

Authorized Contacts

Last Modified on 07/23/2025 1:12 pm CDT

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Authorized Contacts

The success of the district's implementation and ongoing use of Infinite Campus' software hinges on the effectiveness of its internal support structure. This structure relies on building coaches, who assist with basic how-to questions, and Authorized Contacts who help resolve or escalate issues to Infinite Campus. Campus Community™ is available for self-help and collaboration with other users in the Community Forums.

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 Campus Support. This ensures that Campus Support only investigates or makes changes to your site at the request of authorized individuals.

The Campus Support team collaborates directly with Authorized Contacts via our case portal or toll-free number to address issues and resolve complex inquiries.

Authorized Contacts should participate in ongoing training offerings and review documentation to remain informed of the latest Infinite Campus software updates.

Types of Authorized Contacts

There are two types of Authorized Contacts: **Authorized Support Contacts** and **Authorized Technical Contacts**. Authorized Support Contacts handle functional issues experienced by end users. Authorized Technical Contacts can do everything an Authorized Support Contact does plus serve as points for Infinite Campus products and technical issues and handle site refreshes/updates.

Infinite Campus recommends that each district appoint three (3) Authorized Contacts: two Authorized Support Contacts for handling functional issues experienced by end users and one serving as the Authorized Technical Contact. Additional Authorized Contacts may be added depending on the number of Premium Products purchased. The district is responsible for selecting and training these designated individuals on district policies and the localized

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use of Campus products.

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 review [the Introduction to Campus Support Video](#) to learn how to work with Campus Support and submit cases. It is highly recommended that contacts also complete the Infinite Campus Fundamentals training and participate in ongoing training to stay current on the latest Campus enhancements.

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](#)

Security

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 Support.

Unauthorized Access

For security reasons, any individual who is not an Authorized Contact and reaches out to Campus Support will be directed to get in touch with their district's Authorized Contacts. However, in emergencies, Campus Support may initiate and qualify a case on an exception basis. The case would be created under an Authorized Contact within the district.

Authorized Contacts should not share their Campus Community login credentials or encourage non-authorized individuals to contact Infinite Campus. If an Authorized Contact needs to involve

another staff member who is not an Authorized Contact in a support call, they must coordinate the meeting and be present throughout the discussion.

Inactivity and 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.

Responsibilities

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 (2)

As the point of contact for Infinite Campus product questions and issues, Authorized Support Contacts are expected to:

Troubleshoot

- [Troubleshoot](#) Infinite Campus product issues with end users.

Utilize resources

- Visit the [Campus Community Knowledge Base](#) to review documentation.
- Attend product training sessions offered by Infinite Campus.
- Read product [release notes](#) posted on Campus Community.
- Determine training needs based on the type and frequency of issues experienced and reported by end users.

Qualify the issue

- [Gather information](#) to provide Support with replication steps and detailed issue descriptions.

Contact Campus Support as needed

- Submit issues and requests via the Support Case Portal.
- Call to follow up on emergency issues or service requests.
- Respond to open cases (see [Working with Cases](#)).

Authorized Technical Contact (1)

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