

# Viewing and Communicating on Cases

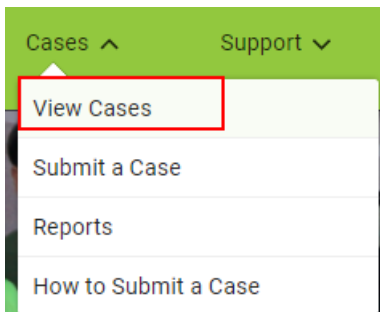
Last Modified on 08/01/2023 9:22 am CDT

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## Case Search

Technical and Authorized Support Contacts have access to view and post comments on all cases for their district. A list of all cases is presented by default when selecting **Cases > View Cases** from the top dropdown. Cases are sorted by **last modified date** and columns can be toggled to quickly sort by status, modified date, module, etc.



Displayed cases may be refined by clicking on the funnel icon to display filters. Using multiple filters will narrow the results, only returning entries that meet the requirements of each entered field. For example, searching for "Grade Book issues" (Subject) created by a selected contact will only return cases matching both of those instances, while only entering "Grade Book issues" in the Subject field will return issues entered by all users.

When available, use the dropdowns to further refine your search. For example, Subject may be filtered using Equals, Not equals, Starts with, Ends with, Contains, and Does not contain.

📁 Cases (81)
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Case Number

Starts with

Subject

Starts with

Status

Priority

Module

Last Modified

Equals

Contact

Starts with

Case Type

Closed

CASE NUMBER	SUBJECT ↑	STATUS	PRIORITY	MODULE	LAST MODIFIED	CONTACT	
1121261	123	Closed	Medium	Advanced Attendance & Appointments	Dec 16, 2019, 9:29:19 AM	Lisa Turtle (TESTING)	A
1112704	19-20 CMS teachers can't save scores	Closed	Medium	Grade Book	Dec 16, 2019, 9:28:37 AM	Zack Morris (TESTING)	C
1024106	2019-02-28 - MT Tracking	Closed	Medium	Hosting	Feb 27, 2019, 4:53:54 PM	Zack Morris (TESTING)	S

The following fields are available.

Option	Description
<b>Case Number</b> <i>Standard</i>	Enter the number assigned to the case when it was created.
<b>Subject</b> <i>Standard</i>	Enter the title of the case or a keyword that can be used to locate the case. Entering a phrase like "grade book issues" might not return results, but "grade book" will.
<b>Status</b> <i>Standard</i>	Indicates the status assigned to the case. Options are: <ul style="list-style-type: none"> <li>• <b>New</b> - case has been created but not yet assigned to a Campus support resource.</li> <li>• <b>Assigned</b> - case has been created and assigned to a Campus support resource.</li> <li>• <b>Assist Request</b> - case is pending the input of an internal Campus resource.</li> <li>• <b>Pending Customer Input</b> - case requires additional information from an Authorized Support Contact in order to seek resolution.</li> <li>• <b>Pending Customer Verification</b> - case resolution is awaiting final confirmation from the Authorized Support Contact.</li> <li>• <b>Scheduled</b> - action required to meet request has been scheduled to take place on a future date, such as a planned training.</li> <li>• <b>Assigned to Development</b> - case has been escalated for Campus Development to modify functionality in the product.</li> <li>• <b>Closed</b> - case has been resolved, meeting the needs of the user and marked as complete by your Campus support resource.</li> <li>• <b>Available in Release</b> - issue reported in the case has been developed and is available in a Campus Release Pack.</li> <li>• <b>Re-Opened</b> - previously closed case has been re-opened by the customer and is awaiting further assistance from a Campus support resource.</li> </ul>
<b>Priority</b>	Indicates the level of urgency associated with the case. Options are: <ul style="list-style-type: none"> <li>• <b>Critical</b> - Campus is not operational</li> <li>• <b>High</b> - Inability to perform a time-sensitive task</li> <li>• <b>Medium</b> - Usable, but functionality is affected</li> <li>• <b>Low</b> - Questions, advice and training-related issues</li> </ul>
<b>Module</b>	Selected option relates to the area of Campus where the issue is occurring.

Option	Description
<b>Case Type</b>	<p>Selected option indicates the type of case that was entered. Options are:</p> <ul style="list-style-type: none"> <li>• Ask a Question</li> <li>• Campus Application</li> <li>• Custom Application</li> <li>• Custom Development</li> <li>• Data Export</li> <li>• Data Import</li> <li>• Data Modification</li> <li>• Data Restore</li> <li>• ICU Call</li> <li>• Modify Support Contacts</li> <li>• Report an Outage</li> <li>• Server/Hardware</li> <li>• Server Access</li> <li>• Training Request</li> </ul> <p>The category on a case is automatically populated based on the screen the case is completed from.</p>
<b>Contact</b>	The Authorized Support or Technical Contact assigned to the case.
<b>Last Modified</b>	Date that the case was last updated or last communicated on.
<b>Account</b>	Name of the district that submitted the case.

## Search Results

The number of Results returned displays at the top of the Cases window. The number of cases returned per page is automatically set to 20. This number can be changed by updating the Page Size value that displays at the bottom of the cases list. When this value is changed, the number of pages also changes. Advance to a new page in the search results by choosing a new page number under the Page dropdown.

