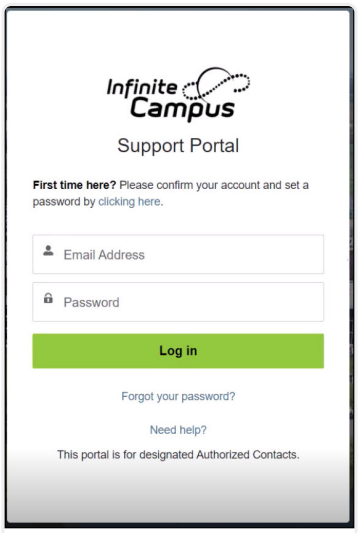
Your Updates

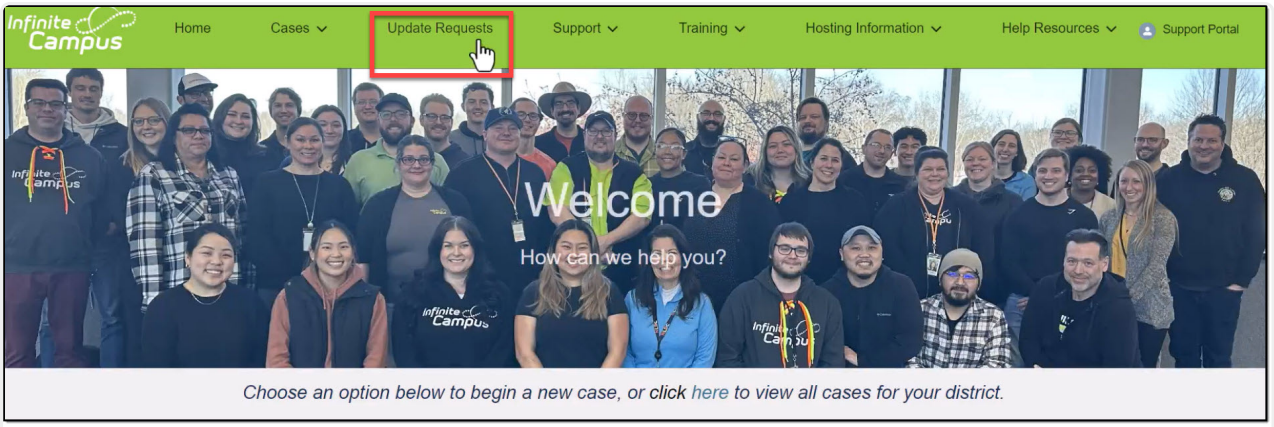
Last Modified on 08/26/2026 11:57 am CDT

Authorized Technical Contacts can request site updates using the **Manage Updates** tool, which is accessible via the Infinite Campus Support Portal.



Support Portal Log In

The Update Requests option is at the top of the Support Portal main page.



Update Request Option in Support Portal

Districts can submit requests for:

