

Campus Community Guide

Last Modified on 10/03/2023 9:00 am CDT

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Overview

The Campus Community provides all Campus users with single sign-on access from Infinite Campus to:

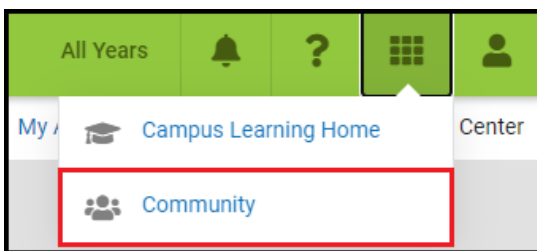
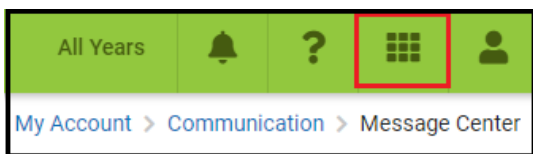
- **Knowledge Base** - Online product information, updated with each release
- **Campus Forums** - Connect with other Campus users
- **Customer Events Calendar** - Learn about upcoming events and user group sessions
- **Surveys** - Share your opinion and feedback
- **Campus News** - Find out more about Infinite Campus, customers, and industry information
- **Campus Passport** - Provides training opportunities for all districts

In addition, Support and Technical Contacts have access to Case Management, and Technical Contacts have access to Update Requests.

Accessing the Community

There are two ways to access the Campus Community:

- In the upper right corner of the **Campus Toolbar** is the App Switcher. Click the boxes to open and select Campus Community.
- Once an account has been created, users can bookmark and directly log into the Community from <https://community.infinitecampus.com>



If you have never accessed the Community via the Infinite Campus application, clicking the Community link will trigger the process to create a CampusID. Once a CampusID has been created and linked to your Campus account, Campus Community links will automatically authenticate you

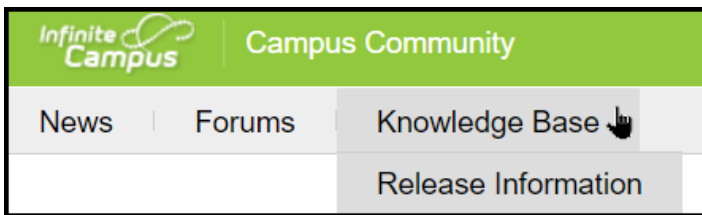
into the Community. See the [Creating and Managing Your CampusID](#) article for guidance on creating a CampusID.

If you have created a CampusID during the implementation process, at a training session or as a support contact, enter your CampusID username and password. If you have forgotten your password, there is a link to request a reset.

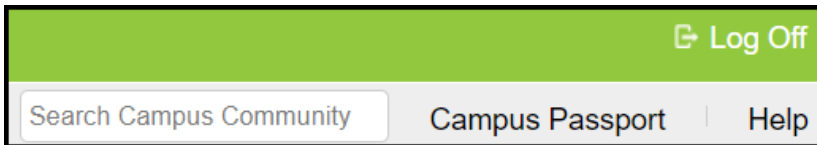
Community Navigation

▶ [Click here to expand...](#)

To navigate the Campus Community, use the toolbar at the top of the page to easily access the different sections.



For quick navigation options, enter a keyword in Community Search.



Community Search

Once a keyword is entered in **Community Search**, the Community Search page will display results from News, Knowledge Base and Forums.

Click the title of a search result to open it in another tab or window.

Community Search : attendance

News

Infinite Campus - Multi-State Virtual Fall User Group

2021-10-15 2:52 PM

Multi-State Virtual Fall User Group via Zoom! Register now! Agenda Attendance is free and we welcome any users in your district including teachers, secretaries, curriculum directors, etc. Please feel free to forward this message to anyone in your district who might benefit from this event. District of Columbia Idaho Indiana Maine Michigan Minnesota Nevada Ohio Tennessee Texas Virginia

MT Fall Virtual User Group

2021-10-01 1:13 PM

Join your colleagues for a festive, virtual Fall User Group! Learn about new and existing functionality. Check out the agenda here. Register Now! Attendance is free and we welcome any users in your district including teachers, secretaries, curriculum directors, etc. Please feel free to forward this message to ANYONE in your district that would benefit from this event.

