

Campus Community Guide

August 2013

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Campus Community Guide

[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

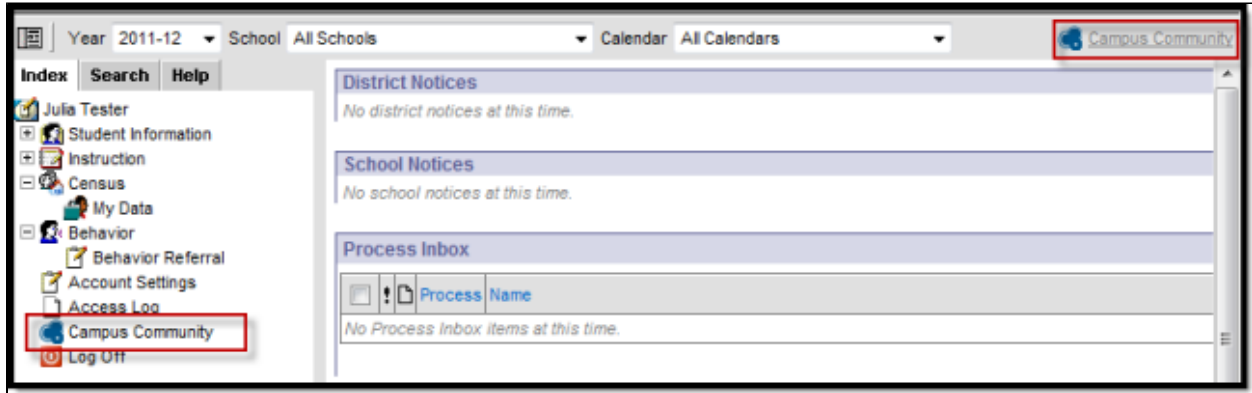
The Campus Community went live on July 19, 2010, and provides all Campus Users with single sign-on access from Infinite Campus to:

- 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.

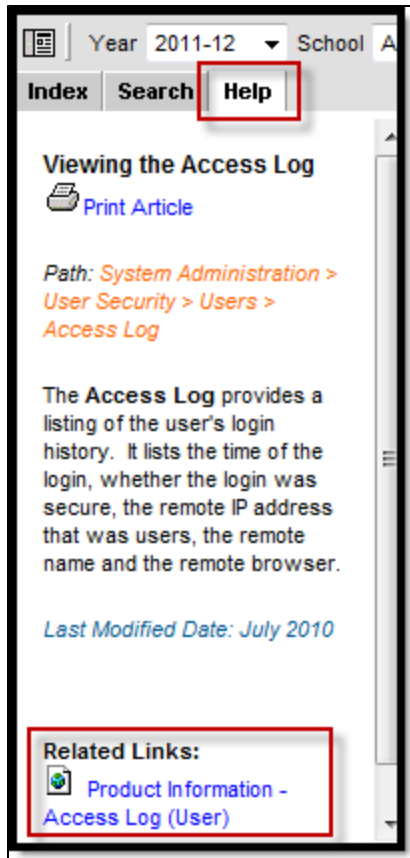
Accessing the Community

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.

COMMUNITY HELP - CAMPUS COMMUNITY GUIDE



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.

