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.

Support Portal
Learn how to submit cases online via the Support Portal.

Scope of Support
Learn about the role of Campus Support in various modules.

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

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Authorized Technical Contact

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

Support Portal

Support Portal Navigation
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

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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)

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