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.

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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

Viewing Issues
Development Issues
Viewing Issue Information
Issue Layout
Issue Resolution

Closing and Re-Opening Cases
Closing Cases
Re-Opening Closed Cases

Reports (Cases)

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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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