

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](#)

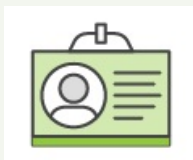
Find answers to common questions.



[Troubleshooting Campus](#)

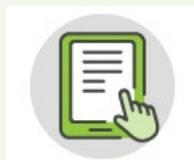
Learn how to solve any issue that comes your way.

Resources for Authorized Contacts



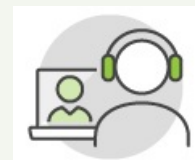
[For Authorized Contacts](#)

Access resources for your district's Authorized Contacts.



[Support Portal](#)

Learn how to submit cases online via the Support Portal.



[Working With Support](#)

Understand how to best work with your support team.



[Scope of Support](#)

Learn about the role of Campus Support in various modules.



[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

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

[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)
