technical Support Contacts at Campus Cloud Choice-hosted districts can request Campus version updates using the **Manage Updates** tool via the **Update Requests** button within the Support Portal.



Please note that the Time Zone set for your CampusID will impact the time selected for this update. The default setting is Central Time. Click your name at the top of the Community toolbar and select Location to verify and/or change your time zone.

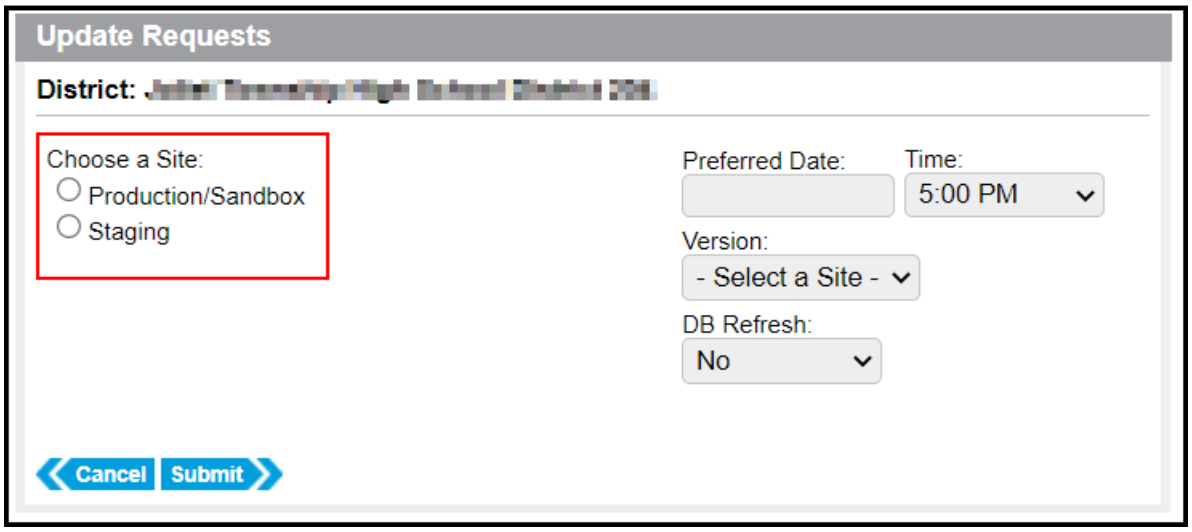
To make a Campus version update request:

1. Click on the **Request an Update** button.



2. Those with a staging environment may choose if the update should apply to their Production/Sandbox or Staging sites. Those without a staging environment should ensure that

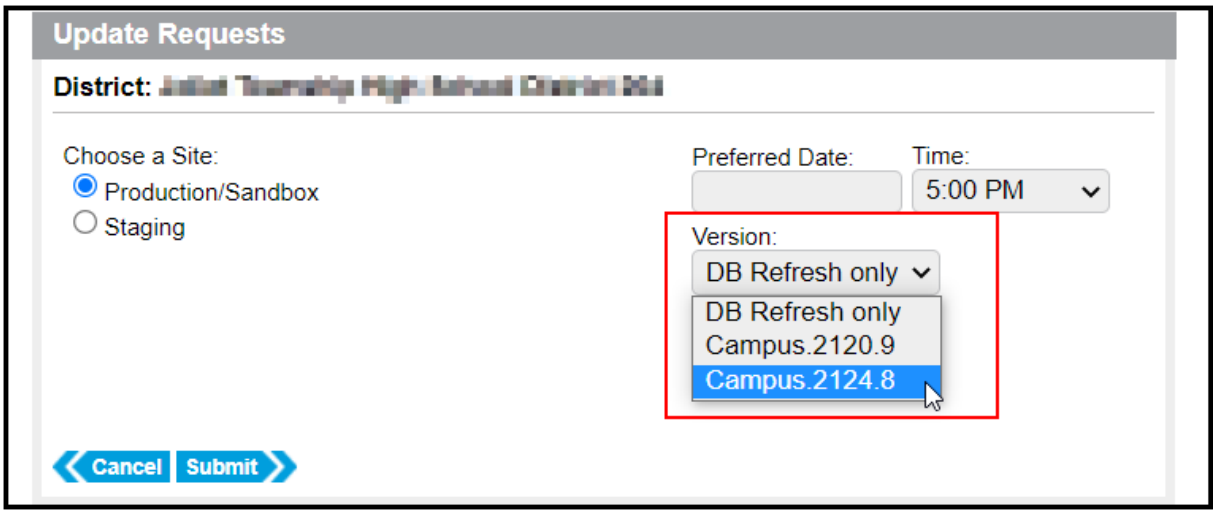
Production/Sandbox is selected. Production and Sandbox environments are listed together because they must be on the same version.



