

# Support Resources

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## 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](#)

Discover practical steps to solve any issue that comes your way.

## Resources for Authorized Contacts



### [For Authorized Contacts](#)

Learn about the role of your district's Authorized Contacts.



### [Support Portal](#)

Instructions on how to submit cases online.



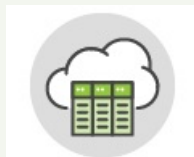
### [Working With Support](#)

Learn how to effectively collaborate with your support team.



### [Scope of Support](#)

Understand what's supported based on the product module.



### [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

Customer Satisfaction Surveys

### **Scope of Support**

#### **Authorized Contacts**

Overview

Responsibilities

Security

#### **Modify Authorized Contacts**

#### **Troubleshooting Campus**

Issue Qualification

Replication

Research

Other Tips:

[Campus Schema](#)

[Student Data Cleanup Process](#)

[Role-Specific Resources](#)

#### **Support Portal**

Support Portal Navigation

Case Types

Case Fields

Case Examples

#### **Managing and Communicating on Cases**

Case Management Process

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**

### **Campus Community Guide**

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

### **Additional Resources**

[Supported Platforms](#)

[Recommended Browser Settings](#)