

Updating URLs After a Hosting Platform Change

Last Modified on 05/07/2025 4:46 pm CDT

This article will walk you through all of the areas of Infinite Campus, impacted 3rd party applications, and firewall considerations related to URL changes caused by moving to a new hosting platform.

Point of Sale, Google reCAPTCHA, and SSO: Take those steps right before your scheduled URL change.

Everything else: Take these steps immediately after your site is back online.

Areas Within Infinite Campus

Messenger

Does My District Use It?

► [Click here to expand...](#)

To check if your district has Messenger configured, navigate to **Communication > Messenger Settings > Email Settings** and send yourself a test email by entering your email address and clicking **Send Test Email**.

To see Messenger usage, navigate to **Communication > Messenger Administration > Sent Message Log**. If message logs exist, your district uses Messenger.

Sent Message Log ☆

Communication > Messenger Administration > Sent Message Log

Created Between: [05/15/2024] and [05/15/2024] Find Messages

Status	Message Type	District/School	Message Subject	Sender	Date Created	Date Scheduled	ScheduleID
Sent	Meetings	CHANDLER UNIFIED DISTRICT	New meeting ATTENDED but NO CONTACT LOG	Administrator: System	05/15/2024 10:02 AM	05/15/2024 10:02 AM	
Sent	Meetings	CHANDLER UNIFIED DISTRICT	New meeting ATTENDED but NO CONTACT LOG	Administrator: System	05/15/2024 10:02 AM	05/15/2024 10:02 AM	
Sent	Meetings	CHANDLER UNIFIED DISTRICT	New meeting ATTENDED NOT CHECKED NON-HOUSEHOLD	Administrator: System	05/15/2024 10:09 AM	05/15/2024 10:09 AM	
Sent	Meetings	CHANDLER UNIFIED DISTRICT	New meeting ATTENDED NOT CHECKED NON-HOUSEHOLD	Administrator: System	05/15/2024 10:00 AM	05/15/2024 10:00 AM	
Sent	Meetings	CHANDLER UNIFIED DISTRICT	Meeting cancelled ATTENDED CHECKED - NON-HOUSEHOLD	Administrator: System	05/15/2024 9:56 AM	05/15/2024 9:56 AM	

Change Needed

► [Click here to expand...](#)

Who to involve: Campus Administrator

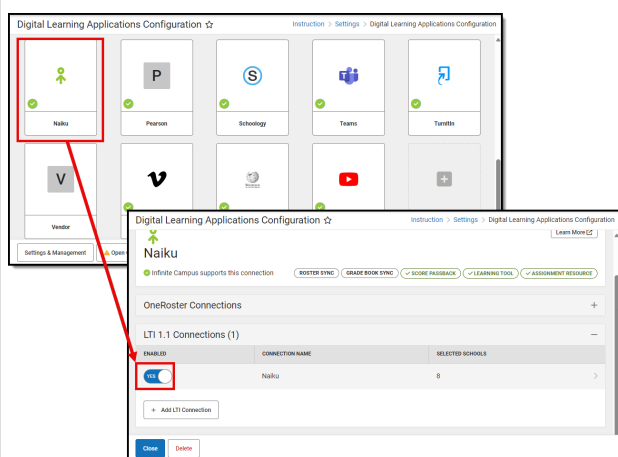
1. Navigate to **Communication > Messenger Settings > Messenger Settings**
2. Update the **Portal URL** field to your new URL (Similar to your default (staff) Campus login URL but contains /portal/parents/. Use the **District Search** if you don't know your district's Parent Portal URL.)
3. Click **Save**.

Does My District Use It?

► [Click here to expand...](#)

To check if your district has LTI connections set up, navigate to **Instruction > Settings > Digital Learning Applications Configuration**.

If any applications are set up on this screen, select each one and look for any with an LTI Connection enabled. If one is enabled, your district uses LTI.

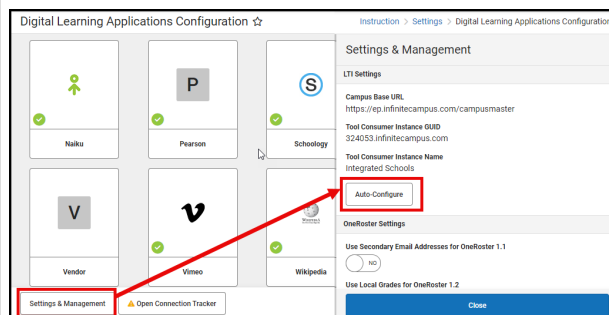


Change Needed

► [Click here to expand...](#)

Who to involve: Campus Administrator

Navigate to **Instruction > Settings > Digital Learning Applications Configuration > Settings & Management** and click **Auto-Configure**.



