

# 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.



### [Release Information](#)

Keep up to date on new Infinite Campus releases.

## Resources for Authorized Contacts



### [I'm New](#)

A quick start guide for new 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.

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## [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  
Closing Cases  
Re-Opening Closed Cases

## [Reporting and Viewing Issues](#)

Application Issues  
How to Report an Issue  
Issue Progress and Resolution

## [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](#)

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