

Technical Contact

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[← Community Help Home](#)

Articles

- [Viewing and Communicating on Cases](#)
- [Case Submission](#)
- [Viewing Issues](#)
- [Closing and Re-opening Cases](#)
- [Reports](#)
- [Working With Support](#)
- [Sandbox Refresh](#)
- [Requesting a Campus Version Update](#)
- [Troubleshooting Campus](#)
- [Account and Contact Information](#)

Overview

The Technical Support Contact works with Campus Support and Managed Services to resolve issues and discuss complex technical questions. They are typically a network administrator or technical services employee.

This contact manages the district's Sandbox and Staging sites (if applicable). Technical contacts at Campus Cloud Choice districts may also request Campus version updates. Requests for sandbox and/or version updates may be performed via the Update Requests gadget in Campus Community. See Update Requests for more information.

Each district may designate one Technical Support Contact. Limiting the number of Technical Support Contacts prevents duplicate requests and allows for better Sandbox management. It is highly recommended that these contacts complete Mastering the Fundamentals of Campus and participate in available trainings to stay up to date on the latest Campus enhancements.

Security

Technical Support Contacts are established to protect your district's sandbox, data, and student privacy. Along with Authorized 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 important that contacts not share their Campus Community logins with other users.

Responsibilities

Technical Support Contacts serve as points for Infinite Campus product and technical issues. In addition to submitting cases pertaining to end user questions and issues, they are a point of contact for the Campus Managed Services team. Technical Support Contacts specifically discuss and resolve issues relating to:

- Server configuration and error logging
- Campus update requests
- Firewall changes
- Local network configurations
- Customer connectivity
- Tomcat
- ODBC connections

Updating Contacts

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