

Submitting Cases

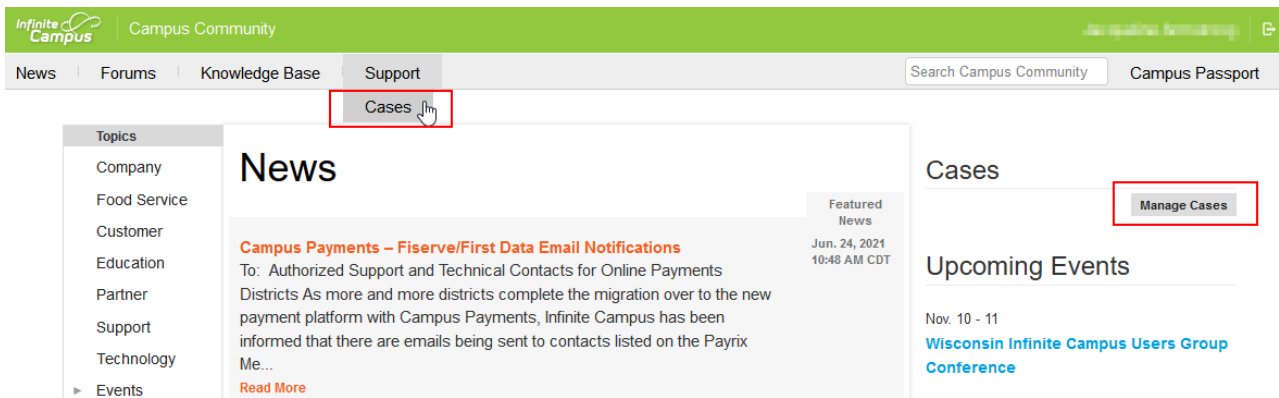
Last Modified on 10/22/2022 10:46 am CDT

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Support Portal

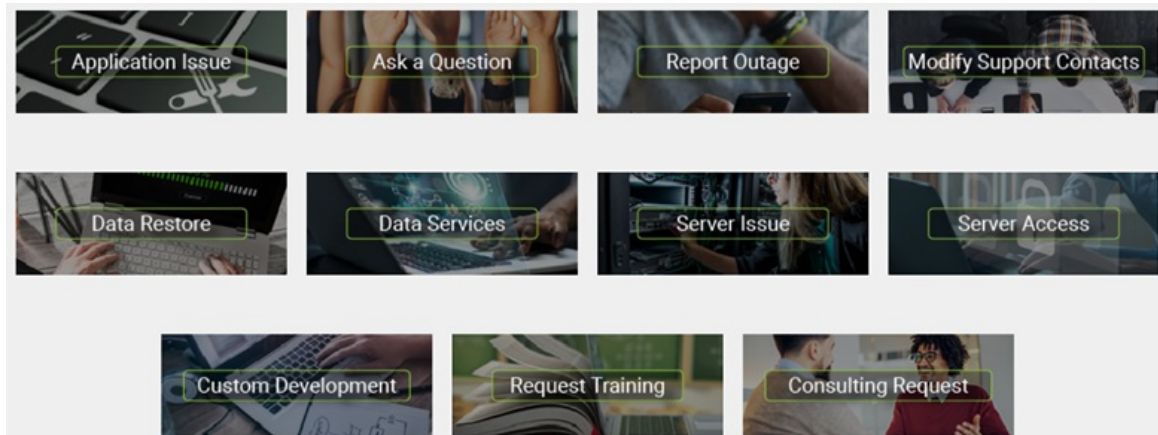
Technical and Authorized Contacts may submit cases online via the **Support Portal**. The portal gives contacts an active role in managing cases by allowing them to submit new requests, add attachments, communicate with Support, and review closed cases.

To access the Portal, log in to Campus Community and select **Cases** under the Support dropdown. Or, click **Manage Cases** under Cases on the right side of the screen.



