Campus Community Guide

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Accessing the Community | Community Navigation | Community Search | Community News | Events Calendar | Campus Community Forums | Surveys | Campus Knowledge Base | Support Case Management | Campus Passport

Articles

- Campus Community News
- Campus Community Forums

Helpful Links

- Knowledge Base
- Customer Events Calendar
- Surveys
- Campus Passport

Overview

The Campus Community provides all Campus users with single sign-on access from Infinite Campus to the Knowledge Base, Campus Forums, Campus News, Customer Events Calendar, and more.

In addition, Support and Technical Contacts have access to Case Management, and Technical Contacts have access to Update Requests.

The Campus Community provides all Campus users with single sign-on access from Infinite Campus to:

- **Knowledge Base** - Online product information, updated with each release
- **Campus Forums** - Connect with other Campus users
- **Customer Events Calendar** - Learn about upcoming events and user group sessions
- **Surveys** - Share your opinion and feedback
- **Campus News** - Find out more about Infinite Campus, customers, and industry information
- **Campus Passport** - Provides training opportunities for all districts.

In addition, Support and Technical Contacts have access to Case Management, and Technical Contacts have access to Update Requests.

Accessing the Community

There are two ways to access the Campus Community:

- In the upper right corner of the **Campus Toolbar** is the App Switcher. Click the boxes to open and select Campus Community.
- Once an account has been created, users can bookmark and directly log into the Community from https://community.infinitecampus.com

Classic Campus:

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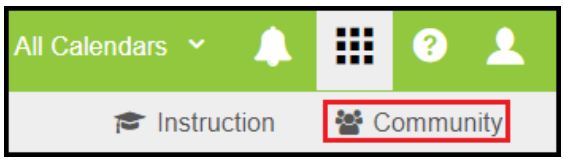
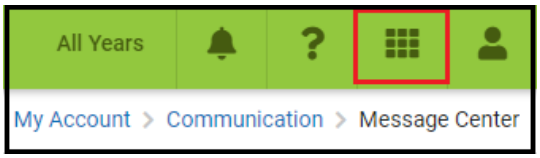
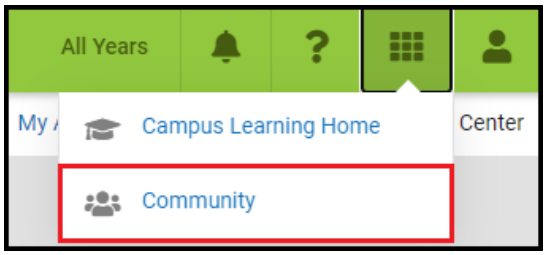


New Look of Campus:





If you have never accessed the Community via the Infinite Campus application, clicking the Community link will trigger the process to create a CampusID. Once a CampusID has been created and linked to your Campus account, Campus Community links will automatically authenticate you into the Community.

If you have created a CampusID during the implementation process, at a training session or as a support contact, enter your CampusID username and password. If you have forgotten your password, there is a link to request a reset.

See the Creating and Managing Your CampusID article for guidance on creating a CampusID.

Community Navigation

▸ Click here to expand...

Community Search

Once a keyword is entered in **Community Search,** the Community Search page will display results from News, Knowledge Base and Forums.

Click the title of a search result to open it in another tab or window.