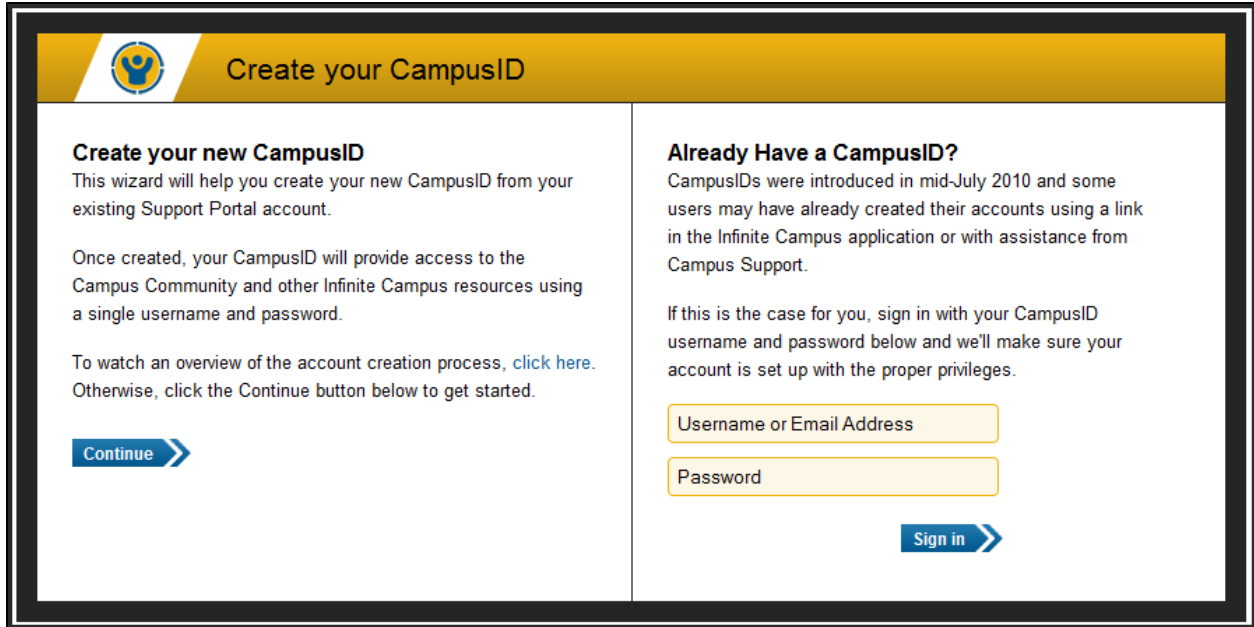
Creating a CampusID

Click a Campus Community link to start creating your CampusID.

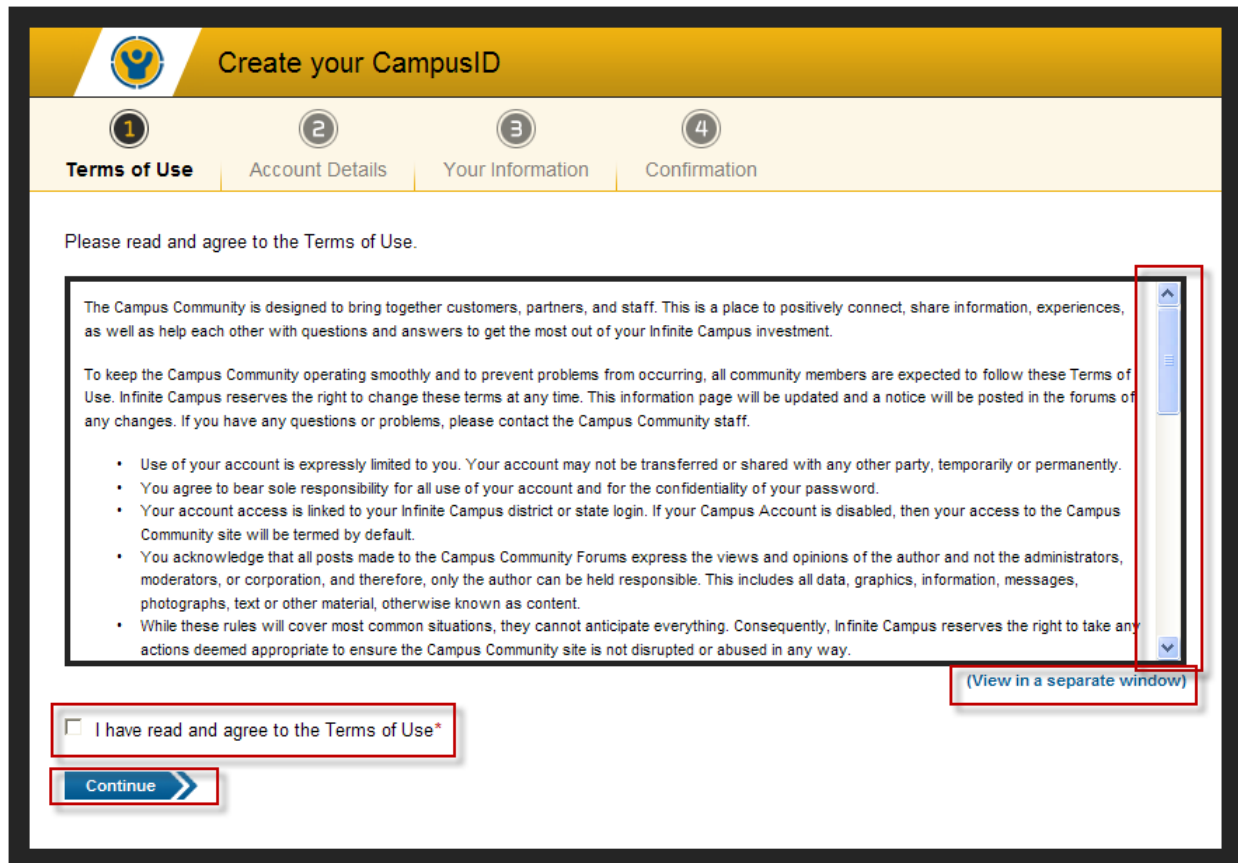
The first time a Campus User clicks this link, it will begin the process of creating a CampusID. If a user has already created one during a training session, please use **Sign In** on the right to link up the Infinite Campus account with the previously created CampusID. In the future, the user will automatically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

