Campus Community Guide

August 2013

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[Campus Community](#) | [Accessing the Community](#) | [Changing the CampusID Password](#) | [Changing Your CampusID Email](#) | [Campus Community Forums](#) | [Support Case Management](#) | [Campus Knowledge Base](#) | [Video Library](#) | [Surveys](#) | [Events Calendar](#) | [News](#)
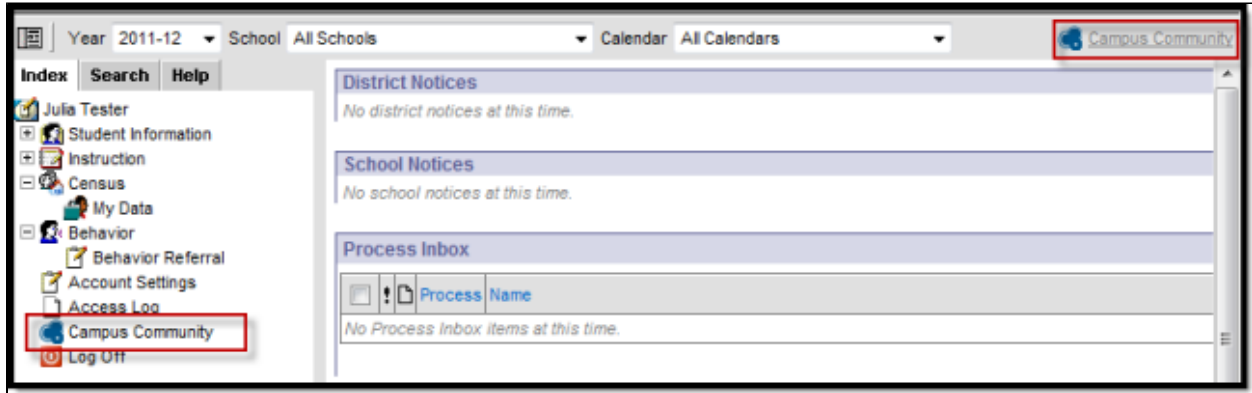
Campus Community

The Campus Community went live on July 19, 2010, and provides all Campus Users with single sign-on access from Infinite Campus to:

- Knowledge Base - Online Product Information, updated with each release
- Campus Forums - Connect with other Campus Users
- Video Library - Watch videos and use simulations to expand your Infinite Campus skills
- Customer Events Calendar - Learn about upcoming events and user group sessions
- Surveys - Share your opinion and feedback
- Campus News - Find out more about Infinite Campus, customers, and industry information

In addition, Support and Food Service Contacts have access to Case Management, and Technical Contacts may have access to Update Requests.
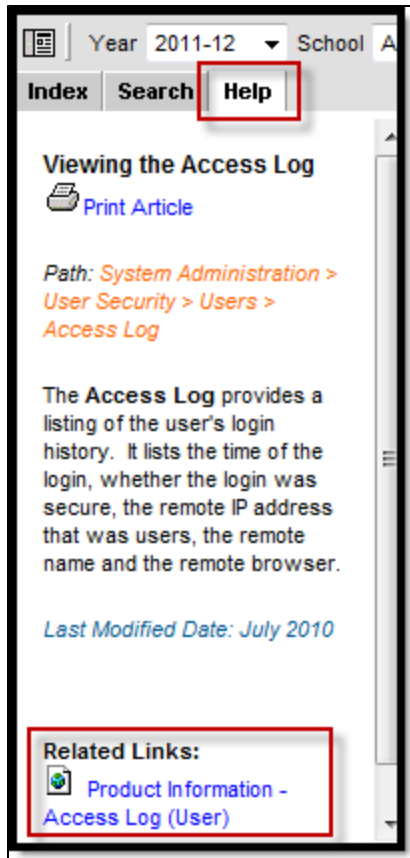
Accessing the Community

To access the Campus Community, click on any link to the Campus Community from Infinite Campus. There are several places where a link may be located.

