

Support Resources

Last Modified on 07/22/2025 3:53 pm CDT

Resources for All Infinite Campus Users



[Community User Guide](#)

Learn how to best navigate the Campus Community.



[Forums Guide](#)

Connect with peers, ask questions, and submit ideas using the Campus Forums.



[Frequently Asked Questions](#)

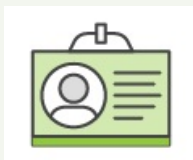
Find answers to common questions.



[Troubleshooting Campus](#)

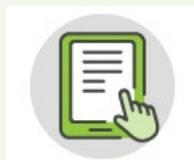
Learn how to solve any issue that comes your way.

Resources for Authorized Contacts



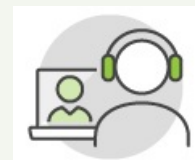
[For Authorized Contacts](#)

Access resources for your district's Authorized Contacts.



[Support Portal](#)

Learn how to submit cases online via the Support Portal.



[Working With Support](#)

Understand how to best work with your support team.



[Scope of Support](#)

Learn about the role of Campus Support in various modules.



[Hosting](#)

Explore the details of your district's hosting platform.

► [Click to view detailed index...](#)

[Working with Support](#)

Campus Support (and Partner Support)

Reaching Support
What to Expect from Support:
Notifications from Support
Surveys
Common Questions

Authorized Support Contact

Overview
Security
Responsibilities
Authorized Technical Contact

Modify Authorized Contacts

Troubleshooting Campus

Issue Qualification
Replication
Research
Other Tips:
[Campus Schema](#)
[Student Data Cleanup Process](#)
[Role-Specific Resources](#)

Campus Community Guide

Overview
Accessing the Community
Community Navigation
Community Search
Community News
Community Forums
Campus Knowledge Base
Events Calendar
Surveys
Support Case Management
Campus Passport
Community Help

Support Portal

Support Portal Navigation
Case Types
Case Fields
Case Examples

Viewing and Communicating on Cases

Case Search
Manage Notification Recipients
Case Status Workflow

[Viewing Issues](#)

Development Issues
Viewing Issue Information
Issue Layout
Issue Resolution

[Closing and Re-Opening Cases](#)

Closing Cases
Re-Opening Closed Cases

[Reports \(Cases\)](#)

Report Layout
Filters
Exporting Reports

[Hosting Information](#)

Campus Cloud Choice
Campus Cloud
Technology Maintenance Windows

[How to request a production update](#)

[How to request a sandbox refresh](#)

Additional Resources

[Supported Platforms](#)
[Recommended Browser Settings](#)
[Scope of Support](#)
[Campus Support Framework](#) (Accessible to Authorized Contacts only)
