

# Working With Support

Last Modified on 05/25/2023 10:20 am CDT

[←Go Back](#)

[Infinite Campus Support](#) | [Reaching Support](#) | [What to Expect from Support](#) | [Emails from Support](#) | [Surveys](#)

## Infinite Campus Support

The Infinite Campus Support team is customer-focused and driven to serve by providing guidance, advice, and troubleshooting assistance to authorized support contacts. We also work with authorized support contacts to enable the district to set up and/or configure their own site by providing guidance and documentation. District support 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 and Technical Contacts in each district. If you need technical support and are not a contact, please reach out to your district's Infinite Campus technical team.

## Campus Support

We are located at Infinite Campus national headquarters in Blaine, Minnesota. Our team's background and experience comes from a variety of industries including K-12 education.

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. [Click here](#) to learn more about our partners.

## Reaching Support

Support is available for Authorized and Technical Contacts. Please reach out to your Infinite Campus technical resource if you are unsure who these individuals are in your district.

Live phone support is available 6:00 AM-6:00 PM CST. We also offer 24/7 on-call hosting support in the event of an outage. For security, 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.

Contacts may also submit a help case online at any time using our Portal. See [Submitting Cases](#) for more info.

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

- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Day

## What to Expect from Support

Technical support is available for current and prior versions of Infinite Campus as long as your platform complies with minimum operating requirements and recommendations for use (see [Supported Platforms](#) for more info). No two Campus sites are the same, so no two help requests are the same. We look into each case afresh 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 Authorized or Technical contacts. We do not provide private information to or make site changes for non-authorized callers. Also, if a data change by Support is required to resolve an issue that was called in, we will verify the data request in writing with the 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 always ask for permission before testing or making changes to your sites.

We 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.

## Emails from Support

Support Contacts will receive email notifications on their support cases in the following instances:

- A written message is added to your case by a support resource

- Your case status is updated

Support Contacts may also receive emails in the event of:

- Scheduled maintenance
- Critical development issue
- Outage
- Closure for in-service or holiday

Contacts are encouraged to subscribe to the Announcements forum to receive emails for product updates and incident updates.

## Surveys

To ensure that we continue to deliver world-class support services, we want to hear from you! Surveys are created for every closed support case, but you will never receive more than one survey every 30 days. You also have the option to opt-out of surveys. Each survey pertains to a single case worked by a single Support Advisor.

Support surveys ask you to rate the service you received in the following areas on a scale of 1 (poor) to 5 (excellent).

- Courtesy
- Technical Skills/Knowledge
- Timeliness
- Quality
- Overall Experience

We use the results for immediate coaching and kudos for our staff, as well as to improve overall service practices. Feel free to leave any specific comments in the text box provided in the survey.

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