Release Notification - Printed Seating Charts - .2140

2021-09-02 1:39 PM

...iew: Instruction > Seating Charts Search Terms: Seating Charts Many teachers already create seating charts for use in taking attendance. However, schools may want to put extra emphasis on creating and maintaining seating charts to ensure that this new report is accurate, especially given the frequent roster changes that often accompany the start of the school year. Teachers create Seating Charts in Instruction. Open the seating charts tool and click ...

Release Pack Campus.2132 is now Available!

2021-08-02 1:47 PM

PLEASE NOTE: The Campus.2132.1 Rx Pack is REQUIRED for the Campus.2132 Release! As the Campus.2132.1 Rx Pack is a "full" package, it's being released in place of the Campus.2132 Release Pack.*** If your update includes Campus.2124, the update may have an extended runtime compared to our average deployment due to the number of rows in the dbo.TestScore table getting updated. Update time may vary depending on district records. Campus.2132 Release Highlights ...

Knowledge Base (1436)

Manage individual student attendance - Simulation

2021-10-25 5:14 AM

Enter time-based section attendance using check-in and check-out times - Simulation

2021-10-25 5:13 AM

Entering Positive Attendance

2021-10-25 5:13 AM

[More](#)

Forums (4195)

Student Picture available on Roster

2021-10-25 12:23 PM

Understood. The issue here is that if it is a covering teacher as opposed to the assigned teacher, the only thing that they would really have access to is Instruction==>Attendance==>Classroom Monitor. Guess I wasn't specific enough on my original ...

Community News

The Community homepage displays company, partner, and customer news, as well as articles on topics such as education, technology, food service and more. Orange titles in the light gray box at the top indicate featured articles. Visit our [Campus Community News page](#) for more information.

Topics	News	
Company		
Food Service		
Customer		
Education		
Partner		
Support		
Technology		
▶ Events		
Archive		
▶ 2021		
▶ 2020		
▶ 2019		
▶ 2018		
▶ 2017		
▶ 2016		
▶ 2015		
▶ 2014		
▶ 2013		
▶ 2012		

		Featured News
<p>Release Notification Fees - .2144</p> <p>UPDATE: This change was previously announced for the Campus.2144 release but has been delayed and is now scheduled for the Campus.2148 release. For the full release notification https://kb.infinitecampus.com/help/fees-2144</p> <p>Read More</p>		<p>Aug. 30, 2021 3:05 PM CDT</p>
<p>Why Join Us for National Training Week?</p> <p>Dec. 31, 6:00 PM - 6:00 PM CST</p> <p>This November, Infinite Campus and its partner organizations will be holding the second annual virtual National Training Week. This professional development opportunity will include world class training sessions on a variety of topics and opportunities to network with districts near and far.</p> <p>Read More</p>		<p>Aug. 5, 2021 10:58 AM CDT</p>
<p>Surveys - Provide Your Feedback</p> <p>Like to share your opinion? We love to hear your feedback! Current surveys available: Campus Community Feedback Product Development Knowledge Base</p> <p>Read More</p>		<p>Jan. 16, 2019 2:55 PM CST</p>
<p>Support Portal New Look Recorded Webinar</p> <p>The Support Portal has a brand new look! A free recorded webinar demonstrating the updated features is available here.</p> <p>Read More</p>		<p>Oct. 25, 2021 9:53 AM CDT</p>
<p>Outage Alert - South Dakota</p> <p>RESOLVED: BIT Network issues have been resolved and sites are accessible. Should you experience any issues accessing your site, please don't hesitate to submit a support</p>		<p>Oct. 22, 2021 8:48 AM CDT</p>

Campus Community Forums

The Campus Forums give Infinite Campus customers the ability to connect with other Campus users, ask questions and provide assistance on a variety of discussion topics. The forums have the ability to include attachments and images to help aid in the discussion. This is a great way to tap into the knowledge and ideas of other Campus users. Please see our [Campus Community Forums page](#) for more information.

