

Support Resources

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Working With Support

Understand how to best work with your support team.



Troubleshooting Campus

Learn how to solve any issue that comes your way.



Frequently Asked Questions

Find answers to common questions.



For Authorized Support Contacts

Access resources for your district's Authorized Support Contacts.



For Authorized Technical Contacts

Access resources for your district's Technical Support Contacts.



Support Portal

Learn how to submit cases online via the Support Portal.



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.



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

- Overview
- Security
- Responsibilities

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

Case Submission

- Support Portal
- 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)