

Working With Support

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Infinite Campus Support

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

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 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, 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.

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
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Day

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.

Notifications from Support

Authorized Contacts will receive email notifications on their support cases in the following

instances:

- A written message is added to your case by Infinite Campus
- Your case status is updated

Authorized Contacts may also receive emails from Campus Support in the event of:

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

Authorized Contacts are encouraged to subscribe to the Announcements forum in Campus Community to receive emails for product 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 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 specific case.

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 survey 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.
