Authorized Contacts

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Authorized Contacts

Authorized Contacts are designated individuals who serve as the primary point of communication with Infinite Campus.

A strong internal structure, anchored by well-trained Authorized Contacts, is essential to ensuring timely, secure, and effective support.

Key components of your support structure:

- **Building Coaches / Help Desk**
  Provide frontline support by assisting end users with basic “how-to” questions and common issues.
- **Campus Community™**
  A self-service hub offering documentation, training resources, and opportunities for peer collaboration.
- **Authorized Contacts**
  Provide district policy guidance and troubleshoot more complex issues, escalating cases to Infinite Campus when additional support is required.

Purpose and Importance of Authorized Contacts

Authorized Contacts are the only individuals permitted to initiate or manage interactions with Infinite Campus via the **Support Case Portal** or **toll-free support line**.

This designation plays a critical role in:

- Protecting your software, data, and student privacy.
- Ensuring accountability by allowing only approved personnel to submit questions, report issues, or request changes.
- Maintaining secure, consistent communication with Infinite Campus.
- Supporting efficient case resolution by working with trained, knowledgeable contacts who understand district context and product functionality.

Types of Authorized Contacts

There are distinct types of Authorized Contacts, each with a specific role. Districts are responsible for selecting and training these individuals on local policies and product use. It is recommended that Authorized Contacts have the proper tool rights to effectively troubleshoot issues.

Type	Definition	Responsibilities

Support	Handles Campus product functionality questions and issues reported by the district's end users.	As the point of contact for Infinite Campus product questions and issues, Authorized Support Contacts are expected to: • **Troubleshoot**: Work with end users to identify and resolve product issues. • **Utilize Resources**: Access Campus Community Knowledge Base, attend training, and review release notes. • **Qualify Issues**: Gather replication steps and detailed descriptions. • **Submit Cases**: Use the Support Case Portal to report issues and submit questions to Infinite Campus. • **Follow Up**: Respond to open cases and provide updates.
Technical	Serves as the primary contact for technical matters. Manages sites, such as the Sandbox and Staging (if applicable). Campus Cloud Choice customers request Campus version updates via the Update Requests tool.	In addition to the responsibilities of the Authorized Support Contact, Authorized Technical Contacts are expected to discuss and resolve issues relating to: • Server configuration and error logging • Sandbox Refresh • Requesting a Campus Version Update • Firewall and local network configurations • Customer connectivity • ODBC and access connections • Other technical-related matters

Authorized Contact Allocation

To ensure efficient support, streamlined communication, and appropriate access management, Infinite Campus recommends the following structure:

- **Two Authorized Support Contacts** for day-to-day functional support.
- **One Authorized Technical Contact** for technical oversight and non-production environment refreshes/update requests.

Additional Authorized Contacts may be approved based on district size and the number of licensed extension products. While additional contacts can improve support coverage and operational flexibility, access should be limited to individuals with a business need and within the district's authorized allocation. Maintaining an appropriate number of Authorized Contacts helps ensure efficient support, protect sensitive data, reduce administrative complexity, and manage licensing costs, as each Authorized Contact requires an individual software license.

Infinite Campus does not restrict who can be designated as an Authorized Contact. However, all Authorized Contacts must be properly licensed to access and use our software.

Districts are not permitted to allow third parties to use or support our software without prior

written authorization. If a third party intends to support a district using Infinite Campus, they must first complete a Limited License Agreement. This ensures compliance with our licensing terms and protects the integrity of our system.

To request access for a third party and initiate the Limited License Agreement process, please submit a "*Modify Support Contact*" case through the Support Case Portal.

Finding Your Authorized Contacts

If you're unsure who your Authorized Contacts are:

- Ask the person you typically contact for Infinite Campus questions.
- Check your district's Infinite Campus login page. Many districts list contact information under the **Help** section.
- If you are an Authorized Contact, you can view your district's Authorized Contacts by clicking the profile icon in the top right corner of the Support Case Portal and selecting My Account.

Training Opportunities for Authorized Contacts

To effectively support your district and stay current with Infinite Campus functionality, Authorized Contacts are encouraged to participate in ongoing training and utilize available resources.