Case Types

To begin a support case, click on the case type that best matches your issue or request. Cases will be routed to the proper support resource based on the type chosen.



The following case types are available:

Case Type	Description	Examples
Application Issue	Campus is not working as expected or you are experiencing a problem.	<ul style="list-style-type: none"> • Receiving error token • Teachers are unable to take attendance
Ask a Question	Ask a how-to question or for advice.	<ul style="list-style-type: none"> • What is the best way to set up a snow day? • Where can I find a specific report? • How do I end date a student's enrollment?
Report an Outage	Campus is inaccessible.	<ul style="list-style-type: none"> • Users are unable to access Infinite Campus
Request Training	Enter a request to schedule Infinite Campus training.	<ul style="list-style-type: none"> • Request for Campus Learning training for teachers • Request for scheduling training for counselors
Data Restore	<p>Request lost or deleted data be restored.</p> <p>Note that data restores may be performed up to 30 days after loss.</p>	<ul style="list-style-type: none"> • Restore deleted enrollment
Data Services	<p>Service request for a data import, export, or modification.</p> <p>Data requests may be billable services.</p>	<ul style="list-style-type: none"> • Modify enrollment start date for all students in calendar • Import grading standards from spreadsheet
Server Issue	Report an issue with your server.	<ul style="list-style-type: none"> • SQL database connection issues • Hardware end of life • Reporting server errors • Data Warehouse server problems

Case Type	Description	Examples
Server Access	Request Server, ODBC, or SRS Access. Note that Mastering Campus Database training is required for ODBC access.	<ul style="list-style-type: none"> Request access to the database to run SQL scripts
Custom Development	Report an issue with an existing custom development project, request a new custom development project, or submit a modification to an existing custom development project.	<ul style="list-style-type: none"> Request a custom-created transcript Modify an existing custom report card
Modify Support Contacts	Update or Replace your current Support Contacts	<ul style="list-style-type: none"> Add an additional contact after the purchase of a Premium Suite Replace existing Technical Contact after a retirement
Consulting Request	Request time with an Infinite Campus Business Consultant, who can guide you on the use of advanced system features and help align current and future business processes with SIS functionality.	<ul style="list-style-type: none"> Request assistance on assessments, custom tabs, grading consultation, standards-based grading or scheduling For more information, visit: https://www.infinitecampus.com/services/technical-services/process-consulting

Case Fields

The following fields may be found on the case forms. Some fields are specific to certain case types. Fields marked with a red asterisk on the form are required to create the case. Tool tips are available for some fields by hovering over the information icon.

The more specific information is provided to Support, the faster we can provide you with a resolution. See the example below for a well-written ticket.

Field	Definition	Displays on Case Types
Account	<p>Indicates the school district that is reporting the issue. This field defaults to the district assigned to the user.</p> <p>Contacts at multiple districts may use the dropdown to select the proper district.</p>	All
Contact	<p>Indicates the contact who is reporting the issue. This field defaults to the user entering the case.</p> <p>Contacts may submit on behalf of other contacts at their district. Use the dropdown to select another contact name.</p>	All
Priority	<p>Indicates the scope or time sensitivity of the issue. This field defaults to Medium.</p> <ul style="list-style-type: none"> • Critical - Campus software not operational. Limited to Outage cases. • High - Inability to perform a time sensitive task. • Medium - Usable, but functionality affected. • Low - Questions, services, etc. 	All
Subject	<p>The topic of the case; may indicate the issue and the Campus module affected.</p> <p>The Subject should be self-descriptive. Make it brief and specific. This helps to route the case accordingly and allows the district to easily locate the issue when managing cases.</p>	All
Description	<p>Details on the issue you are experiencing. Please include information on Who, What, Where, When, Why, and How. The more information provided helps to speed up the qualification process.</p>	All