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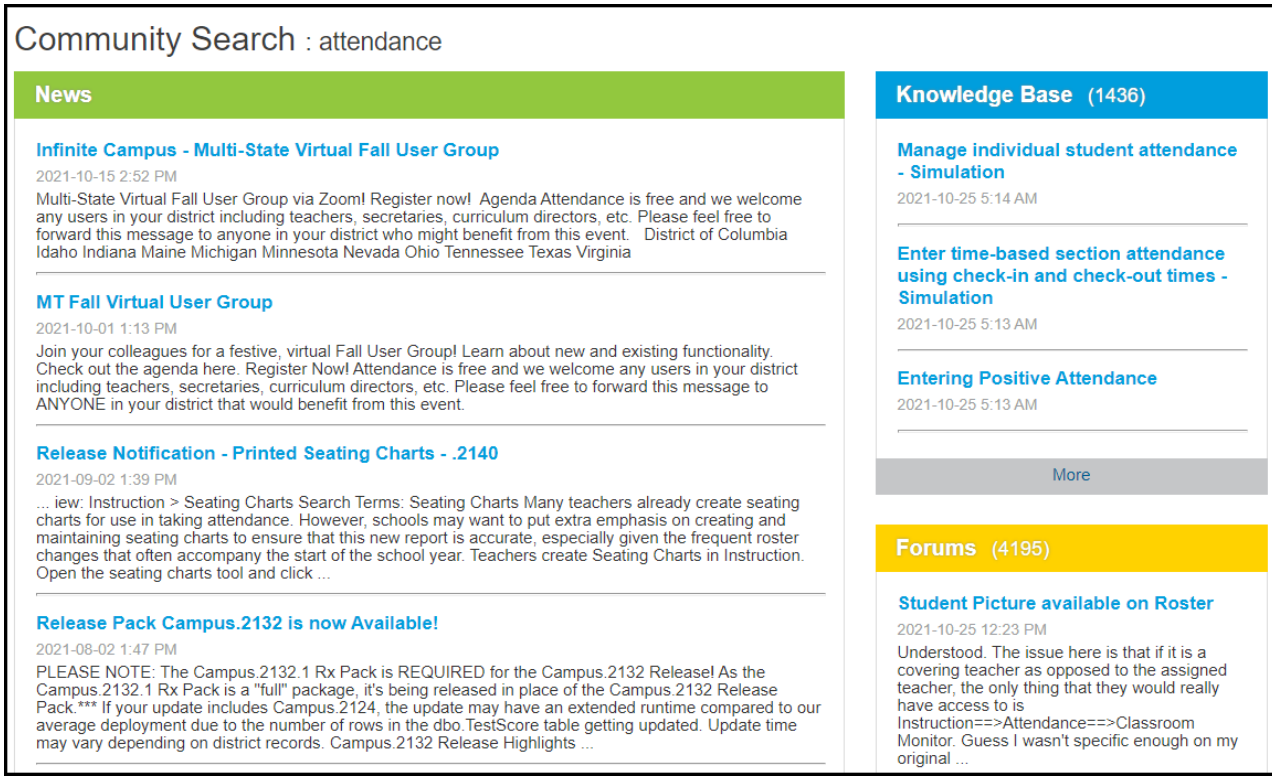

Community News

The Community homepage displays company, partner, and customer news, as well as articles on topics such as education, technology, food