If a user has not created an account, then click **Continue** on the left side.

COMMUNITY HELP - CAMPUS COMMUNITY GUIDE



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**.



COMMUNITY HELP - CAMPUS COMMUNITY GUIDE

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.

Create your CampusID

1 Terms of Use 2 **Account Details** 3 Your Information 4 Confirmation

Username and Password
Please choose a username and password. You will use these to sign in to sites that accept your CampusID for authentication.

Choose carefully, as your username may be visible to other users and cannot be changed.

Username*
testdemo ✓ testdemo is available.

Password*
••••• ⚠ Passwords should have characters from 2 or more of these groups:
• Lower case letters
• Upper case letters
• Numbers
• Special characters

Confirm Password*

Registration Information
This information is used identify the owner of the account and is not visible to other users.

We've tried to fill in what we already know about you. Please double check to make sure that it is accurate.

First Name*
Community

Last Name*
Demo

Email Address*
commdemo@infinitecampus.com ✓

[Continue >](#)

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.

COMMUNITY HELP - CAMPUS COMMUNITY GUIDE

Create your CampusID

1 Terms of Use 2 Account Details **3 Your Information** 4 Confirmation

Profile Information
These fields are optional and are displayed on your public profile.

Role/Title
Principal

District/Organization
Support Certification Training Account, MN

Location
We'll use your location to provide you with relevant information and to display dates and times using your local time zone.

Please note that your city and state may be visible to other users.

City
Blaine

State*
Minnesota

Time Zone*
(UTC-06) Central Time (Default)

Finish

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.

Your CampusID testteacher | Sign out

- Overview >
- Account Details >
- Change Email >**
- Change Password**
- Location >
- Profile >

Change Password

To change your password, enter your current password and a new password in the fields below. We'll change your password and send a confirmation to the email address that is associated with your account.

Your password was last set on **June 15, 2010 at 12:00 AM (CDT)**.

Current Password*

New Password*

Confirm New Password*

[Change Password >>](#)

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.

Your CampusID testsupport | Sign out

- Overview >
- Account Details >
- Change Email**
- Change Password >
- Location >
- Profile >

Change Email

To change your email address, enter your current password and a new email address in the fields below. We'll send a confirmation message to your current and new addresses.

Your current email address is **testsupport@infinitecampus.com**


Current Password*

Email Address*


[Change Email >>](#)

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:

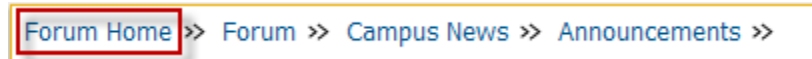
- **Category** – Clicking on the category name will show a new view that only includes the forums and sub-forums in the category.
- **Forum** – Clicking on the forum name will display any sub-forums associated with that forum, as well as any threads related to the main topic.
- **Sub-Forum** – Clicking 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.

