

# Campus Mobile App User Guide

## Requirements

The following items are required to view information on the Campus Mobile App:

- An active Campus Portal account.
- A supported iOS (iPad, iPhone, iPod Touch) or Android device.

Due to the numerous inconsistencies between mobile and tablet operating systems, devices and browsers, Infinite Campus cannot guarantee comprehensive support for mobile and tablet browsing.

## Student Information

Schools may choose to display the following information on the Campus Mobile App:



### Daily Planner

View today's schedule and assignments due for each class.



### Assignments

Browse your assignments by specific class or due date.



### Attendance

Review attendance events in summary and detail form.



### Grades

Know your grades now. Forget about end-of-term report cards to know how you're doing.



### Schedule

Check your schedule from anywhere, at any time.



### Food Service

Not available at this time.

An inactive or temporarily turned off menu item, i.e. Food Service or Schedules, will appear grayed out on the Campus Mobile App.

## Supported Platforms

The Campus Mobile App is an iOS and Android application for parents and students.

- First generation of iPhone and iPod Touch is not supported.
- BlackBerry and Windows-based mobile phones are not supported.
- For Android users, Campus does not support screen sizes deemed too small for the Google Play store.

As of the 2013-2014 school year, Campus will only support iOS 5.0+ and Android 2.3+. The following devices are supported:

Device	Minimum OS
• Apple Mobile Devices (iPod Touch, iPhone)	• iOS 5.0+
• Apple Tablet Devices (iPad, iPad Mini)	• iOS 5.0+
• Android Mobile Devices (Phones)	• Android 2.2+
• Android Tablet Devices	• Android 2.2+

### Network Connection

A connection to a network is necessary for initial use of the application for user authentication and initial download. Once the initial download has occurred, the app can be used without a network connection. Being connected to a network displays the most current information available.

### District ID

Parents and students need the District ID in addition to their normal login information used to access the Campus Portal. This 6-digit access code can be found by logging into the Campus Portal home page and clicking on the **Get Your District ID** button.

1. Log into the **Campus Portal** from a web browser. Passwords are case sensitive.
2. Click the **Get Your District ID** button that displays under the Process Inbox. A new browser page called **Campus Mobile App Installation** displays. This installation page provides information on connecting your device to the Campus Mobile App.
3. Note the District ID that displays. You'll need this information later. If you have already downloaded the app, open it and view the Settings options. Proceed to Step 6.
4. Select the appropriate app store image. This takes you to the appropriate app store.
5. Search **Infinite Campus Mobile Portal** and download the app. When it opens, the **Settings** option displays.
6. Within the Campus Mobile App, enter the 6-digit **District ID** number previously found in the **District ID** field.
7. Enter your Campus Portal username and password.
8. Press **Go** or **Sign In**. Data will begin to download.

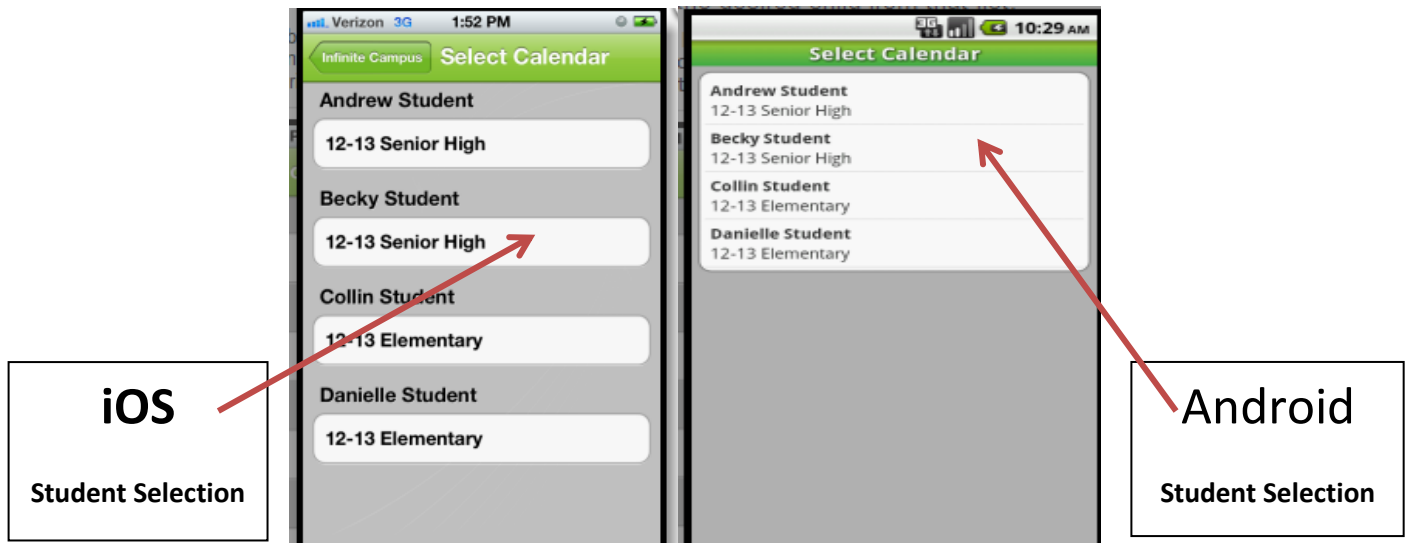


Our District ID is: ZLSBJB

### Multiple Children

To view information for multiple children, select the name of the student currently displayed and a list of other possible children displays. Select the desired child from that list.