1. In the upper right corner of the Campus Toolbar.

2. If given the user rights, a link to the Campus Community will be located above the Log Off button in the Index Outline.

3. When viewing a Help article, a Product Information link may be located at the bottom of the article, which passes through directly to that page in the Knowledge Base.

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If a user has never accessed the Community before, clicking the Campus Community link will trigger the process to create a CampusID. Once a CampusID has been created and linked to your Infinite Campus login, Campus Community links will automatically authenticate the user into the Community. Users may also go to http://community.infinitecampus.com to log in.

Creating a CampusID

Click a Campus Community link to start creating your CampusID.

The first time a Campus User clicks this link, it will begin the process of creating a CampusID. If a user has already created one during a training session, please use **Sign In** on the right to link up the Infinite Campus account with the previously created CampusID. In the future, the user will automatically sign in when clicking Community links in Infinite Campus.

If a user has not created an account, then click **Continue** on the left side.
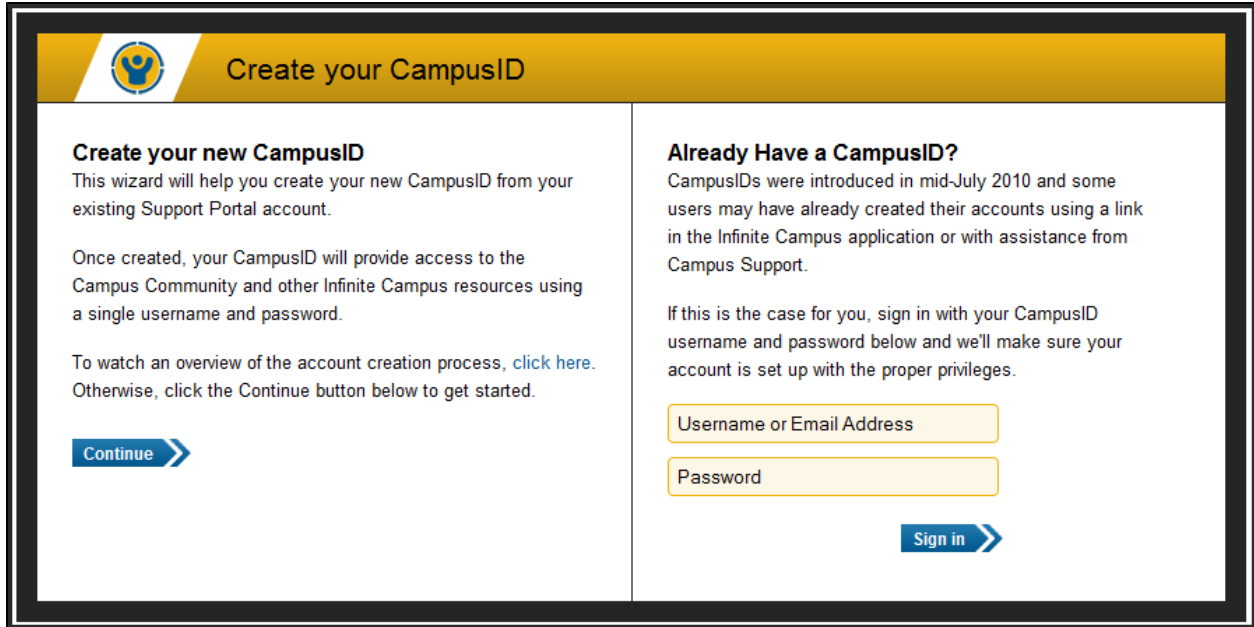
1. Read through the Terms of Use by using the scroll bar on the right or by clicking the blue link to view the Terms of Use in a separate window.

