Clark County School District
FAQs
Campus Parent/Student

FAQs
The purpose of this document is to provide answers to frequently asked questions related to Campus Parent/Student.

What is Campus Parent/Student?
Campus Parent/Student is a confidential, secure, and free tool developed by Infinite Campus that provides parents/guardians and students access to up-to-date student information.

What information is available in Campus Parent/Student?
Below is a list of information available within Campus Parent/Student.

- Message Center
- Calendar
- Assignments
- Contact Preferences

- Attendance
- Schedule
- Academic Plan
- Online Registration

- Documents
- Assessments
- Lockers
- Important Dates

- Fees
- Health – Immunizations
- Cafeteria Balance
- Grades/Grade Book Updates

NOTE: Important announcements, such as events and school closings, are posted on the login page or message center. A parent/guardian and student can view or print student documents, course selections for the following school year, and the academic plan to track progress toward graduation.

Where can parents/guardians learn more about Campus Parent/Student?
More information is available on the CCSD.net Campus Parent/Student Information page.
https://ccsd.net/parents/infinite-campus

How do end-users access Campus Parent/Student?
Parents/guardians and students (pre-kindergarten through twelfth grade) are eligible to receive individual accounts. Access the account 24/7 from any computer web browser at https://campus.ccsd.net/campus/portal. Mobile apps (iOS or Android) are available for devices that meet the minimum system and internet requirements. All platforms must use the login provided by the school Campus Liaison. On occasion, the system may be down for maintenance and those dates and times will be posted on the login page.

How do students create a Campus Student account?
During the enrollment process, a new student will receive their Campus Student username and password from their school's Campus Liaison.

How do parents/guardians create a Campus Parent account?
Campus Parent accounts are created by the student's school Campus Liaison. Parents may contact their student's school for more information.

How do end-users add or change their contact email address?
End-users can update their contact email addresses within the Campus Parent/Student 👤 User Menu > Settings > Contact Preferences tool or by contacting the school Campus Liaison. For more information, review the Campus Parent/Student Mobile App user guide located at https://www.ccsd.net/parents/infinite-campus/.

How do parents/guardians recover a forgotten Campus Parent Username/Password?
Parents/Guardians may recover their Username/Password by using the Forgot Username or Forgot Password recovery links found on the Campus Parent login page. The system will email recovery instructions to the Account Security Email address. Parents/Guardians without an Account Security Email address, listed in the User Menu > Settings > Account Settings tool, will not be able to use the recovery links and will need to contact their student's school Campus Liaison.

How do students recover a forgotten Campus Student Username/Password?
Current students have the option to reset their password or retrieve their current CCSD Standard User ID (Campus Student username) by visiting https://myaccount.ccsd.net. Select the Reset Your Password or Retrieve Your Current CCSD Standard ID button and follow the prompts. Students may visit https://stutech.ccsd.net for more information.

How can parents keep their Campus Parent account safe?
Parents/Guardians should protect their username and password. If a parent/guardian believes their account login has been compromised, they should immediately change their password by visiting the Account Settings tool. All attempts at logging into the system are recorded and can be monitored using the Campus Parent Access Log.

What language options are available for Campus Parent/Student?
Campus Parent/Student is available in English, Spanish, and Chinese.

What is the Message Center?
The Message Center allows communication between staff, students, and parents/guardians.

How do parents/guardians get answers to questions about their student's progress found in Campus Parent/Student?
Parents/Guardians should contact their student's teacher or school counselor for progress related questions.

What is a CAPTCHA?
End-users who unsuccessfully attempt to log into their account multiple times will be required to enter a CAPTCHA (Completely Automated Public Turing Test to Tell Computers and Humans Apart). This feature prevents end-users from being locked out of their account after several failed login attempts. Below is a sample of a CAPTCHA.