Administration ← Category				
General Questions General Questions that do not fit in any other category.	Most Recent Thread →	moving along  by testsupport Yesterday 08:39 PM		Threads: 4 Posts: 11
System Administration Setup General questions regarding system administration.		Never		Threads: 0 Posts: 0
Mobile Devices ← Forum		Does Your District Support Mobile Devices?  by nola Today 01:51 PM		Threads: 1 Posts: 1
Census Sub-Forums: Employee Self Service ← Sub-Forum		Test  by Nola.Peterson 04-06-2010 03:56 PM		Threads: 1 Posts: 1
Enrollment ← Forum with New Content Sub-Forums: National Records Exchange , Free and Reduced Application Management (FRAM)		FRAM FAQs  by nola Today 04:16 PM		Threads: 2 Posts: 4

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.

Title / Thread Starter	Replies / Views	Last Post By
Sticky: FRAM FAQs Thread Started by nola, Today 07:56 AM	Replies: 1 Views: 6	nola Today 10:16 AM
Does Your District Use FRAM? Started by testteacher, Today 02:26 PM	Replies: 0 Views: 1	testteacher Today 02:26 PM

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.

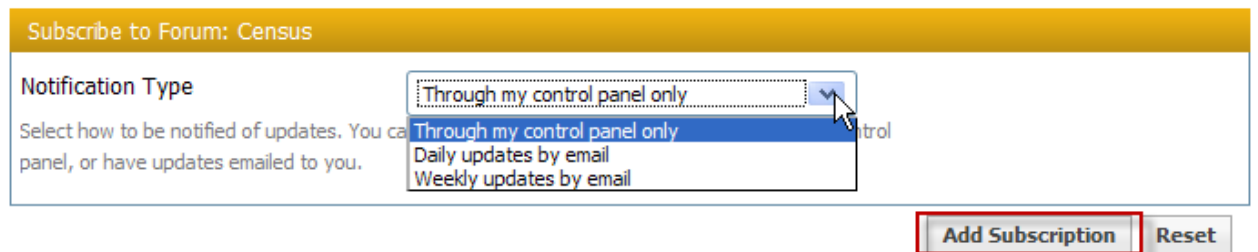
Forum Subscriptions

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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Additional Options

Additional Options: Automatically parse links in text
 Disable smilies in text


Attachments

Manage Attachments: [Manage Attachments](#)
 Valid file extensions: bmp doc gif jpe jpeg jpg pdf png psd txt zip

Subscription

Subscribe to this thread and notify me of changes:
 
 Through my control panel only
 Instantly, using email
 Daily, using email
 Weekly, using email

Rate Thread

Rate this thread with the following value: 
 You may rate this thread from 1-star (Terrible) to 5-stars (Excellent) if you wish to do so.

After you submit your message...

Moderation Tools: Close this thread
 Stick this thread
 Use these controls to immediately perform an action on the thread containing this post.

[Submit Reply](#) [Preview Post](#)

Current Subscriptions

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

Settings Shortcuts [Your Settings](#) Search Forum

My Messages

- Inbox
- Sent Items
- Send New Message
- Track Messages
- Edit Folders

My Subscriptions





- Subscriptions
- List Subscriptions
- Edit Folders

Subscribed Threads with New Posts: (1)

Subscriptions Started by whess, 07-09-2010 03:53 PM Reply Unsubscribe	Replies: 5 Views: 0	nola Today 03:57 PM
--	------------------------	------------------------

[View all Subscribed Threads](#)

Subscribed Forums

Census Sub-Forums: Employee Self ServiceUnsubscribe from this Forum	Census FAQs  by nola Today 08:19 AM	 Threads: 1 Posts: 3
Attendance Sub-Forums: KY AttendanceUnsubscribe from this Forum	Attendance FAQs  by nola Today 08:08 AM	 Threads: 2 Posts: 4