Recommended Training Activities

- Complete Infinite Campus Fundamentals training.
- Watch the Introduction to Campus Support Video.
- Review the Working with Support and Troubleshooting Campus knowledge articles.
- Explore Study Guides to learn about Campus tools and processes through videos and documentation.

Districts with a **Campus Passport** license have exclusive access to a full catalog of on-demand training via the Campus Passport Dashboard.

Additional Learning Resources

- Latest Innovations video overviews
- Campus Release Pack Enhancements
- Release Information

Security & Access

Authorized Contacts are established to protect your software, data, and student privacy. They are the only staff members authorized to submit questions, issues, and requests to Infinite Campus.

- **Only Authorized Contacts** may submit or manage cases. In some cases, we may request that a caller submit a written note on the case to verify identity and confirm authority for information, configuration, or data changes.
- **Unauthorized individuals** will be redirected to their district's Authorized Contact.
    - In emergencies, a case may be created under an existing Authorized Contact.

- If a non-authorized staff member needs to join a support call, the Authorized Contact must coordinate and be present.

Important: Authorized Contacts must not share their login credentials or encourage non-authorized staff to contact Campus Support. This helps maintain secure access, protect sensitive data, and ensure that all support interactions are handled by approved personnel. Please review the information on this page to learn more about the types of information Support will never ask you to provide and the security measures we follow to protect your data.

Inactivity & Deactivation

To ensure secure and appropriate access to the Support Case Portal, Authorized Contacts that remain inactive for 180 consecutive days will be flagged for deactivation.

An Authorized Contact is considered inactive when they have not:

- Logged into the Support Case Portal,
- Had a case created on their behalf by Infinite Campus, or
- Participated in any case-related activity within the past 180 days.

Authorized Contact Deactivation Process

If an Authorized Contact has no login or case activity for an extended period, the following steps will occur:

- **Day 180 – Initial Notification**
  An email is sent letting the Authorized Contact know their account will be deactivated if no action is taken within 30 days.
- **Day 195 – Reminder**
  A follow-up email is sent as a reminder during the 30-day grace period.
- **Day 209 – Final Notice**
  A final email is sent one day before deactivation.
- **Day 210 – Deactivation**
  If there has been no login or case activity, the Authorized Contact account is deactivated.

How to Stay Active

To avoid deactivation, simply log in to the Support Portal before Day 210.

Reactivation Process

To restore access, an active Authorized Contact from the district must submit a **"***Modify Support Contact***"** case requesting reactivation.

When an Authorized Contact Leaves Your District

To maintain secure access to your Support Case Portal, please submit a "*Modify Support Contact*" case whenever an Authorized Contact leaves your district. This ensures their account is properly deactivated and that only current, approved Authorized Contacts can view and manage support cases.

Keeping your Authorized Contact list up to date helps protect sensitive information and ensures smooth communication with our support team.

To review your district's Authorized Contacts, click the profile icon in the top right corner of the Support Case Portal and select My Account.

Requesting an Authorized Contact When None Exist

If your district does not currently have any active Authorized Contacts, a new Authorized Contact can be established; however, for security and privacy reasons, Infinite Campus requires written approval from district leadership before access can be granted.

How to Request a New Authorized Contact

A district Superintendent, Principal, or other authorized district administrator must submit a written request to Infinite Campus (e.g., your CRM) identifying the individual who should be designated as an Authorized Contact.

The request should include:

- District name
- Name, title, email, and phone number of the individual being designated as an Authorized Contact
- The type of Authorized Contact requested (Support or Technical)
- Confirmation that the district approves the designation

Important

To protect district data and maintain secure access to support resources, Infinite Campus cannot add or modify Authorized Contacts based solely on an employee request. Written authorization from district leadership is required before the change can be made.

Once the request has been received and verified, Infinite Campus will establish the Authorized Contact and provide information on accessing the Support Portal and available support resources.

> **Recommendation:** Districts should maintain at least two Authorized Support Contacts and one Authorized Technical Contact to ensure adequate coverage and continuity when staff members are unavailable.