2. Mark the **I have read and agree to the Terms of Use** checkbox to continue the process.

3. Click the button to **Continue**.

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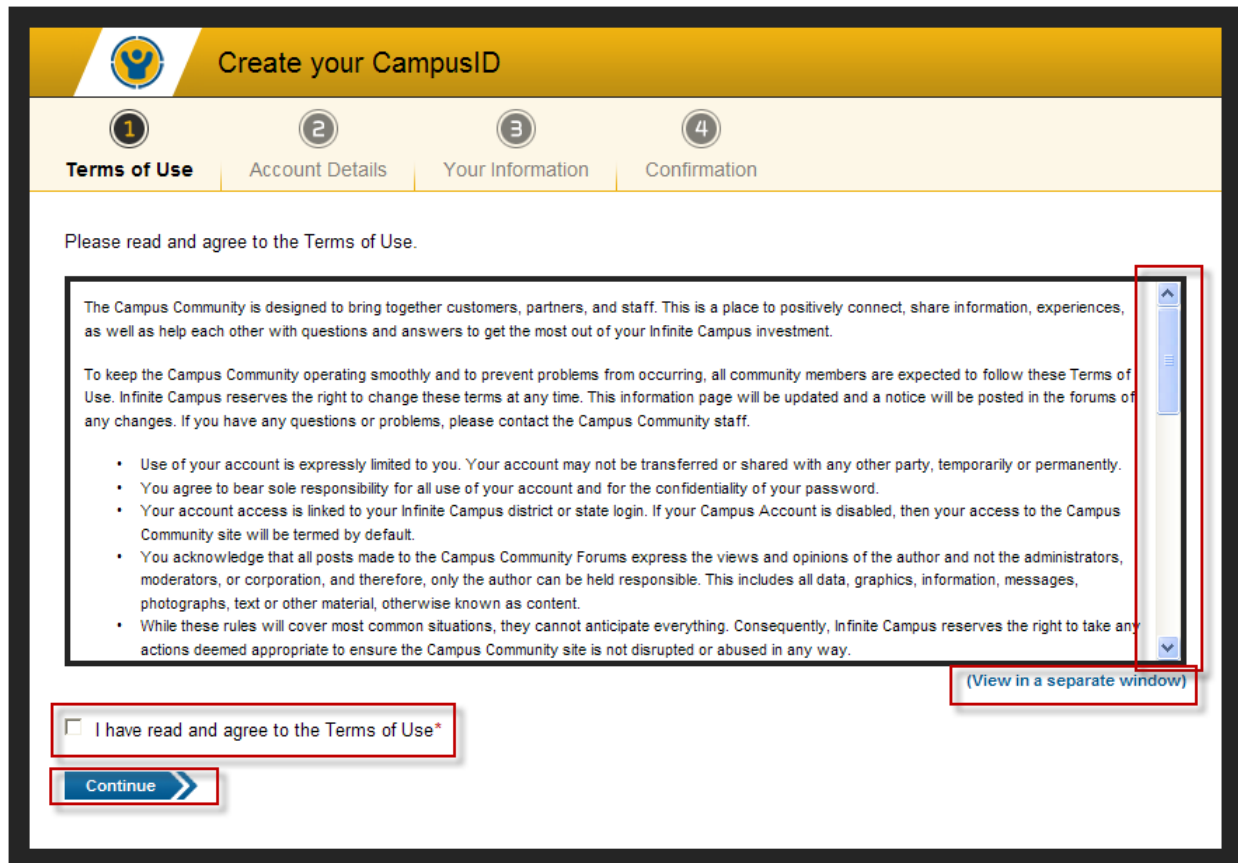
1. Create a **Username**. This will be visible to other users, primarily as you post on the forums. Usernames must be unique and cannot be changed once created.

2. Create a **Password**. Passwords must be at least 6 characters long and should include two or more of the following: upper case letters, lower case letters, numbers, symbols.

3. **Confirm Password** is correct.

4. Confirm your Registration Information. Please change anything that is not accurate.

1. Enter your primary district **Role** or **Title**.

2. Select your School **District** or **Organization**. If there is more than one, select the one that most accurately meets your affiliation.

3. Select your **City** and **State**.

4. Select your **Time Zone**. This will impact the time stamps visible in the forums.

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Click **Finish** when you are done.

Congratulations, you have completed setting up your account!

Changing the CampusID Password

At any point within the Campus Community, you can access your CampusID account by clicking on your username in the upper right corner. A pop up window will appear displaying Your CampusID.

