

Authorized Support Contact

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Overview

Your district's Authorized Support Contacts work with the Campus Support Team to resolve issues and discuss complex technical questions. End users look to these individuals for advice, troubleshooting assistance, and interpretation of district policies and procedures as they relate to Infinite Campus software.

Each district may designate two Authorized Support Contacts (and one [Technical Contact](#)); more may be added depending on the number of Premium Products purchased (see [Updating Contacts](#) below).

Training opportunities for new Support Contacts

It is the customer's responsibility to train their new authorized contacts. Authorized contacts go through [Introduction to Support](#). It is highly recommended that contacts also complete the [Mastering Campus](#) training and participate in available trainings to stay up to date on the latest Campus enhancements. Also:

- Keep on top of latest functionality with high-level [Latest Innovations](#) video overviews, detailed [Campus Release Pack Enhancements](#), and full [release notes](#).
- Register for the free [Bringing Infinite Campus Into Focus](#) monthly WebEx overviews.

Exclusive to districts that license [Campus Passport](#): a full catalog of on-demand training is available from your [Campus Passport Dashboard](#).

Security

Authorized Support Contacts are established to protect your district's software, data, and student privacy. Along with Technical Support Contacts, they are the only staff members authorized to submit questions, issues, and requests to Infinite Campus Support. This ensures that Campus staff only investigate or make changes in your site at the request of authorized individuals. In most cases, unauthorized callers will be directed to reach out to the Authorized Support Contacts at their district. If the authorized contact would like another individual on the call, it is expected the authorized contact be present on the call and engaged in the conversation.

For security purposes, it is especially important that contacts not share their Campus Community logins with other users or encourage non-authorized contacts to call Campus Support without

Articles

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being present on the call.

Responsibilities

Authorized Support Contacts serve as points for Infinite Campus product issues. As such, they will:

Troubleshoot

- [Troubleshoot](#) Infinite Campus related 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 being 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](#))

Who are My District's Authorized Contacts?

If you're unsure who your district's authorized contacts are, reach out to the individual that you go to for Infinite Campus help and ask them who they escalate issues to; that group or individual can clarify who your district's authorized contacts are. If you are not sure who to go to for Infinite Campus support, many districts have contact info listed on their Infinite Campus login page under Help.

Authorized contacts: Consider helping your users out by ensuring the [Help](#) option is enabled on your district's login screen and details who your district's authorized contacts are and the best way to reach them.

Updating Contacts

If an Authorized Contact needs to be added, edited, or replaced, an Authorized or Technical contact may submit a "Modify Support Contacts" case. Your Client Relationship Manager will assist in updating Contact information. Authorized contacts, you can view who your district currently has

listed as contacts and submit a "Modify Support Contacts" case in your support portal: see [Account and Contact Information](#).

If your district for some reason does not have any authorized contacts at all (this is rare, but can occur due to turnover), your district can contact your Client Relationship Manager to establish contacts.