Forum Home		Shortcuts	Your Settings	Search Forum
Campus News				
Announcements and Information				
Announcements Announcements and information regarding the Campus Community Forums	Issue Alert: Intermittent Outages by nola Today 02:11 PM	Subscribe	Threads: 1,022	Posts: 3,028
Administration				
Campus Hosting This forum is to answer questions about Campus Hosting.	Windows Updates/Security Vulnerability Patching... by nola 09-02-2021 08:26 AM	Subscribe	Threads: 25	Posts: 72
Campus Passport This forum is for discussion and questions after watching recorded product-related training videos and release highlights.	Deleting or changing session for a course in... by barreto 04-06-2021 07:31 PM	Subscribe	Threads: 23	Posts: 59
Campus Events This forum is for discussion and questions from Campus Events. Sub-Forums: National Training Week	FRAM: Free and Reduced Application Setup &... by bodholdt 10-21-2021 11:37 AM	Subscribe	Threads: 119	Posts: 124
General Questions General Questions that do not fit in any other category.	Printing student photos, parent request for proof... by olsonj 10-19-2021 10:54 AM	Subscribe	Threads: 1,388	Posts: 5,013
New Look of Infinite Campus Feedback for users who have switched to the New Look of Infinite Campus.	New Look Feedback by erik_w Today 01:44 PM	Subscribe	Threads: 30	Posts: 359

Campus Knowledge Base

The [Campus Knowledge Base](#) contains information for end users to successfully perform job duties while using Infinite Campus. All district and school users can access the Knowledge Base through the Campus Community or by accessing the Help Articles viewable from within Infinite Campus.

- Information within the Outline is organized like the New Look of Campus for easy navigation.
- Knowledge Base articles can be downloaded into PDF format for printing.
- Study Guides contain curated content for common processes.
- Release Notes for each release package are available.
- New and Updated articles are highlighted throughout the Knowledge Base
- Comments can be left with your thoughts on how to make an article more effective.
- Users can share the link to an article to help out a coworker. If they would like to search and view additional content beyond that link, they will need to log in using a CampusID.

Articles are updated and published to the Knowledge Base regularly. Keep this in mind before printing numerous articles.

Events Calendar

The Upcoming Events section displays user group sessions, trainings and Campus or industry events. The homepage will display the next five events in order of the date. For more information, click the name of the session. To see more events, click **View All Events** at the bottom of this section.

Upcoming Events

Oct. 26, 8:30 AM - 3:00 PM CDT

[Oklahoma User Group Meeting](#)

Oct. 27, 10:00 AM - 4:00 PM CDT

[MT Fall Virtual User Group](#)

Nov. 2, 10:00 AM - 11:30 AM CDT

[Nebraska User Group Meeting](#)

Nov. 4 - 5

[Kentucky Interchange](#)

Nov. 4, 10:00 AM - 4:30 PM CDT

[Infinite Campus - Multi-State Virtual Fall User Group](#)

[View All Events](#)

Surveys

Your opinion matters!

Keep an eye on the Featured News section for surveys if you like to share your opinion and experiences with Infinite Campus. Surveys may solicit feedback on the product, or may request participation in strategic action groups that preview and test new functionality before it's released. Surveys are typically only posted for a few weeks at a time, so don't wait too long! We appreciate our members who take the time to share their feedback.

Support Case Management

The Campus Community offers two tools for support management.

- Support Contacts will have access to [Cases](#).
- Technical Contacts will have access to [Update Requests](#).

For more information on Your Cases, refer to the following pages:

- [Viewing and Communicating on Cases](#)
- [Case Submission](#)
- [Viewing Issues](#)
- [Closing and Re-opening Cases](#)
- [Reports](#)
- [Account and Contact Information](#)

Campus Passport

Campus Passport is our training center and features role-specific, on-demand learning. Districts can bundle the costs of training by purchasing a [Campus Passport subscription](#).

New Release Highlights courses are available to all districts. See [Accessing New Release Highlights Courses](#).