The Campus Base URL will automatically update itself to your new district URL.

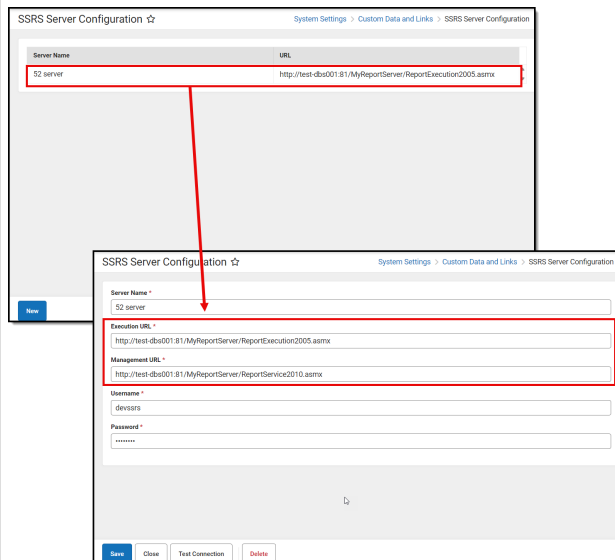
SSRS Configuration Tools

Does My District Use It?

► [Click here to expand...](#)

1. Navigate to System Settings > Custom Data and Links > **SSRS Server Configuration**.
2. If your district has a configuration set up, select it and analyze the **Execution URL** and **Management URL**.

This applies to you if these URLs contain your old Infinite Campus domain. If the URLs do not reference your old Infinite Campus domain, your district may use a reporting server not hosted by Infinite Campus, in which case this does not need attention.

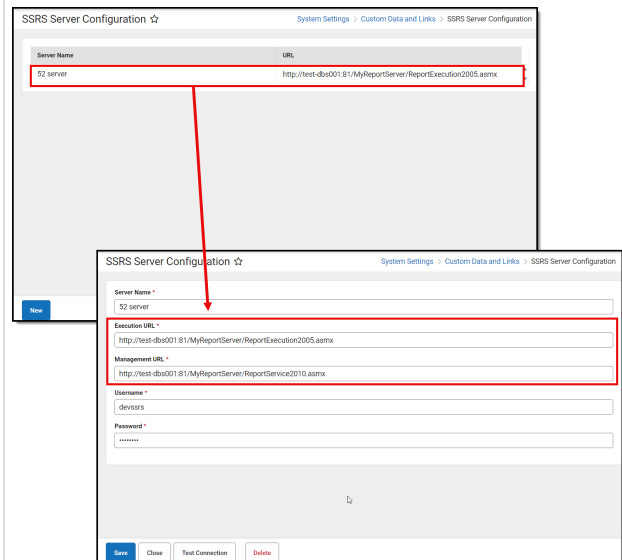


Change Needed

► [Click here to expand...](#)

Who to involve: Campus Administrator; Reporting Server (SSRS) Administrator (optional)

1. Navigate to System Settings > Custom Data and Links > **SSRS Server Configuration** and select a configuration.
2. Update the **Execution URL** and **Management URL** to your new Infinite Campus domain.
3. Click **Save**.
4. Click the **Test Connection** button to ensure your URLs are correct.



SSRS Reports with a Custom JSP Page

Does My District Use It?

► [Click here to expand...](#)

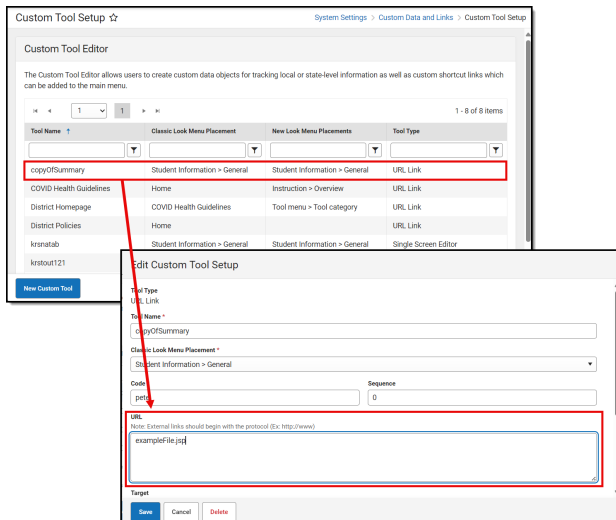
This refers to the legacy method of setting up SSRS reports (i.e., not using the SSRS Configuration tools available within Infinite Campus).