3. Choose a **Preferred Date.** Please note that updates are scheduled on a first-come, first-served basis. Campus Hosting reserves the right to change the date. Requests can be made 24 hours in advance.

4. Select the **Time** of the update. Please note that this will be based on the Time Zone set in your CampusID profile. To view or change this field, click your name in the Community toolbar and select Location.

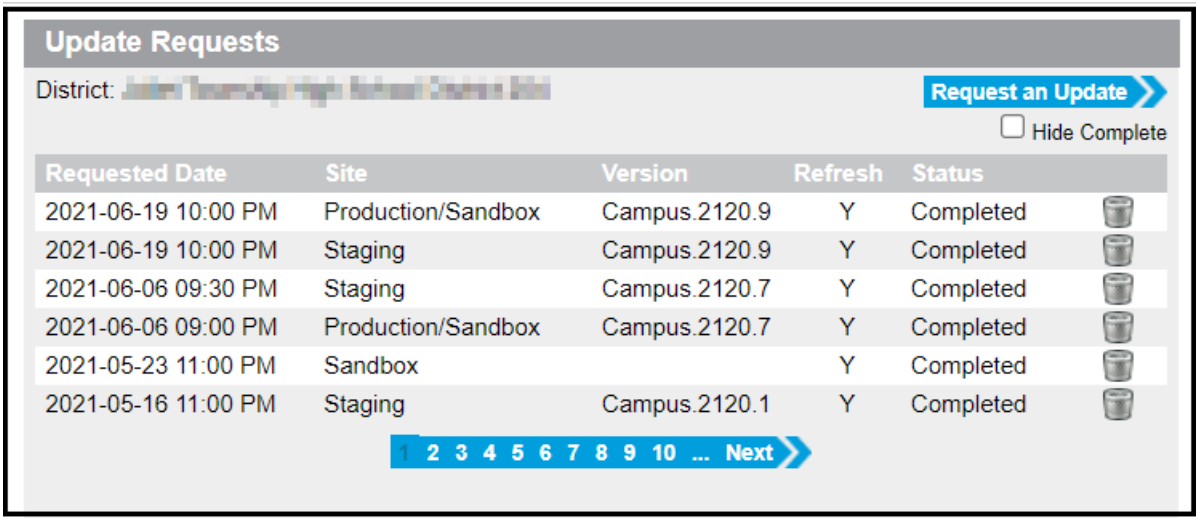
5. Choose the **Version** to update to.



6. If desired, those with a Sandbox site may choose to also refresh their Sandbox at this time by selecting Yes under Database Refresh.

7. Click **Submit**.

Once the request is submitted, it will display in the **Update Requests** list view. Campus Hosting will send an email notification at the beginning and end of the update or in the event of an error. The Status will update to show the current state of the request.


Update Requests
District:
Request an Update
Hide Complete
Requested Date
Site
Version
Refresh
Status
2021-06-19 10:00 PM
Production/Sandbox
Campus.2120.9
Y
Completed
2021-06-19 10:00 PM
Staging
Campus.2120.9
Y
Completed
2021-06-06 09:30 PM
Staging
Campus.2120.7
Y
Completed
2021-06-06 09:00 PM
Production/Sandbox
Campus.2120.7
Y
Completed
2021-05-23 11:00 PM
Sandbox
Y
Completed
2021-05-16 11:00 PM
Staging
Campus.2120.1
Y
Completed
1 2 3 4 5 6 7 8 9 10 ... Next