Authorized Contact

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Articles

- Viewing and Communicating on Cases
- Case Submission
- Viewing Issues
- Closing and Re-opening Cases
- Reports
- Working With Support
- Troubleshooting Campus
- Account and Contact Information

Overview

Authorized Support Contacts work with the Campus Support Team to resolve issues and discuss complex technical questions. End users look to these individuals for advice, troubleshooting assistance, and interpretation of district policies and procedures as they relate to Infinite Campus software.

Each district may designate two Authorized Support Contacts (and one Technical Contact); more may be added depending on the number of Premium Products purchased (see Updating Contacts below).

It is the customer's responsibility to train their new Support Contacts. It is highly recommended that contacts complete Mastering the Fundamentals of Campus and participate in available trainings to stay up to date on the latest Campus enhancements. Free recorded webinars are also available after each release, along with documentation updates for new functionality and changes.

Security

Authorized Support Contacts are established to protect your district's software, data, and student privacy. Along with Technical Support Contacts, they are the only staff members authorized to submit questions, issues, and requests to Infinite Campus Support. This ensures that Campus staff only investigate or make changes in your site at the request of authorized individuals. In most cases, unauthorized callers will be directed to reach out to the Authorized Support Contacts at their district.

For security purposes, it is especially important that contacts not share their Campus Community logins with other users.

Responsibilities

Authorized Support Contacts serve as points for Infinite Campus product issues. As such, they will:

- Troubleshoot Infinite Campus related issues with end users
- Collect information to provide Campus Support with replication steps and detailed issue descriptions

- Visit Campus Community to review documentation
- Submit issues and requests via the Portal in Campus Community
- Phone Campus Support to follow up on emergency issues or service requests
- Attend product training sessions offered by Infinite Campus
- Determine training needs based on the type and frequency of issues being experienced and reported by end users
- Read product release notes posted on Campus Community

Updating Contacts

If an Authorized Contact needs to be added, edited, or replaced, an Authorized or Technical contact may submit a "Modify Support Contacts" case. Your Client Relationship Manager will assist in updating Contact information.