

# Authorized Support Contact

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## Authorized Support Contacts

The success of the district's implementation and ongoing use of Infinite Campus hinges on the effectiveness of its internal support structure. This structure relies on appointing building coaches and authorized contacts who assist end users with questions and issues beyond their capabilities or those addressed within the Campus Community platform.

Authorized Contacts serve as the primary liaisons for your district's software, data security, and student privacy. Only these designated individuals can submit questions, report issues, and make requests on behalf of your district. This measure ensures that only approved personnel can access and modify system settings.

The Campus Support team collaborates directly with authorized contacts via our case portal or toll-free number to address issues and resolve complex inquiries. Infinite Campus recommends that each district appoint three (3) authorized contacts: two authorized support contacts for handling functional issues experienced by end users and one serving as the authorized technical contact. It is the district's responsibility to select and train these designated individuals.

### Who are my district's Authorized Contacts?

If you are unsure who the Authorized Contacts in your district are, ask the person you typically turn to for help with Infinite Campus. They should be able to direct you to the appropriate group or individual who can clarify who the Authorized Contacts are. Additionally, if you need help with Infinite Campus, many districts provide contact information on their login page under the 'Help' section.

## Training Opportunities for New Authorized Support Contacts

Authorized contacts should complete the [Introduction to Support](#) module. It is also highly recommended that contacts complete the Infinite Campus Fundamentals training and participate in ongoing

## Articles

### Authorized Support Contacts

- [Viewing and Communicating on Cases](#)
- [Support Portal](#)
- [Viewing Issues](#)
- [Closing and Re-opening Cases](#)
- [Reports](#)
- [Working With Support](#)
- [Troubleshooting Campus](#)
- [Account and Contact Information](#)

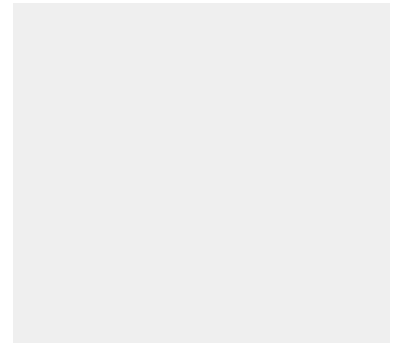
### Authorized Technical Contact

- [Sandbox Refresh](#)
- [Requesting a Campus Version Update](#)

training offerings to remain informed of the latest Infinite Campus software updates.

Contacts can review the following resources to stay current with the latest functionality:

- [Latest Innovations](#) video overviews
- [Campus Release Pack Enhancements](#)
- [Release notes](#)



## Security

Authorized Contacts are established to protect your district's software, data, and student privacy. They are the only staff members authorized to submit questions, issues and requests to Infinite Campus Support.

### Unauthorized Access

- Any individual who is not an Authorized Contact will be directed to contact their district's authorized contacts.
- However, in emergencies, Campus Support may initiate and qualify a case with the unauthorized contact on an exception basis. The case will subsequently be transitioned to an authorized contact within the district.
- If an Authorized Contact needs to involve another staff member who is not an authorized contact in a support call, they must coordinate the meeting and be present throughout the discussion.
- For security reasons, Authorized Contacts must not share their Campus Community login credentials or encourage non-authorized individuals to contact Infinite Campus without their presence.

### Inactivity and Account Deactivation

To maintain security and proper access control, Authorized Contact accounts that remain inactive for 180 consecutive days are flagged for deactivation. An account is inactive if the user has not logged into the Support Case Portal or performed any case-related activities within this timeframe.

## Responsibilities

The district's end users should look to the [authorized support contacts](#) for advice and interpretation of practices related to the Infinite Campus software. As the point of contact for Infinite Campus product issues, authorized support contacts are expected to:

### Troubleshoot

- [Troubleshoot](#) Infinite Campus product issues with end users.

### Utilize resources

- Visit the [Campus Community Knowledge Base](#) to review documentation.
- Attend product training sessions offered by Infinite Campus.
- Read product [release notes](#) posted on Campus Community.
- Determine training needs based on the type and frequency of issues experienced and reported by end users.

## Qualify the issue

- [Gather information](#) to provide Campus Support with replication steps and detailed issue descriptions.

## Contact Campus Support as needed

- Submit issues and requests via the Support Portal.
- Phone Campus Support to follow up on emergency issues or service requests.
- Respond to Campus Support on open cases (see [Working with Cases](#)).

## Authorized Technical Contacts

Each district also has an **Authorized Technical Contact**. In addition to the responsibilities of the typical Authorized Support Contact, Authorized Technical Contacts serve as points for Infinite Campus products and technical issues. They submit cases about end-user questions and issues and are a point of contact for the Campus Managed Services team. Each district may designate one Technical Contact. Limiting the number of Technical Contacts prevents duplicate requests and allows for better system management. It is highly recommended that this contact completes Infinite Campus Fundamentals and participates in available training to stay current on the latest Campus enhancements.

Authorized Technical Contacts specifically discuss and resolve issues relating to:

- Server configuration and error logging
- Campus [update requests](#)
- Firewall
- Local network configurations
- Customer connectivity
- Tomcat
- ODBC connections
- Other technical-related matters

The Technical Contact also manages the district's Sandbox and Staging sites (if applicable). Technical contacts at Campus Cloud Choice districts may also request [Campus version](#) updates. Requests for sandbox and/or version updates may be performed via the [Update Requests](#) tool.