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## Campus Portal Frequently Asked Questions

### WHAT IS INFINITE CAMPUS?

Infinite Campus is a web-based student information system used by the Columbus City Schools to record student enrollments, attendance, behavior, and grades. The Columbus City Schools began using Infinite Campus in July, 2012.

### WHAT IS THE CAMPUS PORTAL?

The Campus Portal is a confidential and secure website that allows parents and guardians to log in and view their child's attendance, schedules, grades, and assignments of teachers using the Infinite Campus grade book for middle and high school students. Students can also log in and view their progress in school.

### HOW DO I GET AN ACCOUNT FOR THE CAMPUS PORTAL?

Parents/Guardians of students newly enrolled in the Columbus City Schools received an activation code during the enrollment process at Central Enrollment. Parents/Guardians should have received an activation code in a letter from the Communications Department. If the activation code is not received or misplaced, please contact your child's school.

If you have children in multiple Columbus City Schools, only one activation code is needed. Information for all children is available with one log on. If information is not correct, contact your child's school for assistance.

### HOW SECURE IS THE INFORMATION CONTAINED IN THE CAMPUS PORTAL?

The Campus Portal incorporates the highest level of security. Parents and guardians can only see information related to the students they are authorized to view. The use of strong passwords and session timeouts ensure secure access.

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If the wrong student or students display once logged into the Campus Portal, or not all students are available in the Select a Student option, contact your child's school.

### CAN ANYONE ELSE SEE MY CHILD'S ATTENDANCE, GRADES, ETC.?

No. Use the same level of security that you would with your other online accounts: do not share your username and password and keep them safe.

### WHY ARE THERE NO ASSIGNMENTS WHEN I CLICK ON THE COURSE?

At this time, only middle and high school teachers are using the Infinite Campus electronic grade book. Elementary school teachers do not use the electronic grade book.



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### DO I NEED SPECIAL SOFTWARE INSTALLED ON MY COMPUTER?

To access your Campus Portal account, you will need:

Any computer with internet access

Adobe Reader – to generate reports. This is a free program available at <http://get.adobe.com/reader/>

### MY ACCOUNT IS LOCKED/DISABLED

After five (5) unsuccessful attempts, Infinite Campus will lock your account for security purposes. If you have forgotten your username or password, see below.

Once you enter the username and password in the applicable fields, a box of jumbled uppercase and lowercase letters and numbers will display under the password. Enter the letters and/or numbers as shown, without any spaces.

### WHAT IF I FORGOT MY PASSWORD?

- On the Campus Portal login page, click Forgot your password?
- Enter your username in the field.
- A link to generate a new password will be sent to the email associated with the Campus Portal account.

### WHAT IF I FORGOT MY USERNAME?

- On the Campus Portal login page, click Forgot your username?
- Enter the email associated with the Campus Portal account.
- A link to generate a new username will be sent to the email.

### WHAT IF I WANT TO CHANGE MY PASSWORD?

- Log into the portal.
- Click on Account Settings. At the top of the screen you can change your password. It still must be a strong password. It is suggested that it contain at least 6 characters, with a mix of upper and lower case letters, a number, and a symbol (such as \*, @, or ").
- When the change has been completed, at the bottom of the screen enter your current password, and then click Save Changes.

### WHAT IF I HAVE A QUESTION ABOUT MY CHILD'S GRADES, ATTENDANCE, OR ASSIGNMENTS?

For assistance with any of the information displayed in the Campus Portal, call your child's school.



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### WHAT IF THE HOUSEHOLD INFORMATION IS INCORRECT?

Home telephone number: Beginning January 9, 2017, Parents/Guardians can change their home telephone number and family contact information within the Portal.

To update the home telephone number: In the Parent Portal, click on Household Information. See Page 2 of the Campus Portal User Guide.

To update family contact Information: In the Parent Portal, click on Family Members. See Page 3 of the Campus Portal User Guide.

To update the home address: provide an acceptable proof of address to your child's school or Central Enrollment. Go to the Columbus City School's website at [www.ccssoh.us](http://www.ccssoh.us), click Enroll Today, then the Change of Address link on the left side of the screen for additional information. Verify the school district of your new address by calling the Factline at (614) 221-3228.

### CAN I ACCESS THE CAMPUS PORTAL FROM ANYWHERE (HOME, WORK, LIBRARY, ETC.)?

Yes, you can access the Campus Portal from any location with internet access.

### IS THE PORTAL AVAILABLE IN DIFFERENT LANGUAGES?

Yes, at this time the Portal can be converted into 3 different languages by clicking on the language at the bottom of the Portal screen. Student information, such as Attendance and Grades, will display in English. Additional languages will be added in the future.