

How Do I Find My Username and/or Password?

To find your Campus Mobile App **Username**, go to the web-based Campus Parent/Student and select the **Forgot Username?** link. You will need to enter your Account Security Email. This must be set up in the Account Settings prior to using this function.

To find your Campus Mobile App **Password**, go to the web-based Campus Parent/Student and select the **Forgot Password?** link. You will need to enter your Username. You must set up your email information in the Account Settings prior to using this function.

Note: Emails will be sent to the email address tied to the Campus account. The email address in the Account Settings could be different than the email address in Contact Preference, which updates into the Demographics page.

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.)

“Incorrect Username/Password” Error Message

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

- An incorrect username and/or password
- A disabled Campus Parent/Student account

Why am I Not Receiving Notifications?

To turn on notifications within an iOS (iPad/iPhone) device, 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.

To turn on notifications within the Campus Mobile app, select **User Settings > Settings > Notification Settings**. 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 Campus 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 Campus 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 specific times of the year (i.e. during the summer, end of grading period, etc.). If you have concerns with the information in these areas, please contact your child's school.

My Data Looks Wrong

Be sure that you select the correct term. The Campus Mobile App displays data on a term-by-term basis. The user may be looking at 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 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