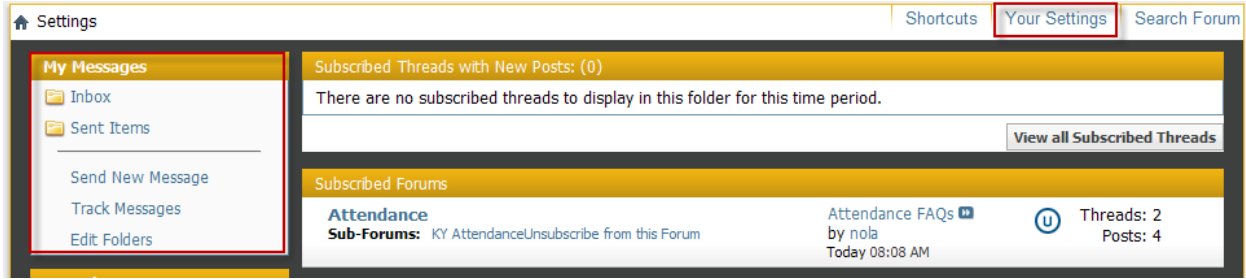
To unsubscribe to a thread, select **Unsubscribe** under the thread.

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

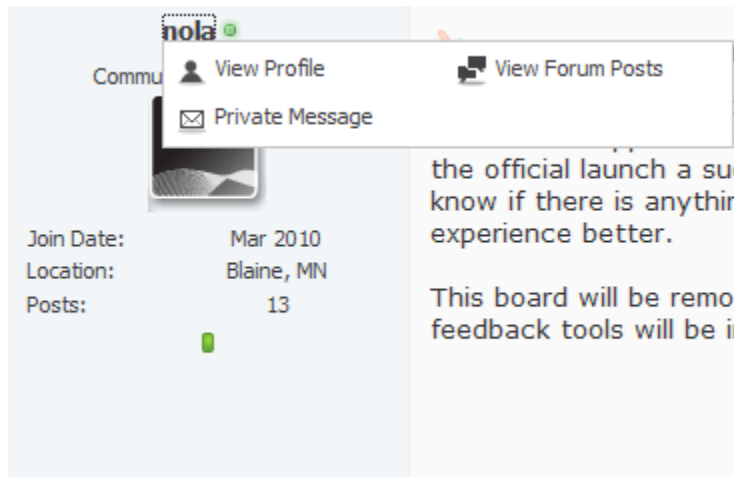
Private Messages

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.

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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.

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.

The screenshot shows the 'Your Cases' interface. At the top, there is a navigation menu with 'Home', 'News', 'Forums', 'Knowledge Base', and 'Support'. Below this, the 'Your Cases' section has a yellow header and two buttons: 'Create Case' and 'Search Cases', both highlighted with red boxes. To the right of these buttons is the text 'Recently Updated'. Below the buttons is a table with columns for 'Case #', 'Subject', and 'Status'. The table contains five rows of case data. To the right of the table is a 'News' sidebar with buttons for 'Latest', 'Featured', 'Company', 'Support', and 'More'. Below the table is a 'Surveys' section with 'Available Surveys' and a 'Feedback' button, and a 'Take Survey' button. To the right of the surveys is a 'Your Updates' section with a 'District' dropdown menu set to '- Select a District -'.

Case #	Subject	Status
144063	Link to Campus Commu...	(Closed) 3rd Par...
142806	Brittany- Gradebook ...	(Closed) No Defe...
142677	9th grader's address...	(Closed) Abandon...
142068	Marsha- Gradebook is...	(Closed) Duplica...
142549	Test Ticket from Sup...	(Closed) Availab...

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.

Your Cases

Create New Case > | Export Cases > | Export Issues >

Case Number Created By

Subject Status More Options ▾

Search >

Search Results (35 active, 115 total)

