I'm New - Authorized Contact Quick Start

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This page is for new Authorized Contacts.

Welcome!

As an Authorized Contact for your district, you play a critical role in ensuring secure, efficient communication with Infinite Campus Support. This guide will help you understand your role and make the most of your resources.

Your Role as an Authorized Contact

You are the primary liaison between your district and Infinite Campus Support. Only Authorized Contacts can submit support cases, request data investigations, system configuration changes, or access sensitive information. This protects district and student data.

To add, modify, or replace Authorized Contacts, an existing Authorized Contact must submit a **"Modify Support Contact"** case through the Support Portal.

As a new Authorized Contact, you'll receive a confirmation email valid for 7 days to activate your Support Portal account. If you don't receive it, check your Spam folder or confirm with IT that emails from **noreply.support@infinitecampus.com** are allowlisted.

Support Case Portal

Your secure channel for submitting and managing cases, communicating with Campus Support, and accessing case history.

Portal URL: https://support.infinitecampus.com/customers

Case Submission Tips:

- Select the correct case type and module
- Include detailed replication steps: who, what, when, where, why
- Indicate urgency, impact, and due dates

Tip: Review your district's existing Authorized Contacts in the Support Case Portal by clicking the profile icon (top-right) > My Account.

Phone Support

The support phone number is provided to you through the Support Portal case when you're initially added as an Authorized Contact.

For urgent issues, submit a case first, then call for faster routing. The phone system uses your case number to connect you to the assigned Advisor

Hours: Monday–Friday, 6:00 AM – 6:00 PM CT

- **24/7 Hosting Support** available for system outages
- See observed holidays

Menu Options:

- Press 1: Existing case
- Press 2: New issue
- Press 6: Add-on products (Food Service, Fees, FRAM, Online Payments, Finance, School Store, Activity Registration)
- Press 8: Report an outage (24/7 for Campus Hosted customers)

Essential To-Do Items

We strongly encourage taking these steps if you are a new Authorized Contact:

1. **Bookmark the Support Portal**
   Save https://support.infinitecampus.com/customers to your browser for quick access.
2. **Configure Email Notifications**
   Add **noreply.support@infinitecampus.com** to your email allowlist to ensure you receive case notifications.
3. **Watch the Introduction to Support Video**
   Complete the Introduction to Campus Support training.
4. **Review Key Documentation**
   Familiarize yourself with the Support Resources area, especially Working with Cases and Scope of Support.

Security Reminders

- The support number is provided exclusively to Authorized Contacts and is not published online
- Please do not share this number with non-authorized individuals
- Login sharing is prohibited
- We may request written verification for sensitive requests

Campus Community: Your Go-To Resource

Campus Community provides:

- Announcements & Release Notes – Stay informed on updates
- Knowledge Base – Product info updated with each release
- Campus Forums – Connect with other users
- Events Calendar – Upcoming trainings and user groups
- Surveys & News – Share feedback and learn industry insights
- Campus Passport – Training opportunities for all districts

Login Tip: Sign in to your district's Campus site first, then use the App Switcher (top-right) for seamless access to Campus Community.

Additional Resources

- Authorized Contacts - Guide to your role and responsibilities
- Working With Support - Overview of Campus Support services and processes
- Troubleshooting Campus - Learn how to diagnose and resolve common issues
- Scope of Support - Understand what services are within the scope of Campus Support

Note: If you're ever having trouble navigating the Knowledge Base, make sure you're signed in. A navigation bar shows on the left when you're signed in.

We're Here for You

If you have questions about your role or need assistance accessing any resources, contact your district's existing Authorized Contact or submit a case through the Support Portal once you have access.

Thank you for your partnership and commitment to transforming K12 education! The Campus Support team is here to help you succeed in supporting your district.