Whoever set this up will have placed a .jsp on your Campus server at the file path listed in the URL field of the URL Link entry.

The contents of that .jsp file likely make references to your Infinite Campus URL and need to be updated. The .jsp file must be updated to reflect any changes to your Infinite Campus URL.

1. Navigate to **System Settings > Custom Data and Links > Custom Tool Setup**.
2. Select each custom tool with a Tool Type = **URL Link** and check for URL values that end in **.jsp**. If so, you must update the .jsp file to refer to your updated Infinite Campus URL.

For example,



The screenshot shows the 'Custom Tool Setup' interface. The top section is a table with columns: Tool Name, Classic Link Menu Placement, New Link Menu Placements, and Tool Type. The table lists several tools, including 'copyOfSummary', 'COVID Health Guidelines', 'District Homepage', 'District Policies', 'krsnatub', and 'krsnatub121'. The 'copyOfSummary' tool is highlighted with a red box, and its details are shown in a pop-up window. The pop-up window shows the 'Tool Type' as 'URL Link', the 'Tool Name' as 'copyOfSummary', the 'Classic Link Menu Placement' as 'Student Information > General', the 'Link' field as 'exampleFile.jsp', and the 'Target' field as 'exampleFile.jsp'.

Change Needed

► [Click here to expand...](#)

Who to involve: Campus Administrator

If your district is now Cloud or Cloud Choice hosted:

You must update any references to your Campus URL within all .JSP files to reflect the new Campus URL. It's best to update your .JSPs with the new Campus URLs before the cutover. After the cutover, you can have your district's Authorized Support Contact provide the updated .JSPs to Campus Hosting through a case for a one-time upload.

If you anticipate needing to update your custom .JSP files in the future, we recommend considering the newer SSRS Dynamic Report Options approach (using the [SSRS Server Configuration](#) and [SSRS Report Configuration](#) tools) for creating custom reports. If this approach doesn't meet your needs, someone from your district will need to undergo the Package Building training provided by Campus Hosting to learn how to maintain your custom .JSPs. Your Authorized Support Contact can submit a case to Campus Hosting to request a quote for the Package Building training.

If your district is now In-District hosted (less common):

Assuming someone on your district's staff with server access configured this, have that person find this file on your Campus server and update the file to reflect any changes to the Campus URL.

Other Custom Apps

Custom apps created by your district (or a third party) must be analyzed to ensure that incoming and outgoing URLs referencing your Infinite Campus domain are updated accordingly.

If you begin to experience an issue with a custom app that connects to your Infinite Campus database in some way, ensure drivers on the client machine are up to date. See [Keeping Custom Services Up-to-Date](#).

Impacted Tools Outside of Infinite Campus

Data Extract Utility Client (Pull Mode)

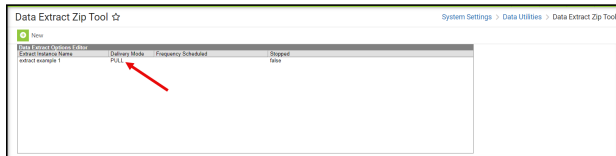
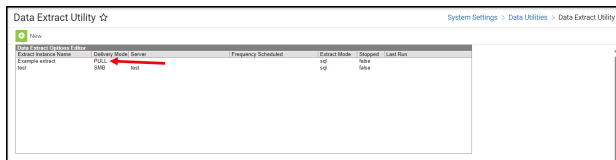
Does My District Use It?

► [Click here to expand...](#)

Not to be confused with the more popular [Data Extract Utility](#), the [Data Extract Utility Client](#) is a less commonly utilized, stand-alone program that compliments the Data Extract Utility and facilitates the Data Extract Utility's PULL mode.

To check if your district utilizes this:

1. Navigate to **System Settings > Data Utilities > Data Extract Utility** (and **Data Extract Zip Tool**) and look for extracts with a Delivery Mode of PULL.



The PULL option will be discontinued, with an end-of-life date set for June 30th, 2025. If you have been using the PULL client for this extract consider moving to a different delivery method (SFTP, FTPS, SMB).

The existence of extracts with a PULL delivery mode does not necessarily mean anything is pulling them. If any district staff has installed the Data Extract Utility Client on a district server, hopefully, they kept good records of the server(s) and where on that server they placed the .bat file(s) generated with the tool. If your district has not kept records of this, it can be difficult to determine.