00002207	Campus is down	Assigned to Development	Medium	Hosting	Server/Hardware
00001959	Server is unavailable and site is down	Closed	Critical	Hosting	Report an Outage
00001958	Site Down	Pending Customer Verification	Critical	Hosting	Report an Outage

Page 1 Page Size 20

## Viewing and Communicating on Cases

Clicking on a **Case Number** will open it to view, add attachments, communicate with Support, or close.

CASE NUMBER	SUBJECT	STATUS	PRIORITY
1227944	Day Rotation Update	New	Medium
1227943	Contract question	Assigned	Medium
1227942	Please Help me With Instructions to Request A Sandbox Refresh	Assigned	Medium

Case 1227963
Close This Case ✕

Priority	Status	Assigned To	Last Modified
Medium	New	Implementation	09/15/2021 - 01:37 PM CDT

Post

Share

Sort by:

Most Recent Activity

Search this feed...

▼
↻

@ Zack Morris (TESTING) (Customer) updated this record. Just now

Case Owner  
Zack Morris (TESTING) to Implementation

@ Zack Morris (TESTING) (Customer) created this case. Just now

📁 1227963
 

View more details

📎 Attachments (0) Upload Files

Upload Files  
 Or drop files

**Case Details**

Created 09/15/2021 - 01:37 PM CDT (Zack Morris (TESTING))	Last Modified 09/15/2021 - 01:37 PM CDT (Zack Morris (TESTING))
Account Bayside School (TESTING)	Contact Zack Morris (TESTING)
Case Type Ask a Question	Module Calendar (terms, periods, days)
Subject Snow Day	
Description How do I add a snow day to the calendar?	
Resolution	
Location within Product System Admin > Calendar > Calendar > Days	

The top panel of a case displays important information including its Case Number, Priority, Status in its life cycle, who in Support the case is assigned to, and its last modified date. Cases may be closed (or re-opened) using the button at the top.

Case 1227944
Close This Case ✕

Priority	Status	Assigned To	Last Modified
Medium	New	Implementation	06/30/2021 - 9:34 AM CDT

**Case Details** on the right side of the screen includes the information provided by the contact at the time of case creation, and/or case qualification information added by Support.

All attachments (added by the district or Campus) display in the Attachments area for easy access. Click on the text **Attachments** to expand the box and view additional details.

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### Case Details

<p><b>Created</b> 06/30/2021 - 9:34 AM CDT (Zack Morris (TESTING))</p> <hr/> <p><b>Account</b> Bayside School (TESTING)</p> <hr/> <p><b>Case Type</b> Ask a Question</p> <hr/> <p><b>Subject</b> Day Rotation Update</p> <hr/> <p><b>Description</b> When we created our Calendar and Days, we set up an A/B rotation. However, Campus Middle School decided they want to do an A/B/C rotation 3 days after school started. How can we change this without affecting data?</p> <hr/> <p><b>Resolution</b></p> <hr/> <p><b>Location within Product</b> Index &gt; System Admin &gt; Calendar &gt; Calendar &gt; Days</p>	<p><b>Last Modified</b> 06/30/2021 - 9:34 AM CDT (Zack Morris (TESTING))</p> <hr/> <p><b>Contact</b> Zack Morris (TESTING)</p> <hr/> <p><b>Module</b> Calendar (terms, periods, days)</p>
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### Attachments (0)

[Upload Files](#)

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[Upload Files](#)

Or drop files

Written case communications between Authorized Support Contacts and Campus are called **Posts**. Posts display in the case's **Feed** with the most recent at the top. Posts may be searched using the "Search this feed" box.

The screenshot shows the top portion of the Infinite Campus interface. At the top left is the 'Infinite Campus' logo. Below it is a 'Post' section with a text input field containing the placeholder 'Share an update...' and a green 'Share' button. Underneath the post box is a 'Sort by:' dropdown menu set to 'Latest Posts'. To the right of the sort menu is a search bar with the placeholder 'Search this feed...' and a magnifying glass icon, which is highlighted with a red rectangular box. Further right are two small icons: a downward-pointing triangle and a refresh icon. Below the search bar is a user profile card for a customer, showing a profile picture, the name 'XXXXXXXXXXXX (Customer)', and the text 'Just now'. Below the profile card is a post snippet: 'This issue began on December 1st at 3:00 PM.'

To add a Post to a case, click into the Post box that says "Share an update". An editor box will appear. Type your message into the editor and hit Share to submit. Note that you may format your text, add bullets or numbers to your steps, or add saved images directly into your Post. The paperclip icon may also be used to attach files to your post. Up to 10 attachments can be added at the same time. Max file size is 15MB.

The screenshot shows the post editor interface. At the top left is the 'Post' label. Below it is a large text area containing the text 'I am working in the Campus High School calendar.' Below the text area is a rich text editor toolbar with icons for bold (B), italic (I), underline (U), strikethrough (ABC), link (I\_x), bulleted list, numbered list, image, and emoji. Below the toolbar is the text 'To this case' and a paperclip icon. At the bottom right is a green 'Share' button.