Case #	Issues	Subject	Status	Priority	Assigned To	Last Modified	District Name
18147	1 ▲	Teacher does not see sche...	(Closed) Avail...	Low	Micheal R.	08/03/2012	Glendale School District, MN
Issue # SIS-6893		Status Closed	Priority Low	Type Bug	Fix Versions 9.2.0931, 10.1.0931, E.1003		
Description SA > Calendar > Calendar Wizard run the Calnedar Wizard and make sure you enter a "Number" then refresh your browser so the new calendar shows up and go to SA > Calendar > Calendar and notice the number field is blank. on a side note: DIS will update the SE with the new calendar not sure if there is some code that needs to be added so that the number gets sent too.					Resolution Released		
Workaround					Release Notes Calendar Number Not Saving When Entered in Calendar Wizard (SIS-6893) Calendar numbers entered through the Calendar Wizard were not being saved. This has been corrected. Calendar numbers now save via the Calendar Wizard and have been limited to three characters. Path: System Administration > Calendar > Calendar Versions: 2009.2, 2010.1		
▲ CLOSE							
144063	0	Link to Campus Community ...	(Closed) 3rd P...	Medium	Alicia H.	08/02/2012	Support Certification Training Ac...
142806	0	Brittany- Gradebook isn't w...	(Closed) No De...	High	Brittany S.	08/02/2012	Support Certification Training Ac...
142677	0	9th grader's address not sh...	(Closed) Aban...	Medium	Patricia A.	08/02/2012	Support Certification Training Ac...
142068	0	Marsha- Gradebook isn't w...	(Closed) Dupli...	Medium	Marsha L.	08/02/2012	Support Certification Training Ac...
142549	0	Test Ticket from Support Cert	(Closed) Avail...	Medium	Gina M.	08/02/2012	Support Certification Training Ac...
142307	0	Attendance Issue	Enhancement	Medium	Tammy B.	08/02/2012	Support Certification Training Ac...
142803	0	Gina- Campus is broken	Pending Custo...	High	Beth J.	08/02/2012	Glendale School District, MN
125927	0	COMMUNITY TESTING - Ne...	Feature Qualifi...	Medium	Beth J.	08/02/2012	Glendale School District, MN
125925	0	COMMUNITY TESTING - Ne...	Feature Consi...	Medium	Beth J.	08/02/2012	Glendale School District, MN

Results per page: 10 ▾

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.

Home News Forums Knowledge Base Support Search Campus Community Help

Your Cases

[Back to List](#)

* fields are required.

District

Priority

Subject*

Summary*
 Enter a Summary of the issue that is occurring. A Summary such as "Attendance Calculation on ABC State Extract" lets the agent know where to verify information.

Steps to Reproduce*
 Enter the Steps that were taken in detail when the error occurred.

Expected Results*
 List the Expected Results of what should be occurring based on your experience or even on your opinion.

Error Message

URL

User Login *Do NOT include the password.*

School

Calendar

Source Type

Module

Machine Type

OS

Browser

Java Version

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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 **Priority**. 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.

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Your Updates

District: Support Certification Training Account **Request an Update** >

Hide Complete

Date	Site	Version	Refresh	Status
2011-11-03	Sandbox		Y	Completed
2010-05-28	Training	TEST	Y	Completed

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.

Knowledge Base

Last updated on Mar 12, 2012

[Overview](#) | [Finding Information](#)

Overview

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.

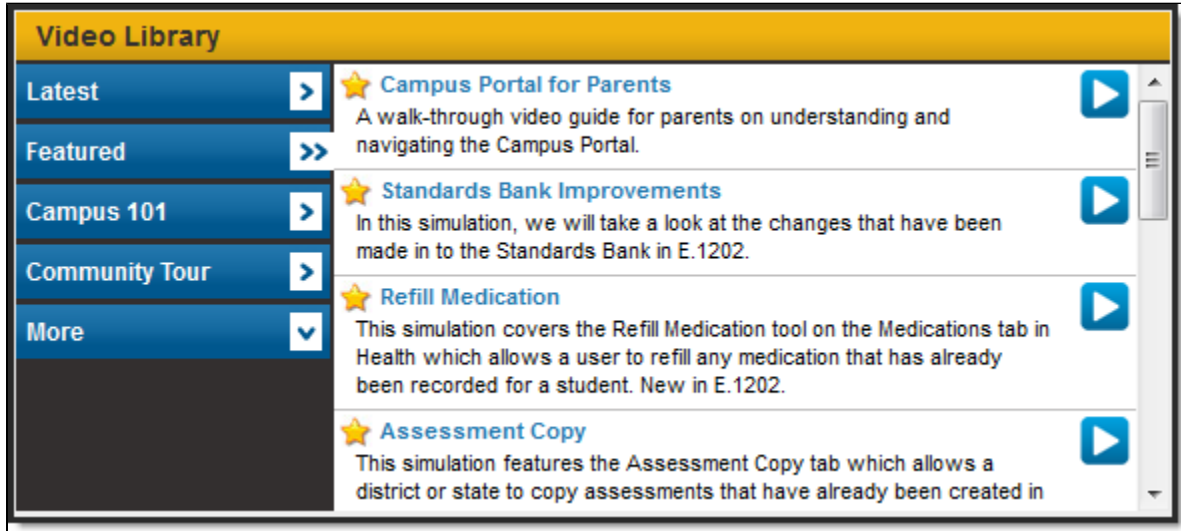
✓ Campus Knowledge Base content contains features and functionality beginning with the [1114 Release Packs \(April 2011\)](#).