Change Needed

► [Click here to expand...](#)

The PULL option will be discontinued, with an end-of-life date set for June 30th, 2025. If you have been using the PULL client for this extract consider moving to a different delivery method (SFTP, FTPS, SMB). If you plan to do that later instead, follow these steps:

Who to involve: Whoever in your district installed the Data Extract Utility Client on any district server(s)

On any server that has the Data Extract Utility Client PULL mode tool installed:

- Delete the existing .bat and .preference files and recreate them using the Data Extract Utility Client tool (see [instructions](#))

OR

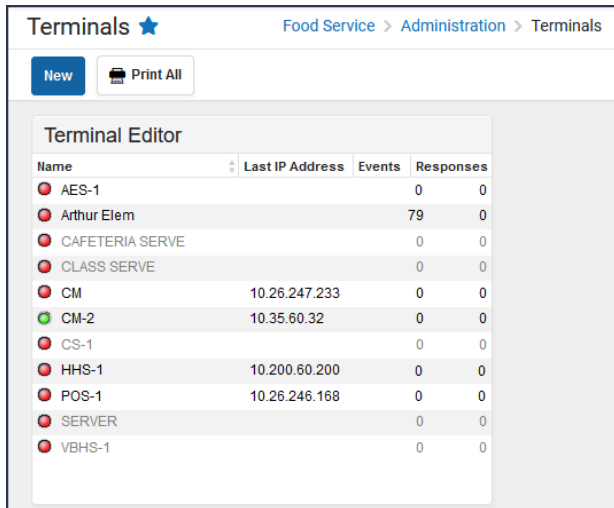
- Locate existing .bat and .preference files your district generated with the Data Extract Utility Client and modify every reference to your previous Campus URL to reflect any changes. You will not use your new Campus login URL verbatim but will reference it as you update the existing URLs.

Point of Sale Terminals

Does My District Use It?

► [Click here to expand...](#)

Search for the **Terminals** tool within Infinite Campus. If you do not have this tool, you are not using the Infinite Campus Food Service (POS/Point of Sale) product.



Name	Last IP Address	Events	Responses
AES-1		0	0
Arthur Elem		79	0
CAFETERIA SERVE		0	0
CLASS SERVE		0	0
CM	10.26.247.233	0	0
CM-2	10.35.60.32	0	0
CS-1		0	0
HHS-1	10.200.60.200	0	0
POS-1	10.26.246.168	0	0
SERVER		0	0
VBHS-1		0	0

Change Needed

► [Click here to expand...](#)

Who to involve: Whoever in your district administers the Point of Sale terminals

Perform these steps as close to your scheduled URL change as possible, at a time that breakfast/lunch is not in service.

Transactions will be lost if you perform these steps while they are still in the terminal. Before the URL change, Managed Services provided your new Campus login URL to your Authorized Support Contacts via a Support case.

For each Point of Sale terminal, do the following:

1. Open the Infinite Campus Point of Sale application
2. Enter the Admin PIN to get the POS Terminal Admin screen (if your district did not change the Admin PIN, the default Admin PIN is always 12345).
3. Click on the **Edit Configuration** button at the bottom of the screen.
4. Under Configurations, update the value in the **Campus Login URL** field to your district's new Campus login URL.
5. Leave Point of Sale Application Name and Point of Sale Terminal Name as-is.
6. Click on the **Verify Campus** button and click **Save**.
(The Data Interchange URL should now reflect your new Campus URL.)
7. Under Load POS Data, click on the **Data and Pictures** button to perform a data load.

If your URL change has already occurred, you've confirmed your terminals' Campus Login URL field did not get updated by your district, and transactions have already occurred, have your district's Authorized Support Contact reach out to Campus Support through the Support

Does My District Use It?

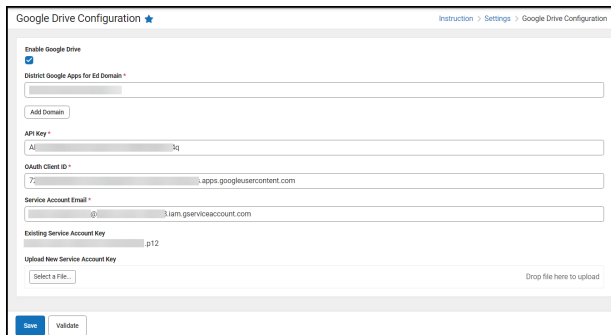
Change Needed Portal. A Campus Support advisor would need to remote into the machine and complete a re-insert of the transactions. Please be aware, this can be billable.

