

CAMPUS PORTAL FAQ

What is the Campus Portal?

Campus Portal is a confidential and secure Website providing 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 to track progress toward graduation.

When may I access the Campus Portal?

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.

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

Yes, Campus Portal may be accessed from any computer or mobile device if you meet the minimum computer and internet access requirements.

What information is included in the Campus Portal?

Logging into the Campus Portal will allow you to view the following real-time information regarding your child(ren):

- | | | |
|----------------------------|-----------------------|------------------------------|
| • Demographics | • Grades | • Reports |
| • Schedules | • Attendance | • Transportation Information |
| • Assignments | • Graduation Progress | • Cafeteria Balances |
| • Assessment Scores (TBA) | • Academic Planner | |
| • Calendar | • To Do Lists | |

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.

Is there a Mobile App available?

Yes. Campus Mobile App is available for parents and students for iOS and Android devices. The mobile app provides academic data and may be downloaded at no cost.

What is GUID?

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

How often is information updated in the Campus Portal?

Information is updated in real time. As data is posted at the school site, the data is immediately available in the Campus Portal.

How secure is the information contained in the Campus Portal?

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.

Who may access the Campus Portal?

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.

Will Campus Portal be available in Spanish?

Campus Portal interface is available in Spanish. Student specific data will remain in English.

What is the Campus Messenger?

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

How do I create a user account so I may use the Campus Portal?

Students will be issued username and passwords from their school site. Parents will be mailed an initial activation key to enable access to the Campus Portal.

How do I access the Campus Portal?

Enter: *campusportal.ccsd.net* in your web browser. Using the credentials provided, you may gain access.

How may I get help navigating the system?

For step-by step directions on how to use the Parent Portal please visit *ccsd.net*. Select the Infinite Campus tab.

What happens if I forget my username/password?

CCSD has enabled a 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. Users must have a valid email address established in the system. Users with an invalid email address will be unable to finish the password recovery process.

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

Contact your child's school. Designated staff can help you with your questions following verification of your identity.

How do I add/change/correct my email address?

You may update your email address at any time using the Campus Portal Account Management tool.

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

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

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

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.

What is a CAPTCHA?

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:



What is Infinite Campus?

Today, 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). Infinite Campus will replace the SASI student information system.