- Version updates
- Database (DB) refreshes

Version Updates

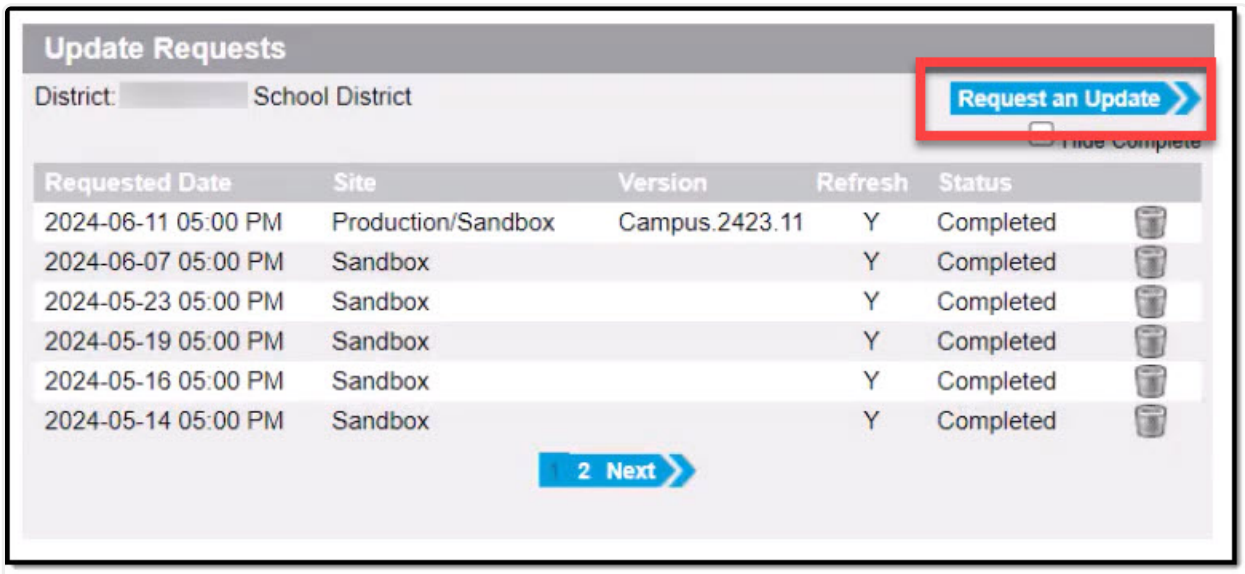
State-linked or regional consortia-linked districts are updated as a group; updates for individual districts cannot be requested using this tool.

For Campus Cloud customers, the maintenance time for updates to new releases or Rx packs will be **Thursday mornings between 12:30 AM and 3:30 AM central time**. Access to all Infinite Campus services is unavailable for these districts during this time.

ASP-hosted customers will not necessarily have Staging and Preview environments.

Update Requests

The district's name is displayed in the upper left corner. State contacts, regional consortia, Partners, and ESAs will see a dropdown menu of connected districts. The Update Request area displays the most recent auto-updated version information for your current sites and scheduled updates.

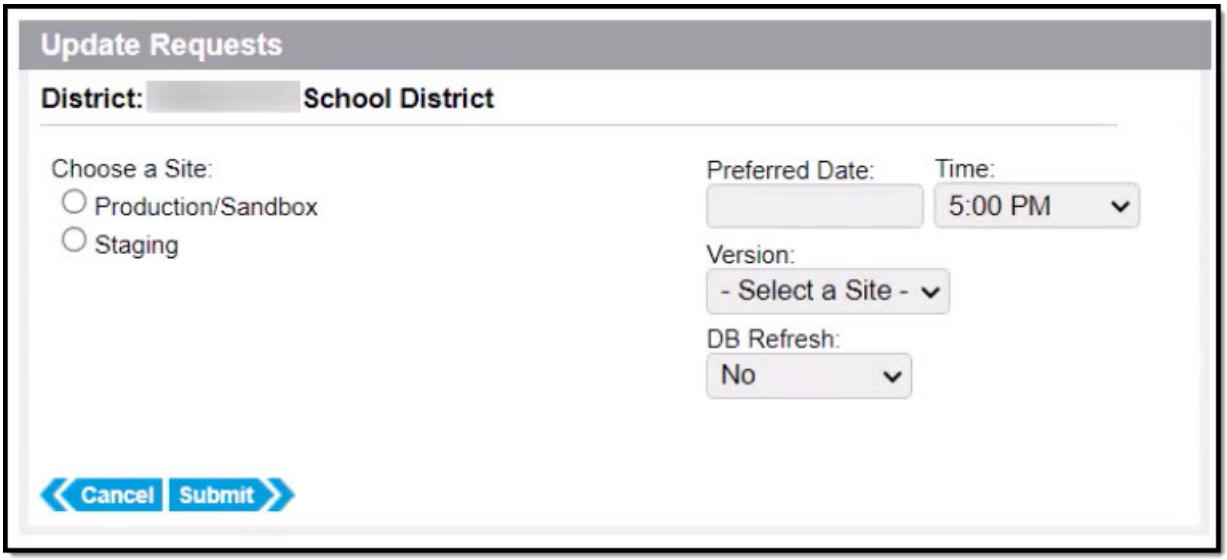


Navigate to Request an Update

Environment Descriptions

Environment	Description
Production	The production site (the "live" site) is the web application and database where users do their day-to-day work. This includes all reports generated by Infinite Campus.