Only one account can be logged into the Campus Mobile App at a time. If you have more than one Campus Portal account to view student information, consider contacting the school to combine the accounts into one.



### Notifications

Notifications alert you to a change in your student's data. An alert is sent for attendance changes, grade postings, and assignment scores. Your device will receive alerts as changes occur.

Select the image below to view an example of a notification appearing on an iOS device:



**Users will receive a notification for the following events:**

- An assignment has been scored
- An assignment is marked as missing, late, incomplete, cheated, exempt
- A new grade is posted
- Student is marked absent or tardy
- A change is made to attendance mark, i.e. tardy to absent, absent to present, etc

**Refreshing Data**

A manual refresh of data can be done by selecting the Manual Refresh button in the upper left corner of the screen while connected to a network.

- For iOS users, updates occur automatically every 15 minutes when you are logged into the app. If you close the app or are not logged into the app, there is no refresh that occurs and notifications are not sent.
- For Android users, a manual refresh is required, or log out of the app and log back in.

**Data Storage**

Data is stored on your device. The data you see in the app is stored locally on your device for offline use. When you log out of the app, data is removed. It is recommended a password or other form of security to access your device is used.

# Campus Mobile App FAQ

## What is my District ID?

CCSD District ID is: ZLSBJB

You may also sign into the web-based Campus Portal and click on the image at the bottom of the page that reads 'Get Your District ID'.

## How Do I Find My Username and/or Password?

To find your Campus Mobile App **username**, go to the web-based Campus Portal and select the **Forgot your username?** link. An email will be sent to the email address tied to the portal account, indicating the username.

To find your Campus Mobile App **password**, go to the web-based Campus Portal and select the **Forgot your password?** link. Users will be directed to a separate screen where they may reset and create a new Campus Portal password that is also used in the Campus Portal app.

## Why Can I Only See the Menu Item 'Settings' within the APP?

App users need to have a relationship to a student within Campus to see any data within the Campus Mobile App. If the user has no data within Campus or does not have a relationship (i.e. parent, guardian) with a student, they will only have the option to change the Campus Mobile app settings. Contact your child's school to verify household relationships and preferences checked.

## I am Receiving Multiple Notifications for the Same Event

This issue may occur if duplicate events are actual events.(i.e. Teachers entering scores/grades at the same time, thus triggering several notifications.)

## 'Could Not Complete Data Retrieval' Error Message

This error message may be presented to a user if they attempt to log into the Campus Mobile App with an incorrect District ID.

If the user has verified they are entering the correct District ID, the issue may be resolved using the following steps:

1. Uninstall the app
2. Power off the device
3. Power on the device
4. Re-install the app from the app store

## 'Cannot Authenticate User' Error Message

This error may appear when a user attempts to sign into the app with:

- An outdated District ID
- An incorrect username and/or password
- A disabled Portal account

### **Why am I Not Receiving Notifications?**

To turn on notifications within an iOS (iPad/iPhone), select Settings and turn button to the right of Notifications to ON. Users may select which types of information/notifications they want to receive. To turn on notifications within an Android device, select Settings and mark the Enable Notifications checkbox. Users may select which types of information/notifications they want to receive.

### **User May Only See Settings Once Signed into the Campus Mobile App (iOS-specific) or User Gets ‘Kicked Out’ When Attempting to Sign into Campus Mobile App (Android-specific)**

This occurs when a user is signed into an account that does not have Portal rights for a student. For the user to view student data within the Campus Mobile App, the user must be a student themselves or be a guardian with Portal rights assigned to them on the Relationship tab within the Student Information System.

### **Why Can I No Longer View Certain Data Within the Campus Mobile App?**

Schools may temporarily turn off menu items like grades or schedules during the summer or at the end of grading periods. If you have concerns with the information in these areas, please contact your school.

### **My Data Looks Wrong**

The Campus Mobile App displays data on a term-by-term basis. The user may be looking in a different term than the current term. The user may view current or past terms.

### **My Campus Mobile App is Crashing**

This may occur if there was an error that occurred when installing or updating the Campus Mobile App. The first step is to ensure the user’s District ID, Username and Password is accurate.

If all login information is correct, do the following:

1. Uninstall the app
2. Power off the device
3. Power on the device
4. Reinstall the app from the app store