1. On the CampusID page, select **Change Password**.
2. Confirm your **Current Password** for security purposes.
3. Create a **New Password**.
4. Retype your password to **Confirm New Password.**
5. Click the blue **Change New Password** button at the bottom to save the change.

Changing Your CampusID Email

Your CampusID email address is used to receive notifications on support cases for Support Contacts or to receive request emails from the Campus Forums.

1. Select **Change Email** on the menu.
2. Confirm your **Current Password** for security purposes.
3. Enter the new **Email Address**.
4. Click the blue **Change Email** button at the bottom of the page to submit this change.

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Campus Community Forums

The Campus Forums give Infinite Campus customers the ability to connect with other Campus Users and ask questions or provide assistance on a variety of discussion topics. The forums have the ability to include attachments and images to help aid in the discussion. This is a great way to tap into the knowledge and ideas of other Campus Users. Question threads and discussion threads can be posted on a forum for others to read or answer. Users will also be able to upload small files and include screenshots and images to better facilitate discussion.

> ⚠ Caution must to be used so that real student information is not posted.This includes names, contact information, Social Security numbers, etc.

Forums are organized into discussion areas. There are forums for different areas or modules of Infinite Campus such as attendance, census, and for each state's localization and state reporting. There is also a set of lounges for discussions about non-Infinite Campus information. Some forums have a sub-forum, which is a more specific topic related to the bigger forum. Finding an area of interest and seeing all related threads is easy with search functionality that will search a specific forum or the entire Campus Community site.

> ⓘ Questions posted to forums do not replace Campus Support cases. Submitting a Support case remains the same, and is the only way to contact Campus Support Advisors and Channel Partner Support.

Opening Forums

There are several ways to view forum information from the home page:

- **Category** – Clicking on the category name will show a new view that only includes the forums and sub-forums in the category.
- **Forum** – Clicking on the forum name will display any sub-forums associated with that forum, as well as any threads related to the main topic.
- **Sub-Forum** – Clicking on the sub-forum name will display only threads associated with the sub-forum.
- **Most Recent Thread** – By clicking on the title of the most recent thread in the forum, the thread will open new and unread posts.
- **New Content** - A red dot next to the title indicates new content within the forums, subforums, and threads. Once the content has been viewed, the red dot indicator will disappear once the screen is refreshed.

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Forum Navigation

When you have moved beyond the main forum page, the top of the frame will display where in the forums you currently are and the path to your current location will also be displayed. Each previous level will show in blue, allowing you to click a link to move back to an area.

Clicking **Forum Home** will return you to the main forum listing.
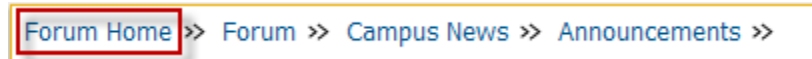
Threads

A **Thread** is a discussion topic. Threads should be created in the forum that best describes the topic. To read a thread, click on the thread title to open it.

To add to the thread discussion, click **Reply** at the bottom of the post, or the blue **Reply to Thread** button at the top or bottom of the page. To quote all or part of a post, click **Reply with Quote.**

If a thread contains information that is in violation of the Campus Terms of Use, please click the red icon of an exclamation mark inside a triangle at the bottom of the post. A pop-up box will appear to notify administrators of any issues.

Before creating a new thread via the **Post New Thread button**, it is best practice to scan or search existing threads first. Adding to an existing thread on the same topic, even if it is weeks or months old, is preferable if the topic remains the same so other community members may see what others have said on the topic.

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Please don't cross-post, which means to put the same thread topic in multiple forums. It can be confusing, and divides possible answers between different threads, making it difficult for other users to know where to reply and retrieve information.

