

Authorized Contacts

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Authorized Contacts

Authorized Contacts are designated individuals who serve as the primary resources to communicate with Infinite Campus.

A strong internal support 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 – Assist with basic “how-to” questions and support end users.
- Campus Community™ – A self-service resource offering documentation, training, and peer collaboration.
- Authorized Contacts – Troubleshoot and resolve complex issues, and escalate cases to Infinite Campus when needed.

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
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Support	Handles Campus product functionality questions and issues reported by the district's end users.	<p>As the point of contact for Infinite Campus product questions and issues, Authorized Support Contacts are expected to:</p> <ul style="list-style-type: none"> • 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	<p>Serves as the primary contact for technical matters. Manages sites, such as the Sandbox and Staging (if applicable).</p> <p>Campus Cloud Choice customers request Campus version updates via the Update Requests tool.</p>	<p>In addition to the responsibilities of the Authorized Support Contact, Authorized Technical Contacts are expected to discuss and resolve issues relating to:</p> <ul style="list-style-type: none"> • 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 effective support and streamlined communication, 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 the size of the district and the number of licensed [add-on products](#). While expanding the list of Authorized Contacts can enhance support coverage and operational flexibility, access should be limited to those who require it. This approach helps safeguard sensitive data and reduces potential risk.

Infinite Campus does not restrict who can be designated as an Authorized Contact. However, every user 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 support.
- 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.
- **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 trained, approved personnel.

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 it has 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.

Deactivation Process

1. Initial Notification (Day 180)

After 180 days of inactivity, an automated email will notify the Authorized Contact of pending deactivation if no action is taken within the next 30 days.

2. Reminder (Day 195)

A follow-up reminder email will be sent halfway through the 30-day grace period.

3. Final Notice (Day 209)

A final notification will be sent one day before deactivation.

4. Deactivation (Day 210)

If no login or case activity occurs by Day 210, the Authorized Contact will be deactivated.

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 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.