Google Drive Integration

Does My District Use It?

▶ [Click here to expand...](#)

1. Navigate to **Instruction > Settings > Google Drive Configuration**
2. Check if Enable Google Drive is marked and the other fields in the tool are filled out. If so, your district has configured Google Drive Integration.



If you cannot navigate to the Google Drive Configuration tool, your district is not licensing Campus Learning nor actively using the Google Drive integration.

Change Needed

▶ [Click here to expand...](#)

Who to involve: Whoever administers admin.google.com

Take note of your new Campus URL and provide it to your district's Google Admin.

These steps must be performed by your district's Google Admin, the same person who initially set up the Google Drive integration for your district. This is typically whoever manages admin.google.com (and therefore console.cloud.google.com) for your district.

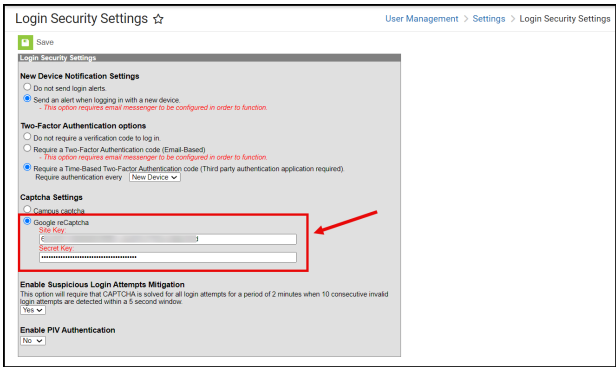
1. Ensure you are logged into your Google Admin account, the same account used to set up the Google Drive integration initially.
2. Navigate to console.developers.google.com

If the individual who originally set up the Google Drive integration within console.developers.google.com for your district is no longer employed at your district:

You will probably not be able to find the Infinite Campus/Google Drive integration within console.developers.google.com, as it was stored directly under that person's Google account, so it must be accessed through that account. If this is your scenario, your current Google Admin may just need to recreate the Google project from scratch rather than modifying an existing project. See [Google Drive Configuration > Show me the steps](#).

Does My District Use It?	Change Needed
	<p>3. Select your Infinite Campus/Google Drive integration project from the drop-down menu.</p> <p>4. Select Credentials</p> <p>Now three changes must be made:</p> <p>Web Application Client ID:</p> <ol style="list-style-type: none"> 1. Under OAuth 2.0 Client IDs, for the client with a type of Web Application, select Edit (the pencil icon) 2. Under Authorized Javascript Origins, your previous Infinite Campus domain should be listed. Update this to reflect any changes to your Infinite Campus domain. For example, if your new Infinite Campus login URL is , the value here would need to be mydistrict.example.com 3. Select Save and return to the Credentials screen <p>API Key:</p> <ol style="list-style-type: none"> 1. Under API Key, for your API Key (often named "API Key 1") either click on the name or select the three dots (:) and Edit API Key 2. Under Website Restrictions, your previous Infinite Campus domain should be listed. Update this to reflect any changes to your Infinite Campus domain. For example, if your new Infinite Campus login URL is , the value here would need to be mydistrict.example.com 3. Select Save <p>OAuth Consent Screen:</p> <ol style="list-style-type: none"> 1. Select OAuth Consent Screen 2. Select Edit App 3. Under Authorized Domains, your previous Infinite Campus base domain should be listed. Update this to reflect any changes to your Infinite Campus base domain. For example, if your new Infinite Campus login URL is , the value here would be just example.com

Google reCaptcha

Does My District Use It?	Change Needed
<p>▶ Click here to expand...</p> <p>If your district uses Google reCaptcha, updating the domain on Google's side is critical. If you do not take action after the URL change, users who trigger the captcha cannot log in until these steps are completed.</p> <ol style="list-style-type: none"> 1. Navigate to User Management > Settings > Login Security Settings 2. Under Captcha Settings, check if Google reCaptcha is marked. If so, your district uses Google reCaptcha on the Campus login screen. 	<p>▶ Click here to expand...</p> <p>Who to involve: Whoever in your district initially configured Google reCAPTCHA</p> <p>To fix this:</p> <ol style="list-style-type: none"> 1. Ensure you're logged into the Google account that was initially used to set up Google reCAPTCHA for your district 2. Navigate to www.google.com/recaptcha 3. Select Admin Console 4. On the Google reCAPTCHA admin screen, select your district's previously created reCAPTCHA setup from the drop-down menu. <p>If you do not see your district's existing setup, you're probably not using the same Google account that was initially used to create the Google reCAPTCHA setup. If your district does not remember which Google account was initially used to create the Google reCAPTCHA setup, you may need to recreate it from scratch.</p> <p>See Login Security Settings > Google reCAPTCHA.</p> <ol style="list-style-type: none"> 5. Select Settings (gear icon) 6. Under Domains, your previous Infinite Campus domain value should be listed. Update this (remove/re-add) to reflect your Infinite Campus domain changes. For example, if your new Infinite Campus login URL is , the value here should be mydistrict.example.com 7. Select Save