Subscriptions

Subscriptions allow users to follow favorite forums and threads. This can be used for viewing purposes while in the forums. You can also set up email notifications upon reply, daily summaries, or weekly summaries.
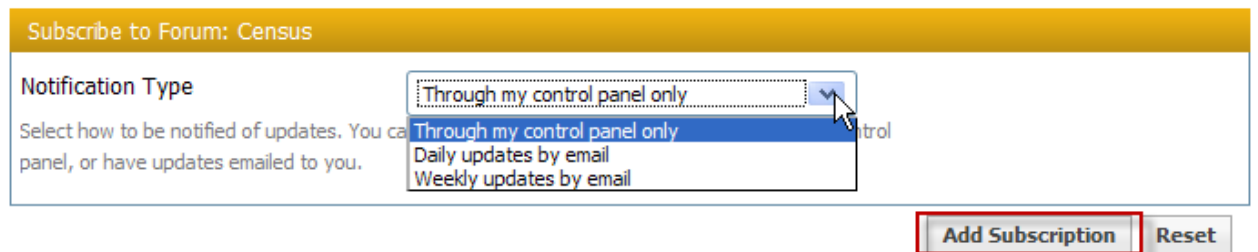
Forum Subscriptions

Subscribing to a short list of forums helps scan what's new without scrolling down the main list. There are many forums, and some users may only be interested in particular topics.

1. Click the blue S icon from the forum home page .

2. Select how you wish to be notified. You may choose to receive emails of new content or use the control panel under **Your Settings** to show a quick list of forums and threads you have marked.
3. Click **Add Subscription** to add this forum to your list.

Thread Subscriptions

When creating a new thread or replying to an existing one, it is helpful to subscribe to the thread. This option is available below the message box under **Additional Options.**

Check the **Subscribe** box and select how you wish to be notified. Selecting **Instantly, Using Email** will notify you when there is a new reply to this thread.

Only one email will be sent indicating new content between visits to the Campus Forums regardless of the number of posts. This will prevent email spam on popular threads.

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Current Subscriptions

Current subscriptions can be found under **Your Settings** at the top of the page.

To unsubscribe to a thread, select **Unsubscribe** under the thread.

To unsubscribe from a forum, select the blue **U** icon next to the forum.

Private Messages

Users can send a private message to another user. To view your messages, select **Your Settings** at the top of the page. This will open up your personal settings, with **My Messages** on the left menu.
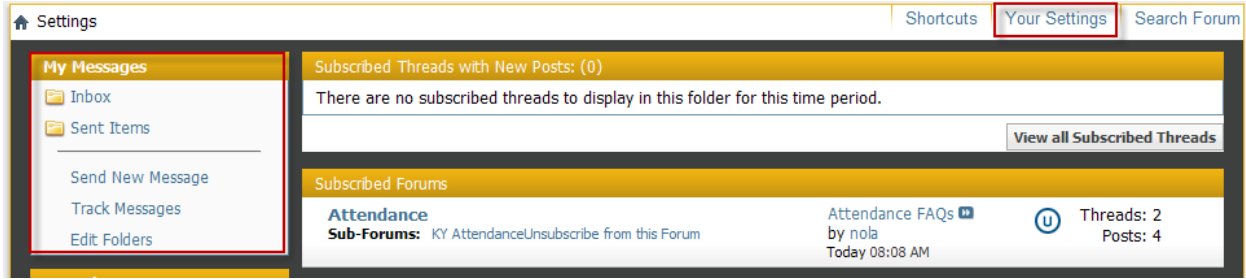
While reading a thread, you may contact another user. Click on the user's name to get a special menu to appear: **Private Message**, **View Profile**, or **View Forum Posts**. Select an option or click away to close the menu.
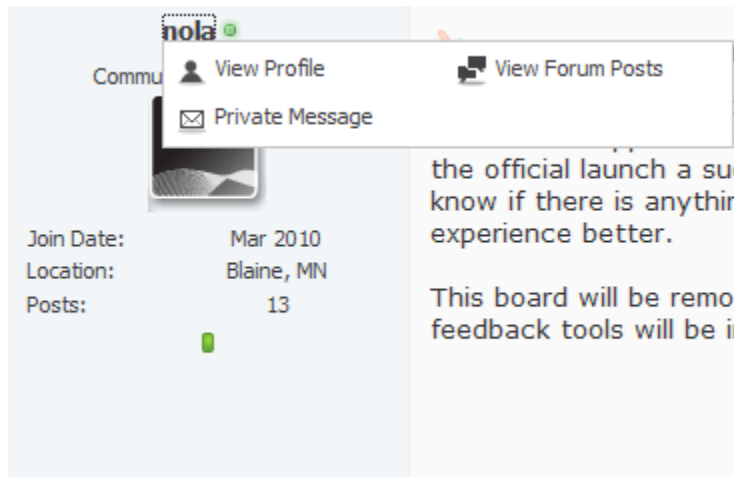
Select **Private Message** to open a new window to write your message.

