

# 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.

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### 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](#)

[Campus Support Framework \(Accessible to Authorized Contacts only\)](#)