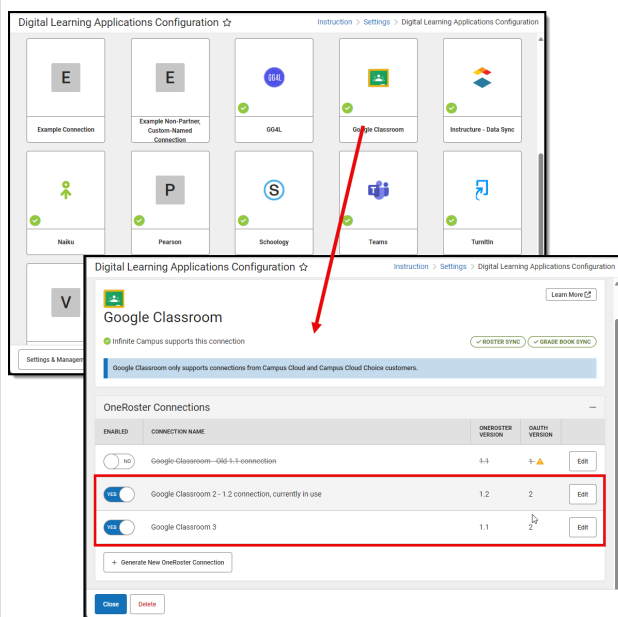
OneRoster API

Does My District Use It?

► [Click here to expand...](#)

To check if your district has OneRoster connections, navigate to **Instruction > Settings > Digital Learning Applications Configuration**

If any applications are set up on this screen, select each one and look for any with OneRoster enabled. If one is enabled, your district uses OneRoster and must update its configuration.



Change Needed

► [Click here to expand...](#)

Who to involve: Whoever in your district administers OneRoster configurations

In Infinite Campus:

1. Navigate to **Digital Learning Applications Configuration** > select your vendor > select your active OneRoster connection > **Edit**.
2. Copy out the **Base URL** and **Token URL**. These values will need to be updated within your OneRoster vendor's system.

In your OneRoster vendor's system:

The exact steps vary by vendor. Find the configuration screen in your OneRoster vendor system where the Infinite Campus credentials were initially entered and update the Base URL and Token URL.

Some systems only require you to enter the Base URL. Systems' terms vary, so compare the format of the existing value to confirm it's the field you're looking for.

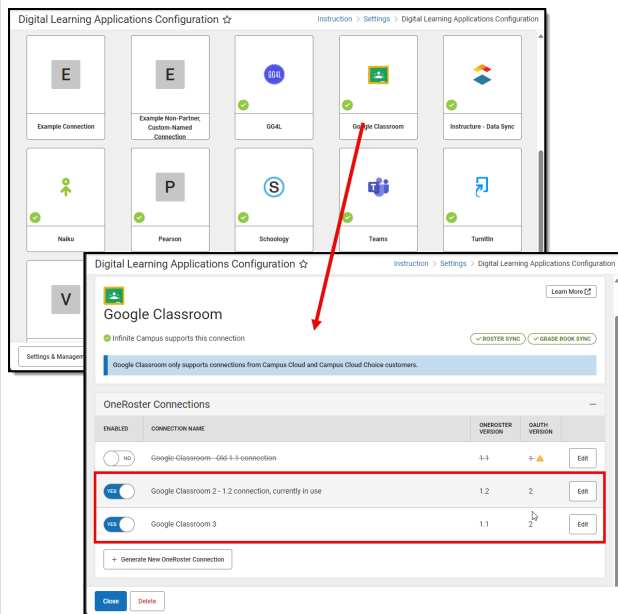
For some vendors, credentials are entered on the backend by that vendor's support team rather than via a configuration screen within the vendor's system. Contact your vendor's support team for assistance.

Google Classroom

Does My District Use It?