After entering the recipient, title, and message content, click the **Submit Message** button at the bottom to send your message.

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Your Message

Recipient Users: [BCC Recipients]

leah

Separate multiple user names with a semi-colon ';'

Title:

Hi! I need some help...

Please help me show how to send a private message! 😎

Thanks so much!

Post Icons:

○ 📄   ○ 👎   ○ 🙂   ○ 😀   ○ 😀   ○ ☹   ○ 😠
○ 🙂   ○ 😎   ○ ❓   ○ ❗   ○ 💡   ○ ↩   ○ ☝
◉ No icon

You may choose an icon for your message from this list

Miscellaneous Options

☐ Request a read receipt for this message
  Allows you to see when the message is read by its recipients

☑ Save a copy of this message in your Sent Items folder.

☑ Automatically parse links in text

☐ Disable smilies in text

Submit Message   **Preview Message**

Support Case Management

The Campus Community offers two tools for support management. Support Contacts will have access to Your Cases. Technical Contacts will see Your Updates.

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Your Cases

The Your Cases tool is a place for you to manage all of the cases that have been submitted for your district. There are two views for this tool. The first view is on your Community Home page. This view will display the five most recently updated cases along with the Case Number, Subject and Status. Clicking the Create Case button will display the case creation screen. Click the Search Cases button will display a full screen display of your cases with search and export options.

Searching Cases

This view will display ten cases at a time by default. You have the option to display up to 250 cases at a time. The cases can be sorted by Case Number, Issues, Subject, Status, Priority, Assigned To, Last Modified date or District Name. The default sort is Last Modified date.

In the upper left hand corner, you will find the Create New Case button. This will take you to the case creation screen. The Export Cases button will allow you to export your case data. The Export Issues

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button will export data related to any development issues that are associated with your cases. Both will export data into CSV and will open with Microsoft Excel.

Search Options

- Case Number - enter a specific case number
- Created By - select from a list of users from your district who have submitted cases
- Subject - enter key words and use * as a wild card (Ex: *school)
- Status - select from a list of all possible statuses or choose from Open, Closed or Pending to view all cases in those groups of statuses.

Click **More Options** to see:

- District - select from the districts you can view or submit cases for

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- Module - select from a list of Campus modules that are associated with every case
- School - enter the name of the school that is entered on the case
- Priority - select from a list of possible priorities
- Calendar - enter the name of the calendar that is entered on the case
- Source - select from a list of possible sources

Status Colors:

- **Green** means the case is open
- **Orange** means the case is waiting for your response (Pending)
- **Gray** means the case is closed

To open and view a case, click the **Subject** name in blue. This will expand the case to display the details and notes that have been submitted on the case. There is also a **Notes** area to submit a new note on the case. To return to the case list, click the blue **Return to List** button at the top of the window.

If there is an **Issue** associated with your case, you can click on the number hyper-link in the Issues column to display the details of the issue.

Creating a Case

Support Contacts may create a case at any time by selecting the blue **Create Case** button at the top left of the window. While the page has been updated, all the fields remain the same to create the Perfect Support Ticket.

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Below are the instructions for entering a new case. It is important to remember that entering very specific, detailed and accurate information, with replication steps, will improve response time by the Campus Support team.

