

Campus Mobile Portal

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Campus Mobile Portal

[Informational One-Page Handout for Parents and Students](#) | [Requirements](#) | [District ID](#) | [Student Information](#) | [Notifications](#) | [Refreshing Data](#) | [Data Storage](#) | [Troubleshooting](#) | [Setup and Administration](#)

i This article refers to **Campus Portal** and **Mobile Portal**.

- **Campus Portal** refers to viewing student information via a web browser.
- **Mobile Portal** refers to viewing student information via an app that is downloaded from the iTunes App Store, the Google Play App Store or the Amazon AppStore for Android.

This article describes the features available to Parents and Students using the Mobile Portal app on an iOS or Android device. The Mobile Portal is for parents and students who have a Campus Portal account through their school.

✓ Watch the Mobile Portal videos for additional information.

- [Mobile Portal on an iOS device](#)
- [Mobile Portal on an Android device](#)

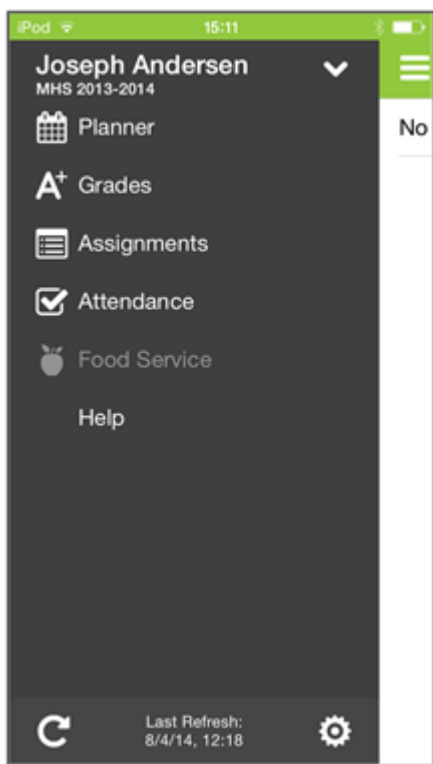


Image 1: iOS Campus Mobile Portal

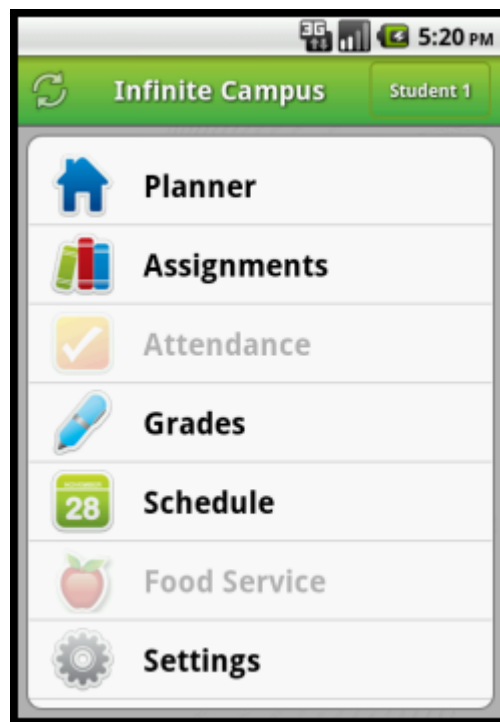


Image 2: Android Campus Mobile Portal

✓ Menu items that are not enabled or have not been purchased by the district will appear as inactive in the app outline.

Informational One-Page Handout for Parents and Students

The following PDF document can be opened, edited in Adobe Acrobat to contain your District ID and printed off as an informational one-page document to hand out to parents and students.

[Campus Mobile Portal for Parents and Students](#)

Requirements


The following is required to view information on the Mobile Portal:

- The school district attended must use Infinite Campus as their student information system.
- You must have an active Campus Portal account.
- You must have a supported iOS (iPad, iPhone, iPod Touch) or Android device.


Due to the numerous inconsistencies between mobile and tablet operating systems, devices and browsers, Infinite Campus cannot guarantee comprehensive support for mobile and tablet browsing.

Supported Platforms

The following table defines current support for the Mobile Portal app.

 As of the 2014-2015 school year, Campus will only support iOS 6.0+ and Android 2.2+.

Device	Minimum OS
Apple Mobile Devices (iPod Touch, iPhone)	iOS 6.0+
Apple Tablet Devices (iPad, iPad Mini)	iOS 6.0+
Android Mobile Devices (Phones)	Android 2.2+
Android Tablet Devices	Android 2.2+

 First generation of iPhone and iPod Touch is not supported. BlackBerry and Windows-based mobile phones are not supported.

