

Authorized Contacts

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Authorized Contacts

A district's success with Infinite Campus depends on a strong internal support structure. This includes:

- Building Coaches – who assist with basic “how-to” questions
- Campus Community™ – a self-service resource for documentation and peer collaboration
- Authorized Contacts – who resolve or escalate more complex issues to Infinite Campus Support

Purpose of Authorized Contacts

Authorized Contacts are the only individuals permitted to initiate or manage interactions with Infinite Campus through the **Support Case Portal** or **toll-free number**. This designation is essential to:

- Protect your district's software, data, and student privacy
- Ensure that only approved personnel can submit questions, report issues, or request changes
- Maintain secure and accountable communication between your district and Infinite Campus

Why It Matters

Limiting access to Authorized Contacts helps Infinite Campus:

- Handle sensitive data securely
- Resolve cases accurately and efficiently
- Maintain clear, consistent communication with your district

Types of Authorized Contacts

There are two distinct types of Authorized Contacts, each with specific responsibilities. Districts are responsible for selecting and training these individuals on local policies and Campus product use.

Type	Role
Authorized Support Contact	Handles functional issues reported by end users. Responsible for submitting and managing support cases, troubleshooting product issues, and communicating with Campus Support.

Articles

Authorized Contacts

- [Managing Support Portal Cases](#)
- [Support Portal](#)
- [Viewing Issues](#)
- [Closing and Re-opening Cases](#)
- [Reports](#)
- [Working With Support](#)
- [Troubleshooting Campus](#)
- [Account and Contact Information](#)

Authorized Technical Contact

- [Sandbox Refresh](#)
- [Requesting a Campus Version Update](#)

Authorized Technical Contact

All Authorized Support Contact responsibilities and serves as the primary contact for technical matters. Manage site refreshes, version updates, server configurations, and other technical integrations.

Note: Infinite Campus recommends that each district designate:

- **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 added based on the number of [add-on products](#) licensed.

Who are my district's Authorized Contacts?

If you are unsure who the Authorized Contacts in your district are, ask the person you typically turn to for help with Infinite Campus. They should be able to direct you to the appropriate group or individual who can clarify who the Authorized Contacts are. Additionally, if you need help with Infinite Campus, many districts provide contact information on their login page under the 'Help' section.

Training Opportunities for Authorized Contacts

Authorized Contacts should:

- Watch [the Introduction to Campus Support Video](#).
- Complete Infinite Campus Fundamentals training.
- Participate in ongoing training to stay current with product updates.

Exclusive to districts that license [Campus Passport](#): a full catalog of on-demand training is available from your [Campus Passport Dashboard](#).

Contacts can also review the following resources to stay current with the latest functionality:

- [Latest Innovations](#) video overviews
- [Campus Release Pack Enhancements](#)
- [Release notes](#)

Responsibilities of Authorized Contacts

The district's end users should look to the Authorized Contacts for advice and interpretation of practices related to the Infinite

Campus software.

Authorized Support Contacts

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 or call for urgent issues.
- **Follow Up:** Respond to open cases and provide updates.

Authorized Technical Contact

In addition to the responsibilities of the Authorized Support Contact, Authorized Technical Contacts serve as the point of contact for the Campus Managed Services team. Authorized Technical Contacts specifically discuss and resolve issues relating to:

- Server configuration and error logging
- Campus [update requests](#)
- Firewall and local network configurations
- Customer connectivity
- ODBC and access connections
- Other technical-related matters

The Authorized Technical Contact also manages the district's Sandbox and Staging sites (if applicable), and for Campus Cloud Choice districts they also request [Campus version updates](#). Requests for sandbox and/or version updates may be performed via the [Update Requests](#) tool.

Security & Access

Authorized Contacts are established to protect your district's 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 login credentials or encourage non-authorized staff to contact Campus Support.

Inactivity & Account Deactivation

To maintain security and proper access control, Authorized Contact accounts that remain inactive for 180 consecutive days will be flagged for deactivation. An account is considered inactive if it has not logged into the Support Case Portal, had a case created for them by Infinite Campus, or performed any case-related activities within the past 180 days.

Process for Account Deactivation

- Accounts are continuously monitored for activity.
 - After 180 days of inactivity, an automated email will notify the Authorized Contact of a pending deactivation. The account will be deactivated if no activity occurs within the following 30 days.
 - A reminder email will be sent midway through the deactivation period.
 - A final notification will be sent one day before deactivation.
 - If no login occurs after 210 days of inactivity, the account will be deactivated.
 - To restore access, an active Authorized Contact from the district must submit a *"Modify Support Contact"* case requesting reactivation.
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