Environment	Description
Sandbox	The sandbox is a copy of the production site used to test and implement new features in Campus (such as enabling LDAP or SSO authentication types). When the production site is updated to a newer version, the sandbox site is updated to the same version. Infinite Campus will refresh this site with data from the customer's production site at the customer's request.
Staging	Customers can review new Campus application releases in the staging site before updating their production site. The staging site gives users first-hand experience of how new functionality works within Campus and how the version behaves with their configuration and data set. At the customer's request, Infinite Campus will refresh this site with data from the customer's production site.



Request an Update

Please see Requesting a Campus Version Update for detailed instructions.

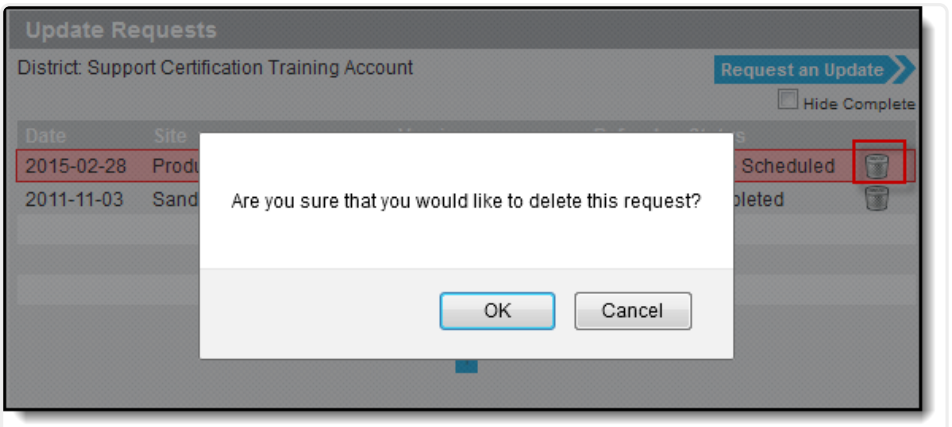
Update Statuses

Status	Description
To Be Scheduled	The request has been submitted to Campus Hosting. Once the request has been scheduled, Campus Hosting will send an email confirming the scheduled date.
Scheduled	The request has been confirmed with Campus Hosting and is scheduled to proceed on the scheduled date.
Not Started	This request has just been pulled from the Update Request Queue in anticipation of beginning the update request.

Status	Description
In Progress	This request is currently being updated to the requested version. The application is offline and cannot be accessed by users.
Completed	The update process is completed.
Pending Input	The district received an email regarding this request. Please contact Campus Hosting so that work may proceed.
Deferred	The request is on hold until further notice.
New Version Requested	A newer version was requested in a different update request. Both updates will be completed under the newer request.
Unable to Complete	An issue prevented this request from being completed. Please read the email from Campus Hosting for more information about this issue and what will be needed to resolve it.

Deleting or Canceling a Request

Requests with a status of **To Be Scheduled** or **Scheduled** may be canceled. Requests **In Progress** may not be canceled, as work has already begun on your site.



Requesting and Update Cancellation or Deletion

Request Cancellation

1. On the request line to be deleted, select the **Trash Can** icon.
2. A pop-up message will ask, "**Are you sure that you would like to delete this request?** " Select **Yes.**
3. The request has now been canceled, removed from the Campus Hosting queue, and removed from view in your updates list.

Deleting a Completed Request

1. On the request line to be deleted, select the **Trash Can** icon.

2. A pop-up message will ask, "**Are you sure that you would like to delete this request?** " Select **Yes.**
3. The completed update has now been deleted and removed from your updates list.

Hiding Completed Requests

To hide completed requests, click the **Hide Complete** checkbox. If this is checked, when a requested update has been completed, it will disappear from view. Unchecking this box will display the complete list of requests that have not been deleted.