For Android users, Campus does not support screen sizes deemed too small for the Google Play store.

District ID

Parents and students need a District ID in addition to their normal login information used to access the Campus Portal. This 6-digit access code can be found by logging into the Campus Portal and clicking on the **Get Your District ID** button.

Network Connection

A connection to a network is necessary for initial use of the application for user authentication and initial download. Once the initial download has happened, the app can be used without a network connection. Being connected to a network displays the most current information

available.

1. Log into the **Campus Portal** from a web browser. Passwords are case sensitive.
2. Click the **Get Your District ID** button that displays under the Process Inbox. A new browser page called **Campus Mobile Portal Installation** displays. This installation page provides information on connecting your device to the Mobile Portal app.
3. Note the District ID that displays. You'll need this information later. If you have already downloaded the app, open it and view the Settings options. Proceed to Step 6.
4. Select the appropriate app store image. This takes you to the appropriate app store.
5. Download the app. When it opens, the **Settings** option displays.
6. Within the Campus Mobile Portal app, enter the 6-digit **District ID** number previously found in the **District ID** field.
7. Enter your Campus Portal username and password.
8. Press **Go** or **Sign In**. Data will begin to download.



If you cannot find the **Get Your District ID** button on the Campus Portal, your district is not on the necessary version to support Mobile Portal.

The image shows two screenshots. The top screenshot is a screenshot of the Campus Portal interface. It features a sidebar with 'Family' and 'Messages' sections. The 'Messages' section shows a list of district notices. Below the messages, there is a red-bordered box containing the text 'Go Mobile - Need Your District ID?' and a green button labeled 'Get Your District ID'. The bottom screenshot is a screenshot of the Campus Mobile Portal app installation page. It features a green header with the text 'Go Mobile Anytime. Anywhere.' and a smartphone displaying the app interface. The page is divided into three steps: Step 1: Download the App, Step 2: Launch the App and Enter in the District ID, and Step 3: Enter Portal Account to Sign In. A red arrow points from the 'Get Your District ID' button in the top screenshot to the 'Step 2' section in the bottom screenshot.

Go Mobile - Need Your District ID?

Get Your District ID

Go Mobile Anytime. Anywhere.

Anytime, anywhere access.
Get your Campus Portal information when you want it from your mobile device.

Step 1: Download the App
Download the Infinite Campus Mobile Portal application from any of the following app stores:












Step 2: Launch the App and Enter in the District ID
Select Settings.
Enter your District ID: 00AABB
Select Go.

Step 3: Enter Portal Account to Sign In
Enter your Campus Portal username and password.

Image 3: Locating the District ID

Student Information

Schools can choose to display the following information on the Mobile Portal:

iOS	Android	
		Planner View today's schedule and assignments due for each class
		Assignments Browse your assignments by specific class or due date.
		Attendance Review attendance events in summary and detail form.
		Grades Know your grades now. Forget about end-of-term report cards to know how you're doing.
Not available in iOS		Schedule (Android Only) Check your schedule from anywhere, at any time.
		Food Service Check your account balance. Available in districts using Campus Food Service



Inactive areas?

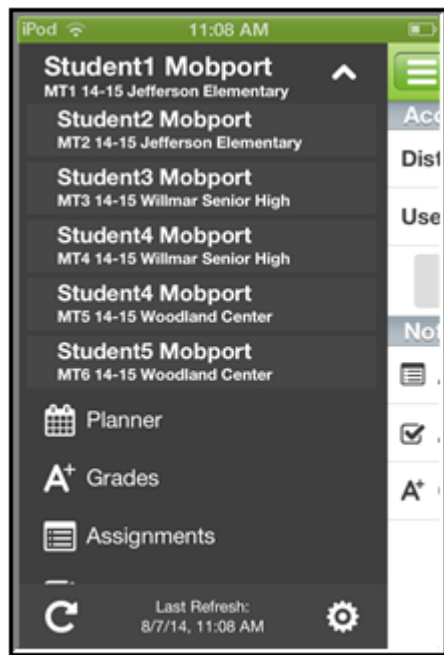
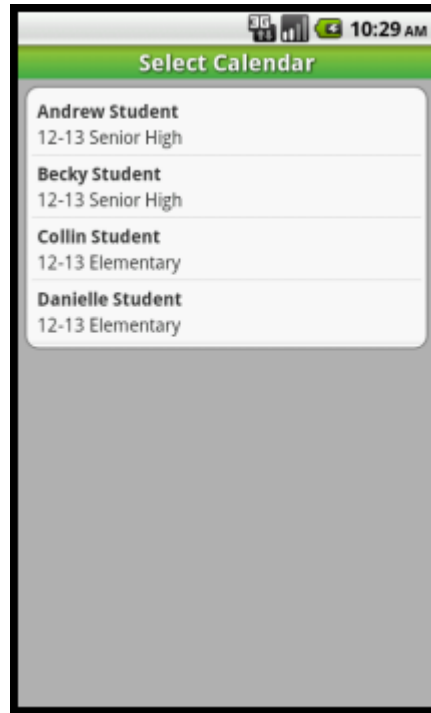
Disabled areas will appear as inactive menu items (grayed out) in the Mobile app (See *images 1 and 2*). Districts and schools can choose which items to enable, so different information may be available for students in different schools.