► [Click here to expand...](#)

To check if your district has Google Classroom connections, navigate to **Instruction > Settings > Digital Learning Applications Configuration** and look for **Google Classroom**. If present, select Google Classroom and see if any connections are enabled.



Change Needed

► [Click here to expand...](#)

Who to involve: Whoever administers admin.google.com at your district

When your Campus URL changed, your OneRoster Base URL also changed. Your district initially provided that OneRoster Base URL to Google Classroom, so now that it has changed, you need to update the corresponding value within Google Classroom so Google Classroom can continue to sync to your site.

As you make the necessary update in Google's "SIS Setup" screen, you must select **Update**. Do NOT select Remove.

Selecting Remove would clear Google Classroom's memory of what it has linked and synced. According to Google Workspace support, this cannot be undone.

In Infinite Campus:

1. Navigate to **Digital Learning Applications Configuration > Google Classroom** > select your active OneRoster connection > **Edit**.
2. Copy out the **Base URL**. This value will need to be updated within Google Classroom. You will also need to take note of the **Client ID** and **Client Secret**, as Google will make you re-confirm them.

Does My District Use It?

Change Needed

Google Classroom

ASSESSMENTS SYNC ✓ ROSTER SYNC ✓ GRADE BOOK SYNC ✓ PROGRAM PARTICIPATION ✓

Google Classroom only supports connections from Campus Cloud and Campus Cloud Choice customers.

OneRoster Connections

ENABLED	CONNECTION NAME	ONEROSTER VERSION	STATUS	
<input checked="" type="checkbox"/>	Google Classroom	1.1	1	Edit
<input checked="" type="checkbox"/>	Google Classroom 2	1.2	2	Edit
<input checked="" type="checkbox"/>	Google Classroom 3	1.1	2	Edit

Edit OneRoster Connection

Name *

Google Classroom 2

Data to Share

☐ Assessment ☒ Demographics ☒ Grade Book ☐ Program Participation

Information to Share with Google Classroom

Client ID
 InfiniteCampus_google.D45A8A40_e2bcb40c-7260-4871

Client Secret
 8296F664-EA6A-4E7B-A0FC-...

Token URL
 https://esite1.infinitecampus.com/campus/oauth2/

Base URL
 https://esite1.infinitecampus.com/campus/api/oneroster/

Troubleshooting Documentation

OneRoster 1.2 API Documentation
 https://esite1.infinitecampus.com/campus/api/oneroster/v1p2/

Connection Configuration

Enabled Schedules (All)

Legacy Configuration

[Save](#) [Cancel](#) [Delete](#)

In Google Classroom:

These steps must be performed by your district's Google Admin, the same person who initially set up the Google Drive integration for your district. This is typically whoever manages admin.google.com (and therefore classroom.google.com) for your district:

1. Navigate to <https://classroom.google.com/admin>
 2. Select **Update**. (Do **NOT** select Remove.)
 3. Enter the credentials from your Infinite administers your Identity Provider system Campus' Google Classroom connection, then select Update:
- In Infinite Campus, complete these steps for each Infinite Campus environment (production, sandbox, staging, etc.) your district has configured to use SSO:
- OneRoster Base URL (Host URL)
 - Client ID (Access Key)
 - Client Secret (Secret Code)

1. Navigate to **SSO Service Provider Configuration** and select your SSO configuration
2. Make note of the following values:
 - Service Provider Metadata
 - Single Sign-On URL
 - Single Sign-Out URL

These next steps must be completed by whoever in your district is the admin of your Identity Provider system. The exact steps vary

Single Sign-on (SAML SSO)

Does My District Use It?

▶ [Click here to expand...](#)

1. Navigate to User Management > Settings > SAML - SSO Service Provider Configuration
2. Check to see if your district has SSO configured and enabled (the Enable SAML Single Sign On checkbox is marked). If yes, your district utilizes SAML SSO, and your Identity Provider will need updated URL information.

