

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.



[Release Information](#)

Keep up to date on new Infinite Campus releases.

Resources for Authorized Contacts



[I'm New](#)

A quick start guide for new Authorized Contacts.



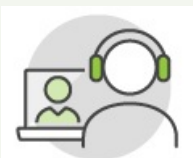
[For Authorized Contacts](#)

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

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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

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Re-Opening Closed Cases

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Application Issues

How to Report an Issue

Issue Progress and Resolution

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](#)

[Campus Community Guide](#)

Overview

Accessing the Community

Community Navigation

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Community News

Community Forums

Campus Knowledge Base

Events Calendar

Surveys

Support Case Portal

Campus Passport

Community Help

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[Supported Platforms](#)

[Recommended Browser Settings](#)