

## 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).

### Q. What is Campus Parent/Student?

A. Campus Parent/Student 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 website 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. What information can I view in Campus Parent/Student?

A. Parents/Guardians and students may view:

 District/School Notices	 Attendance	 Reports	 Lockers
 Calendar	 Schedule	 Assessments	 School Meals Application
 Assignments	 Academic Plan	 Health – Immunizations	 Cafeteria Balance
 Grades/Grade Book Updates	 Fees	 Important Dates	 Contact Preferences

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 Parent/Student?

A. More information is available on the CCSD.net Campus Parent/Student Information page (<https://ccsd.net/parents/infinite-campus>).

### 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 Campus Parent/Student?

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

### Q. When can I access Campus Parent/Student?

A. 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 Parent/Student available for all grades?**

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

**Q. What languages does Campus Parent/Student support?**

A. Campus Parent/Student is available in English, Spanish, & Chinese.

**Q. Who may access Campus Parent/Student?**

A. Students and parents/guardians with designated legal rights to student records may receive a Campus Parent/Student 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 Parent/Student.

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

A. Yes, Campus Parent/Student may be accessed from any computer or mobile (iOS or Android) device if it meets the minimum computer and Internet access requirements. Please refer to the Additional Information section of this document for more information.

**Q. How do I access the Campus Parent/Student?**

A. Users can navigate to <https://campus.ccsd.net/campus/portal> in their web browser and use the credentials provided by their school's Campus Liaison or school designee.

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

A. Yes. Campus Parent/Student 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 Parent/Student account from a web browser prior to accessing the Mobile App.

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

A. During the enrollment process, a new student will receive their Campus Student username and password from their school's Campus Liaison or school designee.

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

A. Campus Parent accounts are created with a GUID Activation Key received from your child's school. When available, the GUID Activation Key may be mailed or emailed to an address existing in our system. You will also receive step-by-step directions on how to create an account. If you did not receive these directions, a copy may be downloaded from the CCSD.net Campus Parent/Student Information page (<https://ccsd.net/parents/infinite-campus>).

**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 Parent/Student.

**Q. What should I do if I did not receive the activation key?**

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

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

A. Parents 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 found in the Campus Parent Account Settings tool. Users that do not have an Account Security Email address in the system will not be able to use the recovery links and will need to seek technical support. Please see the Technical Support section of this document for support contact information.

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

A. Current students have the option to reset their password or retrieve their current CCSD Standard User ID (Active Directory username) by visiting <https://myaccount.ccsd.net>. Click on the **Reset Your Password or Retrieve Your Current CCSD Standard ID (Active Directory)** button and follow the appropriate steps. Please visit <https://stutech.ccsd.net> for more information.

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

A. You may update your contact email address at any time by using the Campus Parent/Student Contact Preferences tool or by contacting your child's school Campus Liaison. The Account Settings tool only allows you to set an Account Security Email to later use for the Self-Service Username/Password recovery links.

**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 Settings page 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 often is information updated in the Campus Parent/Student?**

A. Information is updated in real time. As data is posted, that information is immediately available in Campus Parent/Student.

**Q. What if I have questions about my child's grades, attendance, assignments, etc. found in Campus Parent/Student?**

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 (Completely Automated Public Turing Test to Tell Computers and Humans Apart) 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:



## TECHNICAL INFORMATION

### **Q. Is Campus Parent/Student secure?**

A. Your student's safety and privacy are a primary concern. School records may 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 Parent/Student?**

A. The following is required:

1. A computer, laptop, tablet or smart phone
2. Internet access
3. A Web browser (Internet Explorer 11, Chrome, Firefox, Edge, Safari 12)

### **Q. I don't have Internet access at home. How can I access Campus Parent/Student?**

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 Parent/Student also may be accessed through a smart phone with Internet access.

## TECHNICAL SUPPORT

Below are some troubleshooting steps and contact information for technical support.

### **Q. How do I troubleshoot technical problems?**

A. First, check to ensure that your Internet service is working properly. You may do this by making sure that you can see other pages on the Web. Next, confirm the Web address to Campus Parent/Student, and ensure that you are using the correct username and password.

### **Q. Who do I contact for technical problems?**

A. If technical issue persists, you can do the following:

- ✚ Visit the CCSD.net Campus Parent/Student Information page (<https://ccsd.net/parents/infinite-campus>).
- ✚ Contact your child's school Campus Liaison during the regular school hours for additional support. Be prepared to provide your username and proof of ID.
- ✚ Contact the Portal Help Desk at [0068-SDM-portalsupport@nv.ccsd.net](mailto:0068-SDM-portalsupport@nv.ccsd.net) OR 702-799-7678 during business hours.

## ADDITIONAL INFORMATION:

Additional information regarding supported devices & OS versions can be accessed by selecting the link(s) below:

- ✚ [Supported Platforms](#)