

# Read-Only Contact

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## Overview

Read-Only Contacts have access to the Support Portal to view cases submitted to Infinite Campus Support by their district's Authorized & Technical Contacts. They also have access to case reports and issue information. While Read-Only Contacts do not submit or communicate on cases, they can be added as a case notification recipient at the request of the contact assigned to a specific case.

Read access is typically requested for those in roles such as Superintendent, Business Director, or Principal. These users often wish to keep up-to-date on the issues and questions submitted by their district, but do not work cases directly.

If a Read-Only 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.

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