service and more. Orange titles in the light gray box at the top indicate featured articles. Visit our Campus Community News page for more information.

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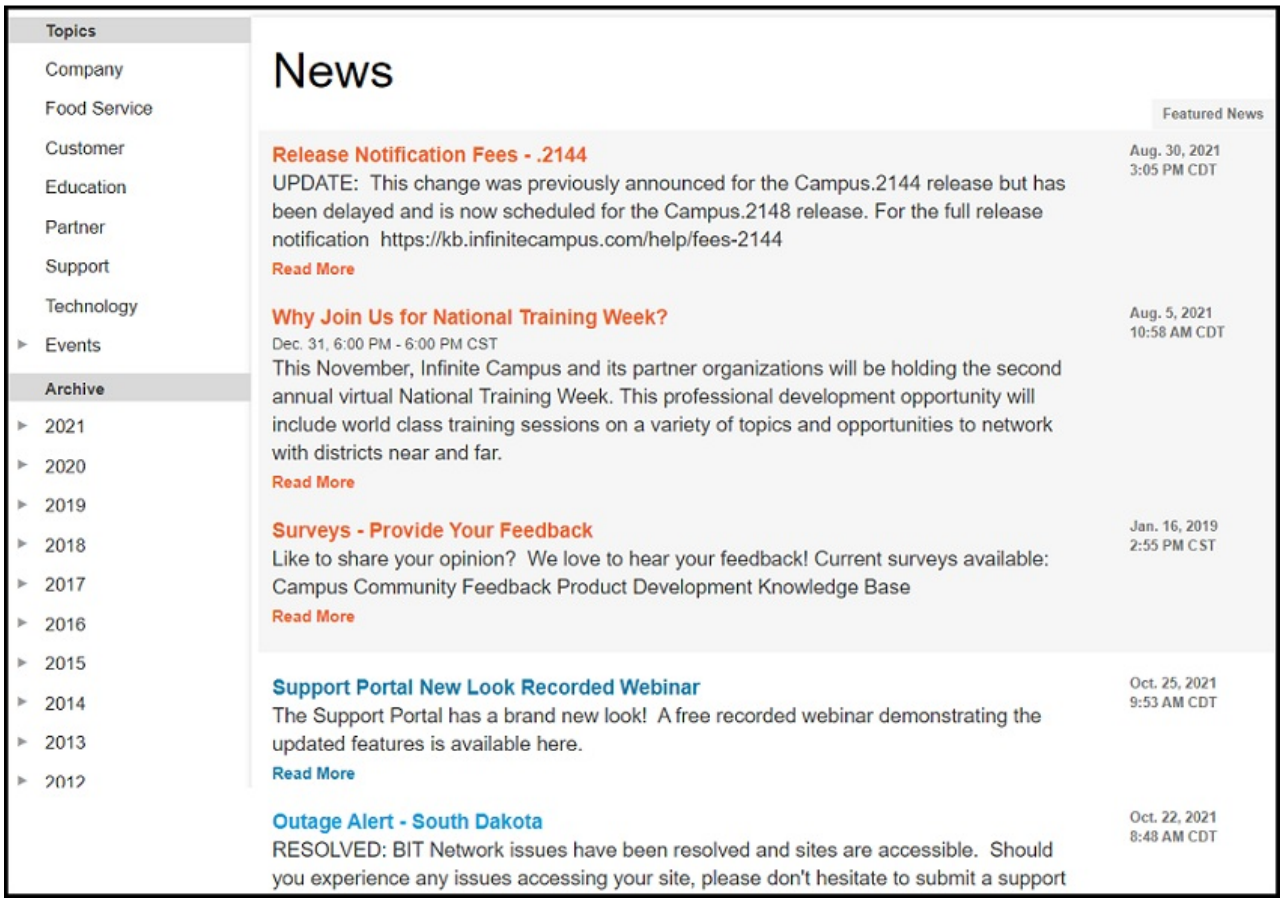