Field	Definition	Displays on Case Types
Type	Indicates which application or request type is being made.	Application Issue Data Services
Module	Indicates the top most reported modules in alphabetical order. If the module is not listed, please select Not Applicable.	Application Issue Ask a Question Data Restore Data Services Server Issue Custom Development
Steps to Reproduce	Click-by-click steps to replicate the issue. Please include information such as what is shown on the screen, what fields were populated, with what text, etc. Provide usernames or specific student data to view if applicable.	Application Issue
Environment Changes	Were any changes recently made to your workstation or to your Campus site? Examples include new software, updated tool rights, or a version update.	Application Issue
Error Message	Please copy and paste any error messages that may display.	Application Issue Report an Outage Server Issue
Expected Results	How do the results differ from what is expected? What should be occurring based on knowledge of the tool and the permissions of the issue reporter?	Application Issue
Who is impacted?	Indicates the scope of the issue. Examples include all users in the district, all users in a calendar, all teachers who teach a specific course, etc.	Application Issue
Issue Began	When did the issue first occur?	Application Issue Server Issue
Location within Product	Area in Campus where you are working.	Ask a Question
Request Type	Indicates the kind of request being made.	Request Training Server Access Modify Support Contacts
Preferred Training Date	First, second and third choice dates when you would prefer to schedule your training.	Request Training

Field	Definition	Displays on Case Types
Approximate Date of Loss	Date when the data was deleted.	Data Restore
Reason for Restore	Reason why the data was lost.	Data Restore
Desired Completion Date	Date by which the work should be finished.	Custom Development
Contact First Name	First name of the contact being added, modified, or replaced.	Modify Support Contacts
Contact Last Name	Last name of the contact being added, modified, or replaced.	Modify Support Contacts
Contact Email	Email address of the contact being added, modified, or replaced.	Modify Support Contacts
Contact Title	Title of the contact being added, modified or replaced.	Modify Support Contacts
Contact Primary Phone	Contact's main phone number.	Modify Support Contacts
Contact Secondary Phone	Contact's secondary phone number if available.	Modify Support Contacts
Contact Type	Designate if the contact with be Authorized, Technical, or Read Only.	Modify Support Contacts
Area of Responsibility	<p>Indicate the area(s) of Campus that the individual is the contact for by highlighting the desired options from Available and using the arrows to move them into Chosen. Options include:</p> <ul style="list-style-type: none"> • SIS • Food Service • Human Resources • Finance • Payroll • Online Payments • Voice Messenger • State Edition 	Modify Support Contacts

Field	Definition	Displays on Case Types
Contact Replacement Name	If replacing a contact, indicate which contact should be removed.	Modify Support Contacts
Preferred Consult Date	First date you would like to have a consult scheduled.	Consulting Request
Preferred Consult Date 2	Second date you would like to have a consult scheduled.	Consulting Request
Preferred Consult Date 3	Third date you would like to have a consult scheduled.	Consulting Request

Case Example

The following is an example of a well-written Application Issue case. The contact has included answers to the W questions and Support can begin investigating right away.

 Case Details

Created 09/15/2021 - 01:44 PM CDT (Zack Morris (TESTING))	Last Modified 09/15/2021 - 01:44 PM CDT (Zack Morris (TESTING))
Account Bayside School (TESTING)	Contact Zack Morris (TESTING)
Case Type Campus Application	Module Grade Book
Subject Teachers unable to post grades	
Description None of the English Literature teachers at 21-22 Campus High School are able to post grades. When they try to click the Post button in their grade books, it is greyed out and inactive. This is only happening for teachers who teach this course. Example: Anne Shirley, English Lit 1100-1, Quarter 1, Quarter grading task	
Resolution	
Steps to Reproduce 1. Log in as teacher Anne Shirley 2. In Campus Learning, go to Grade Book for 1100-1 3. Select Q1, Quarter grade task 4. Click Post. Note that it is greyed out and cannot be pushed.	
Environment Changes None	
Who is impacted English Lit 1100 teachers	
Issue Began 09/07/2021	
Error Message	
Expected Results Post button to be active	