SAML - SSO Service Provider Configuration ☆ User Management > Settings > SAML - SSO Service Provider Configuration

[Save](#) [Delete](#) [New](#)

Service Provider Configuration

☒ Enable SAML Single Sign On

Name for Login Button

Single Sign-On (SSO)

Service Provider Metadata

SSO/IdP Metadata

Single Sign-on URL

https://esite1.infinitecampus.com/campus/SSO/IdP/logout

*Campus (Service Provider) Entity ID (it must be a unique value for the IDP)

Optional Attribute Name (default is nameID, Required for Azure)

nameID

*Select an option to retrieve Identity Provider (IDP) server data

Metadata URL

7a48be9b11-4a01735034a:federmetadata20 Sync

Does My District Use It?	Change Needed
	<p>Depending on the Identity Provider you use. Reach out to your Identity Provider's support team if you need guidance on where to find the fields to update.</p> <ol style="list-style-type: none"> 1. Log into your Identity Provider system. 2. Navigate to wherever SSO apps are configured in your Identity Provider system. Typically your district will have set up multiple Infinite Campus apps, one for each Infinite Campus environment you sign into with SSO: production, sandbox, staging, etc. 3. Edit your Infinite Campus app. Some Identity Providers will list only the Service Provider Metadata URL, whereas others will show the Single Sign-On URL and Single Sign-Out UR (not all Identity Providers support a Sign-Out URL). Update these values to reflect your new Campus URL. <p>A note on Entity ID: You may see a value in your Identity Provider system called Entity ID. This corresponds to the "Campus (Service Provider) Entity ID value" on the SSO Service Provider Configuration screen in Infinite Campus. Although this value is derived from your initial Campus URL, it is a unique identifier and not a true URL, so its value does not change when your Campus URL changes. This means you do not need to change your Entity ID in your Identity Provider system.</p> <p>If you want to change the Campus (Service Provider) Entity ID value in Infinite Campus for some reason, you can do so. However, ensure you also change it in all your non-production environments to correspond (i.e., your Sandbox site should have the same identifier that is in Production followed by <code>_sandbox</code>, or your Staging site the same identifier that is in Production followed by <code>_staging</code>, or whatever the site type is). When a non-production site is refreshed, its Campus (Service Provider) Entity ID reverts to the production value <code>_sitetype</code>, so it's important to be consistent on this value</p>

Does My District Use It?	Change Needed
	between environments. You do not need to change the Entity ID in your Identity Provider if you have not changed it in Infinite Campus.

ODBC Connections

Does My District Use It?	Change Needed
<p>► Click here to expand...</p> <p>If you're unsure whether your district utilizes ODBC connections, your district's Authorized Support Contact can contact Infinite Campus through the Support Portal, and we can confirm whether your district has requested ODBC account access.</p> <p>After that point, if someone in your district has provided an ODBC connection string to some system, they're expected to keep a record of that.</p>	<p>► Click here to expand...</p> <p>Who to involve: Whoever has configured any systems, applications, or vendors to make use of ODBC access</p> <p>If your district has configured any services to connect directly to the Infinite Campus database via an ODBC connection, Managed Services should have provided a new ODBC connection string as part of your URL change process. Be sure to update the ODBC connection string in any service that your district has configured to connect to Infinite Campus via ODBC connection.</p>

Other Tools to Check After a Hosting Change

After your district has moved to a new hosting platform, you should check the following tools to ensure no issues.

Tool/App	Suggested Check
Campus Student/ Campus Parent Mobile Apps	<ul style="list-style-type: none"> Confirm the District Search shows your district Confirm a user can sign out of the mobile app and back into it.
Custom Tool Setup	<p>For any custom tools with a Tool Type of URL Link or URL Editor:</p> <ul style="list-style-type: none"> Confirm any URL values referencing the Campus URL are updated accordingly

Tool/App	Suggested Check
Online Registration (OLR)	Update anywhere your district has posted the OLR Email URL or Kiosk URL: <ul style="list-style-type: none"> • District or school website • User Communication > Announcements • OLR Literals Bank • Messenger templates • Letter templates • URL Links and URL Editors • Etc.
Pivot Designer	<ul style="list-style-type: none"> • Confirm you can access and run a pivot within Pivot Designer
Records Transfer	<ul style="list-style-type: none"> • Monitor Records Transfer alerts and ensure you are receiving them
Syncing to the State Edition (only for districts connected to a State Edition)	<ul style="list-style-type: none"> • Student Locator - Confirm a student you know is present in State Edition shows in search results • Selective Sync - Confirm you can push the Identity record for that student to State Edition • Resync State Data - Confirm you can successfully perform a batch sync to the state.
Anywhere Your Campus URL is Published	Update anywhere your district has posted your Campus URL: <ul style="list-style-type: none"> • District or school website • User Communication > Announcements • OLR Literals Bank • Messenger templates • Letter templates • URL Links and URL Editors • Etc.

Review Your Firewall

You should review your district's firewall to ensure that inbound and outbound traffic to your new Infinite Campus URL is not impacted. For more information, see the [Firewall Review Checklist](#).