Events Calendar

The Upcoming Events section displays user group sessions, trainings and Campus or industry events. The homepage will display the next five events in order of the date. For more information, click the name of the session. To see more events, click **View All Events** at the bottom of this section.

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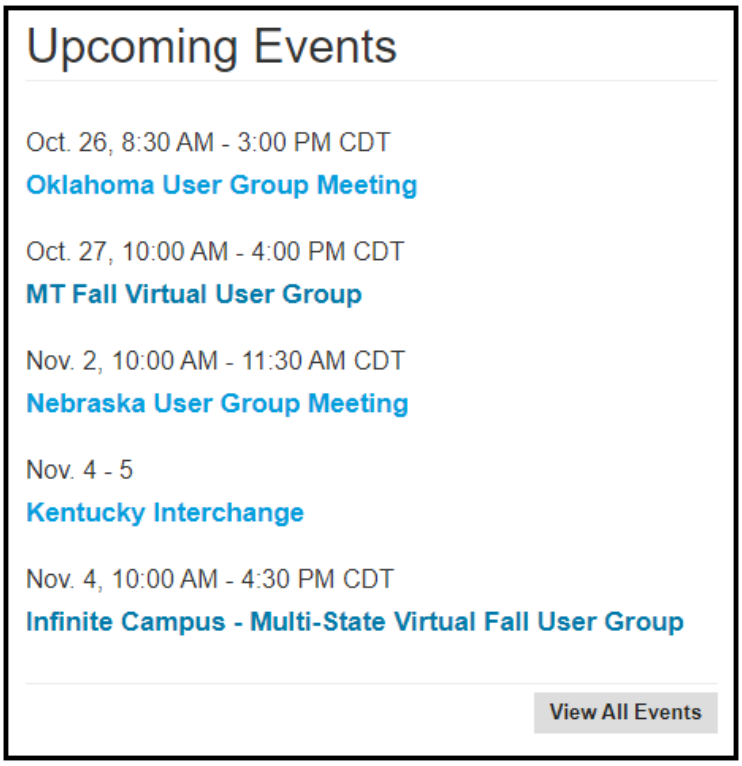
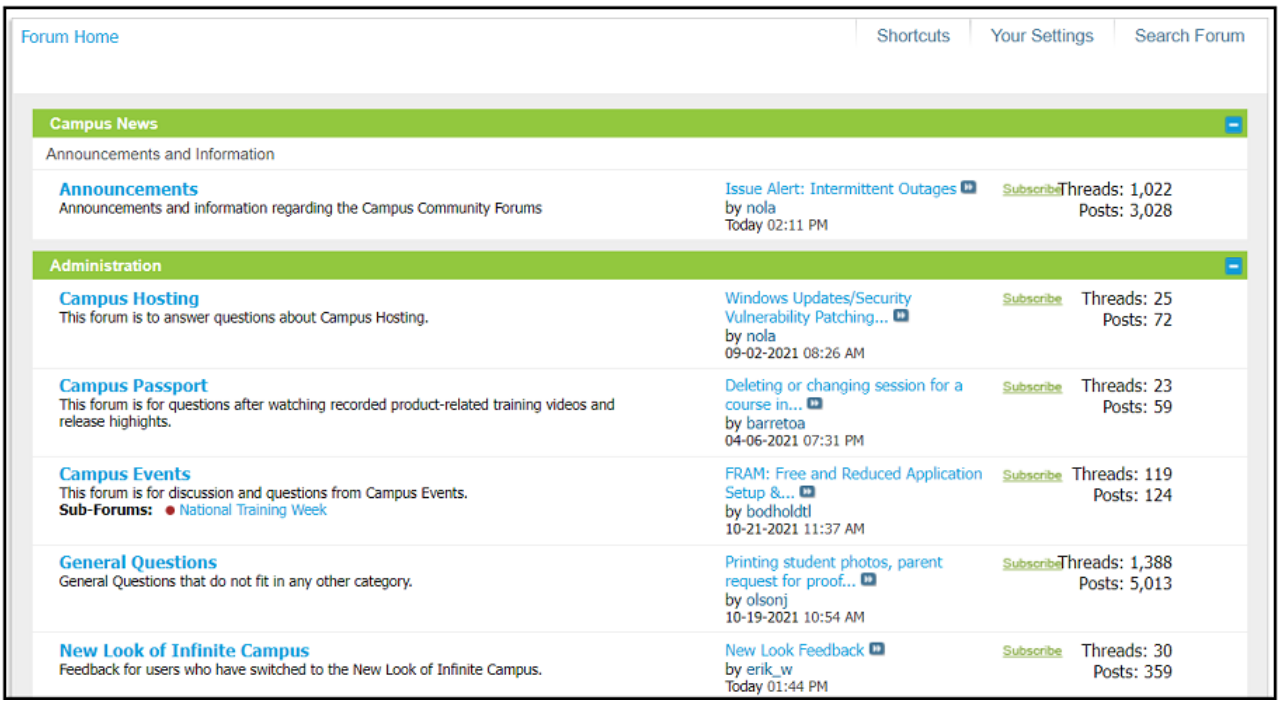


Campus Community Forums

The Campus Forums give Infinite Campus customers the ability to connect with other Campus users, ask questions and provide assistance on a variety of discussion topics. The forums have the ability to include attachments and images to help aid in the discussion. This is a great way to tap into the knowledge and ideas of other Campus users. Please see our Campus Community Forums page for more information.



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Surveys

Your opinion matters!

Keep an eye on the Featured News section for surveys if you like to share your opinion and experiences with Infinite Campus. Surveys may solicit feedback on the product, or may request participation in strategic action groups that preview and test new functionality before it's released. Surveys are typically only posted for a few weeks at a time, so don't wait too long! We appreciate our members who take the time to share their feedback.

Campus Knowledge Base

The Campus Knowledge Base contains information for end users to successfully perform job duties while using Infinite Campus. All district and school users can access the Knowledge Base through the Campus Community or by accessing the Help Articles viewable from within Infinite Campus.

- Information within the Outline is organized like the New Look of Campus for easy navigation.
- Knowledge Base articles can be downloaded into PDF format for printing.
- Study Guides contain curated content for common processes.
- Release Notes for each release package are available.
- New and Updated articles are highlighted throughout the Knowledge Base
- Comments can be left with your thoughts on how to make an article more effective.
- Users can share the link to an article to help out a coworker. If they would like to search and view additional content beyond that link, they will need to log in using a CampusID.

Articles are updated and published to the Knowledge Base regularly. Keep this in mind before printing numerous articles.

Support Case Management

The Campus Community offers two tools for support management.

- Support Contacts will have access to Cases.
- Technical Contacts will have access to Update Requests.

For more information on Your Cases, see the Requesting Assistance from Campus Support page.

Campus Passport

Campus Passport is our training center and features role-specific, on-demand learning. Districts can bundle the costs of training by purchasing a Campus Passport subscription.

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