Other features of Campus Knowledge Base:

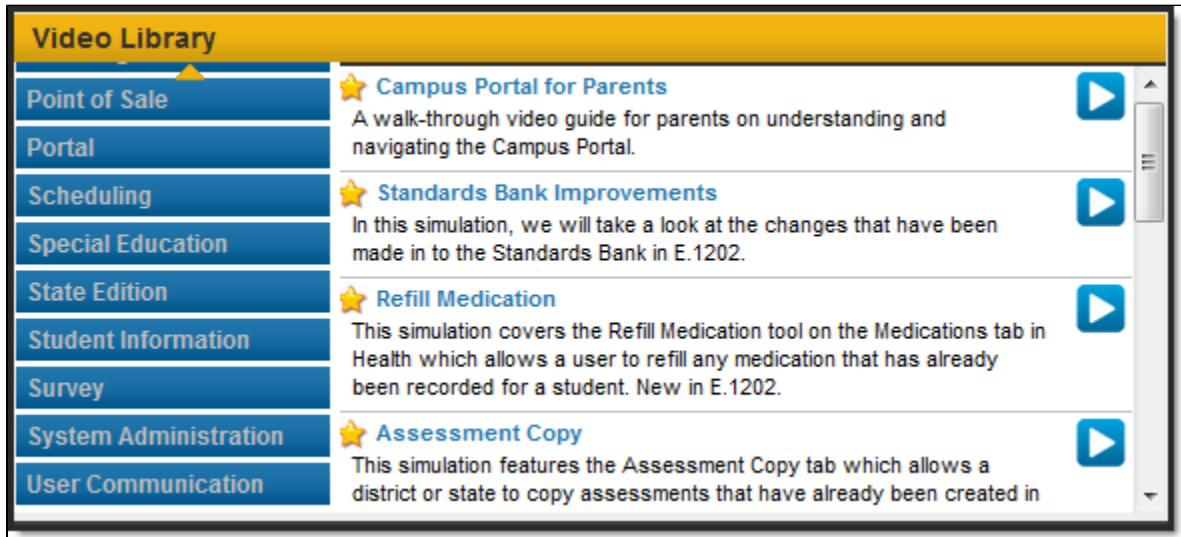
- Information within the Outline is organized like the Campus Index for easy navigation
- Knowledge Base articles can be downloaded into PDF format for printing
- Hands-On Virtual Labs contain role-based learning plans for district staff using Infinite Campus
- Release Notes for each release package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

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.

COMMUNITY HELP - CAMPUS COMMUNITY GUIDE

Surveys

Available Surveys

Feedback [Take Survey >](#)
 We'd like your input from your most recent Campus experience.

Product Development Customer Input [Take Survey >](#)
 This survey has been created to solicit customer feedback regarding areas of Campus that your district believes should receive attention or development revision to meet your needs and expectations.

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.

Events

Upcoming Events

2012-03-07 **KYSTE**
All Day
[Conference Website](#)
 KYSTE
 Kentucky Society for Technology in Education
 Annual Spring Conference
 Mar. 7-9
 Galt House Hotel and Conference Center
 Louisville, KY
 Stop by booth #406 and See What's Possible with Infinite Campus!

2012-03-13 **Interchange@New York 2012**
All Day
[Register Here](#)

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.