1. On the Your Cases tool, click **Create Case**.
2. Select the **District** name from the dropdown list related to this case.
3. Enter the appropriate **Priorit**y. Available options are listed in priority order:
    a. Critical – Campus software is not operational
    b. High – Inability to perform a time sensitive task
    c. Medium – Usable, however functionality is affected
    d. Low – Questions, advice, and training related issues
4. After submitting a Critical or High priority case follow-up by calling the Campus Support toll-free phone number.
5. Enter a Name for the case in the **Subject** field. The subject should be self-descriptive so the Campus Support Team and you are able to refer to the title when verifying the issue.
6. Enter a **Summary** of the issue that is occurring. The summary should provide specific details about the issue as experienced by the user, as well as a description of the intent of the user and the task performed within campus when the issue was discovered. The summary should provide enough specific information for Campus Support to know where to look to verify the issue.
7. Enter all of the **Steps** that were taken in detail, including paths taken in the product, and a click-by-click description of the task the user was performing when the issue occurred. Provide usernames if necessary, and specific student data to view if applicable. If the issue is occurring for all students in a school or for a specific grade level, please note that information. In addition, note any special circumstances with the student data that is experiencing the issue.
8. List the **Expected Results**. Based on your experience explain what you believe should be occurring related to this issue.
9. Enter any **Error Messages** that occurred when the steps were followed in complete detail.
10. Enter any **Test Results** you may have based on local troubleshooting you have done.
11. Enter the **URL** of the Campus site and user login information.
12. Enter the exact **School** name that is experiencing the issue.
13. Enter the exact **Calendar** year and name for the school in which the issue is occurring.
14. In the **Type** area, select from the dropdown list if you believe the case is related to hardware, an application, or other issue.
15. Select the Campus **Module** to which the issue is related.
16. Select the **Machine Type** from the dropdown list.
17. List the **Operating System** and the **Browser** that was used when the issue was encountered.
18. When finished, click the **Create Case** button located at the bottom of the form. The case will be sent to Campus Support for verification beginning the process of resolving the issue. After saving your issue, a support case number will be assigned to your newly submitted case. You can use this number to track the progress of your issue.

To add attachments, open the case and add the attachment in the **Notes** area.

Your Updates

Technical Contacts have access to the **Your Updates** gadget. This gadget allows Technical Contacts to view detailed request information or to submit a version update or sandbox refresh.

To submit a request for an update or refresh, click the blue **Request an Update** button at the top.

Campus Knowledge Base

The Campus Knowledge Base contains information for end users to successfully perform job duties when using Infinite Campus. All district and school users can access the Knowledge Base through the Campus Community site or by accessing the Help Articles viewable from within Infinite Campus.


Other features of Campus Knowledge Base:

- Information within the Outline is organized like the Campus Index for easy navigation
- Knowledge Base articles can be downloaded into PDF format for printing
- Hands-On Virtual Labs contain role-based learning plans for district staff using Infinite Campus
- Release Notes for each release package are available
- Videos and Simulations are available by topic under Self-Paced Learning

