

## CAMPUS PORTAL FAQ

### GENERAL

**Q. What is Infinite Campus?**

A. All K-12 school districts use a database system for managing student information and maintaining student records. Infinite Campus is a district-wide student information system designed to manage attendance, grades, schedules, assessments, and other information about the students in the Clark County School District (CCSD). The Infinite Campus system replaced the SASI student information system, previously used.

**Q. What is Campus Portal?**

A. Campus Portal is a confidential and secure Website that provides parents, guardians, and students access to real-time student information, such as; attendance, grades, assignments, schedules, etc. The portal also displays announcements and allows course selection for the next school year. With parental input and assistance from their counselor, students will create an Academic Plan within Campus to track progress toward graduation.

**Q. How secure is the information contained in Campus Portal?**

A. Infinite Campus uses a 32-bit, secure socket layer (SSL) encryption technology to protect information. The technology is similar to that used in other industries such as health care and banking.

**Q. What information can I view in Campus Portal?**

A. Parents/Guardians and students can view

Demographics (future)	Assessment Scores (future)	Academic Planner (future)
Grades	Assignments	Calendar
Schedules	Attendance	Graduation Progress
To Do Lists	Cafeteria Balance (future)	Transportation (future)

In addition, schools may post important information on the home page, such as events, school closings, etc. Schedules, report cards, and unofficial transcripts may also be viewed and printed.

**Q. Where can I learn more about Campus Portal?**

A. Information about Campus Portal is available on the CCSD website ([www.ccsd.net](http://www.ccsd.net))

**Q. What is Campus Messenger?**

A. Campus Messenger allows communication between staff, students, and parent/guardian via the Process and Portal Inbox and Email.

**Q. Is there a cost for parents to access and use the Campus Portal?**

A. No. Campus Portal is a free service that CCSD provides for parents/guardians and students.

**Q. When can I access Campus Portal?**

A. The Campus Portal will be available to parents/guardians on **September 30, 2014**. Limited access (grades, attendance, and schedule) to the portal will be available to students on September 5, 2014. Registered parents/guardians and students can access the system 24 hours a day, seven days a week. On occasion, the system may be down for maintenance. Those dates and times will be communicated on the login page.

**Q. Is Campus Portal available for all grades?**

A. Yes. Parents/guardians of students in pre-kindergarten through 12th grade can access Campus Portal.

## CAMPUS PORTAL FAQ

**Q. Who may access Campus Portal?**

A. Students and only parents /guardians designated with legal rights to student records may receive a Campus Portal account. Each student and parent/guardian with rights receives a separate account. Accounts are NOT shared among more than one parent/guardian within households. There are no 'household' accounts in the Campus Portal.

**Q. What languages does Campus Portal support?**

A. Campus Portal is available in English and Spanish.

**Q. Can I access Campus Portal from anywhere (i.e. home, work, library, etc.)?**

A. Yes, Campus Portal can be accessed from any computer or mobile (iOS or Android) device if it meets the minimum computer and Internet access requirements.

**Q. How often is information updated in the Campus Portal?**

A. Information is updated in real time. As data is posted it is immediately available in the Campus Portal.

**Q. How do I access the Campus Portal?**

A. Enter: *campusportal.ccsd.net* in your web browser and use the credentials provided.

**Q. Do I need a code to create a Campus Portal account?**

A. During the enrollment process a new student will receive their username and password from their school's registrar or Portal Liaison. The Parent/Guardian will be asked how they would like to receive their Campus Portal Activation Key When ready the Activation Key can be mailed, emailed or picked up.

**Q. Can anyone else see my child's attendance, grades, etc.?**

A. No. Keep your username and password safe. If you think your account has been compromised, please go to the Account Management link and change your password. All attempts at logging into the system are recorded and monitored. A full audit trail is tracked. You may view the audit trail at any time when logged into the system by going to the Access Log link. Students are able to see their own information. Students should not share their personal information with other students.

**Q. How do I create a Campus Portal account?**

A. When you receive your Activation Key you should also receive step-by-step directions on how to create an account. If you did not receive these directions a copy can be downloaded from the CCSD website. ([www.ccsd.net](http://www.ccsd.net))

**Q. What is GUID?**

A. A GUID (Global Unique Identifier) is assigned to all persons in Infinite Campus. The GUID will be used as the activation key for parent/guardian initial access and setup to the Campus Portal.

**Q. What should I do if I didn't receive, or lost the letter with the activation key?**

A. Contact your child's school Portal Liaison. They can help you with your questions following verification of your identity.

**Q. What happens if I forget my Username/Password?**

A. The CCSD has enabled a self-service Password Reset functionality. You may recover your Username/Password using the **Forgot Your Password?** or **Forgot Your username?** links found on the Campus Portal login page. However to use this feature users must have completed the self-serve process and entered a valid email address. Users who do not have an email address or have an invalid email address will not be able to use this feature and will need to contact their child school's Portal Liaison.

## CAMPUS PORTAL FAQ

**Q. How do I add/change/correct my email address?**

A. You may update your email address at any time using the Campus Portal Account Management tool or contact your school's registrar.

**Q. What if I have questions about my child's grades, attendance, assignments, etc. found on the Campus Portal?**

A. The first contact is your child's teacher or school counselor.

**Q. What is a CAPTCHA?**

A. Users who incorrectly log into their account multiple times will be required to enter a CAPTCHA each time they attempt to log in. This feature prevents users from being locked out of their account after several failed login attempts. See sample below:



**Q. Is there a Mobile App available?**

A. Yes. Campus Mobile App is available for parents/guardians and students for iOS and Android devices. The mobile app provides academic data and may be downloaded at no cost. However, you must access your Campus Portal account from a web browser prior to accessing the Mobile App.

### TECHNICAL

**Q. Is Campus Portal secure?**

A. Your student's safety and privacy are a primary concern. School records can be accessed only by authorized school officials and those to whom you give access to your student's information.

**Q. How secure is the information contained in Infinite Campus?**

A. Infinite Campus uses a 32-bit, secure socket layer (SSL) encryption technology to protect information. The technology is similar to that used in other industries such as health care and banking.

**Q. What software or equipment is required to connect to Campus Portal?**

- A. The following is required:
1. A computer, laptop, tablet or smart phone
  2. Internet access
  3. A Web browser (Internet Explorer 10, Netscape, Firefox, Safari, Chrome)

**Q. I don't have Internet access at home. How can I access Campus Portal?**

A. Public libraries provide Internet access. Some schools have computers available in a specified area, such as a parent center, school library or computer lab, for you to use during designated school hours. Campus Portal also can be accessed through a smart phone with Internet access.

**Q. What do I do if I have any technical problems?**

A. First, check to ensure that your Internet service is working properly. You can do this by making sure that you can see other pages on the Web. Next, confirm the Web address to Campus Portal, and ensure that you are using the correct username and password. If the technical issue persists, contact your school's Portal Liaison during the regular school hours for additional support. Be prepared to provide your username and proof of ID.