

# Campus Community Access FAQ

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## General Community access questions

### I requested a one-time-use login link through [community.infinitecampus.com](https://community.infinitecampus.com) and have not received the email.

Know that the one-time-use login link is not your only option for accessing Community. In many cases it's more convenient to sign into your Infinite Campus site, select the **App Switcher** in the upper-right, and select **Community**.

However, if you need to sign in via one-time-use login link for some reason, check these things:

- Ensure you used whatever email address is associated with your Community account. This will be whatever email was set in **Census > People > Demographics > Email** in your Infinite Campus site the last time you selected App Switcher and selected the Community button. If you do not have a valid email in the Email field, correct it and select App Switcher > Community again to update the email address on file for your Community account.

Note: If you Infinite Campus site is still on Campus.2515 or prior:

In this case, the email address on file for your Community account is not the value at Census > People > Demographics > Email, but rather whatever email address you entered when prompted after navigating to Community through App Switcher > Community for the first time. If you believe you entered an invalid email at that time, consider accessing Community through the App Switcher > Community button instead, or have your Authorized Contact reach out to Campus Support.

- Ensure you typed in your email address correctly on the Campus Community Login via Email screen.
- Ensure your email client is accepting our emails. Check your spam folder or involve email admin to see if these emails are being blocked. Allow emails from **campus-community.noreply@infinitecampus.com**

### What e-mail address is the one-time-use login link is sent from?

The one-time-use login link comes from **campus-community.noreply@infinitecampus.com**

### Can my Community account be associated with some other email address?

No, Community accounts are associated with the email at Census > People > Demographics >

Email in your Infinite Campus site. This does not look to Secondary Email.

## How do I change the email address used for Community?

Navigate to **Census > People > Demographics > Email**. Ensure the correct email address is set here. Then select the **App Switcher** in the upper-right and select the **Community** button. (Note that your site needs to be on Campus.2519 or greater in order to sync Community with Census > People > Demographics > Email.)

## How do I change my first name and last name shown in Community?

Your first name and last name sync to Community from **Census > People > Demographics > First Name** and **Last Name**. Typo corrections can be made on the Demographics tab. Actual name changes should be made on the **Identities** screen. Select the **App Switcher** and **Community** button to sync the name change to Community.

## Can I change my Community Forums username?

No, once a user's Forums username is selected, it cannot be changed at a later time.

## I work for multiple organizations that use Infinite Campus. Can I use a single email address or Forums username across organizations?

No, you will have one Community username and Forums username per Infinite Campus site. The recommendation is to use your organization-specific email in Census > People > Demographics > Email, and to decide on a naming convention for Forums usernames that makes sense per organization.

If you'd like to use one Community account primarily, you can access Community via the one-time-use link rather than the App Switcher > Community button, and consistently use the same email address.

If you had an existing Community account prior to July 18, 2025, that account will now be associated only with the organization that was most recently linked to your Community account.

## Questions about the July 18, 2025 authentication transition

### I work in Infinite Campus sites across multiple organizations. What changes for me?

Going forward, you'll have one Community username (and Forums username) per Infinite Campus site. Your existing Community account will now be associated only with the organization that was

most recently linked to your Community account.

#### Forums access:

Your existing Forums account will remain associated with your existing Community account. You can access your existing Forums account through the App Switcher > Community button in the one organization your existing Community account is tied to. If you'd like to access the Forums while working in another Infinite Campus site, either use the one-time-use login link through [community.infinitecampus.com](https://community.infinitecampus.com) to access your existing Community account, or ensure you have a unique email address in Infinite Campus for each organization (resulting in unique Community accounts), access through the App Switcher > Community button in each organization, and set up a unique Forums username for each organization.

### **I used a particular Forums username prior to July 18, 2025. Will my username change?**

No, your Forums username you used prior to July 18, 2025 will remain the same.

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