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Video Library

The Video Library gadget provides quick access to videos on current topics like Campus 101, Campus Community Tour, Assigning lockers to students, etc. Videos can be played by clicking the arrow on the right-hand side of the Video Library.
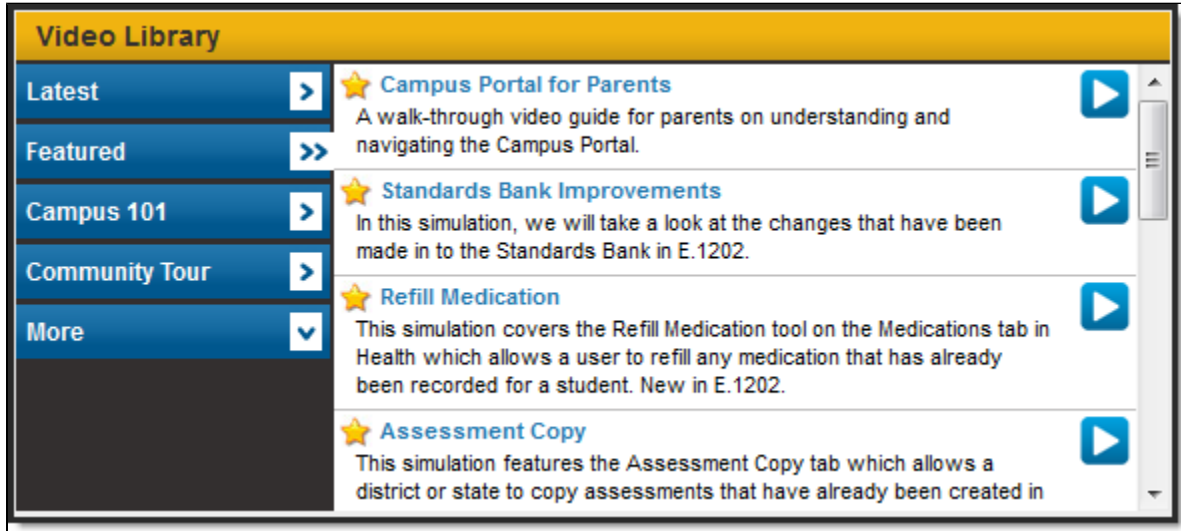
To see videos by module, click More on the left column, then use the scrolling arrows at the top and bottom of the list to select the module.
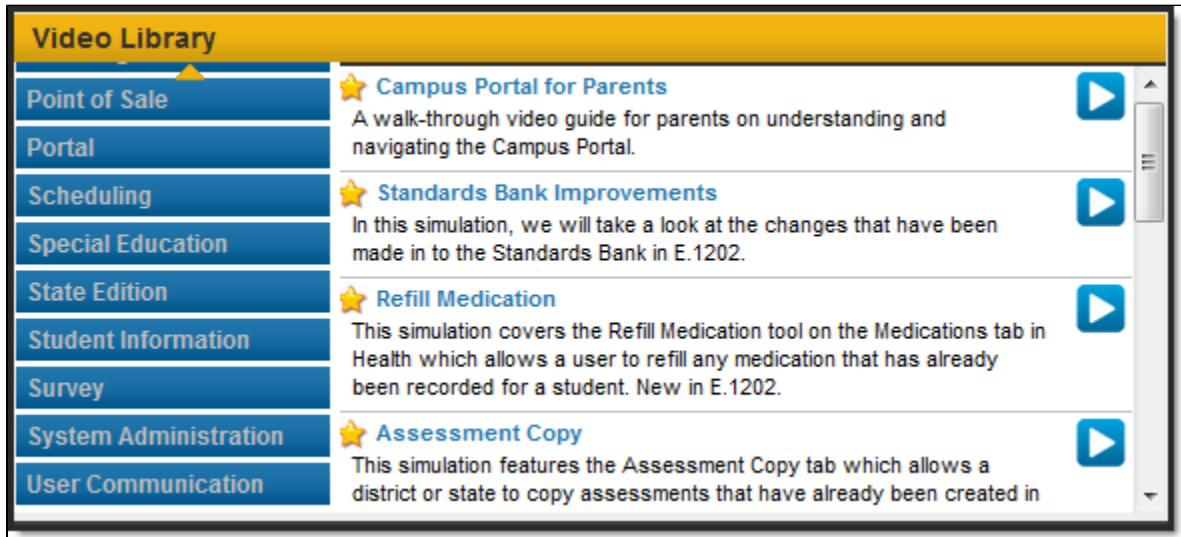
Surveys

Your opinion matters!

Keep an eye on the Surveys gadget if you like to share your opinion and experiences with Infinite Campus. Surveys may solicit feedback on the product, or may be requests for participants in strategic action groups that preview and test new functionality before it's released into the product. Surveys are typically posted for only a few weeks at a time.

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Events Calendar

The Events gadget displays upcoming user group sessions, trainings and Campus or industry events in date order. For more information, click the name of the session.

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News

The News gadget displays articles on company, partner, and customer news, as well as interesting articles on topics such as education, technology, food service and more.

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