Be aware that schools may temporarily turn off menu items like grades or schedules during the summer or at the end of grading periods. If you have issues or concerns with the information in these areas, contact your school.

Multiple Children

To view information for multiple children, select the name of the student currently displayed and a list of other possible children displays. Select the desired child from that list.

Only one account can be logged into the Mobile Portal at a time. If you have more than one Campus Portal account to view student information, consider contacting the school or district to combine the accounts into one. If you have multiple children in different districts, portal accounts cannot be combined.

*Image 4: iOS Student Selection**Image 5: Android Student Selection*

Notifications

Notifications alert you to a change in your student's data. An alert is sent (if your school has turned on the Notification option) for attendance changes, grade postings and assignment scores. Your device will receive alerts as changes occur.

The images below show an example of notifications appearing on an iOS device:

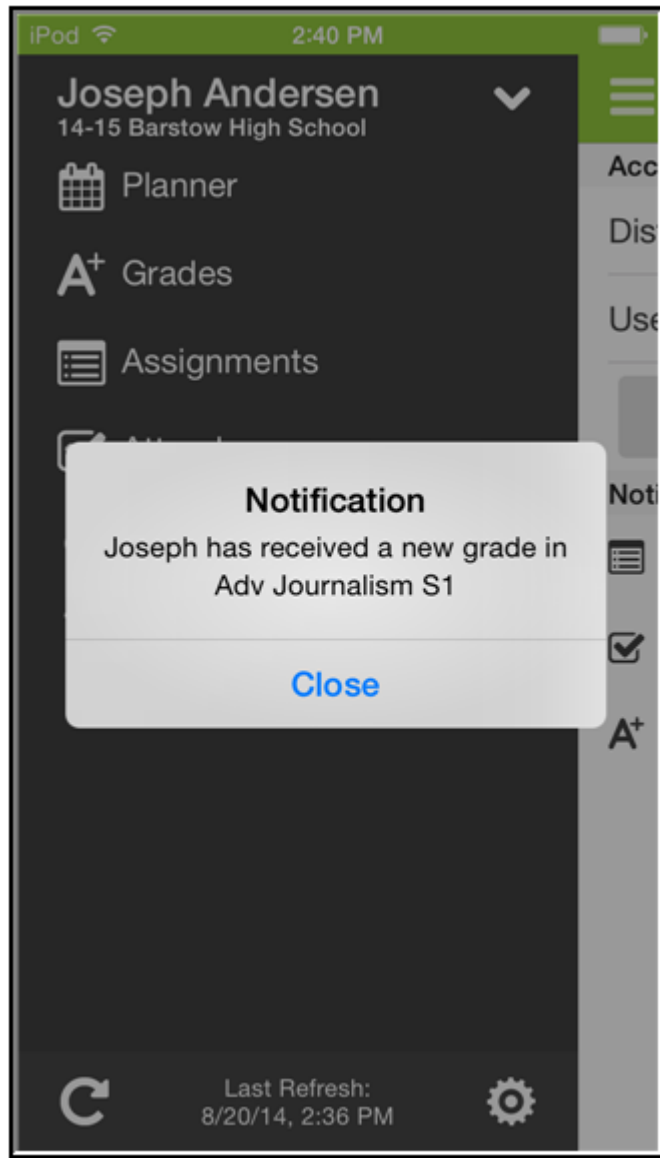


Image 6: iOS Notification - Unlocked Screen

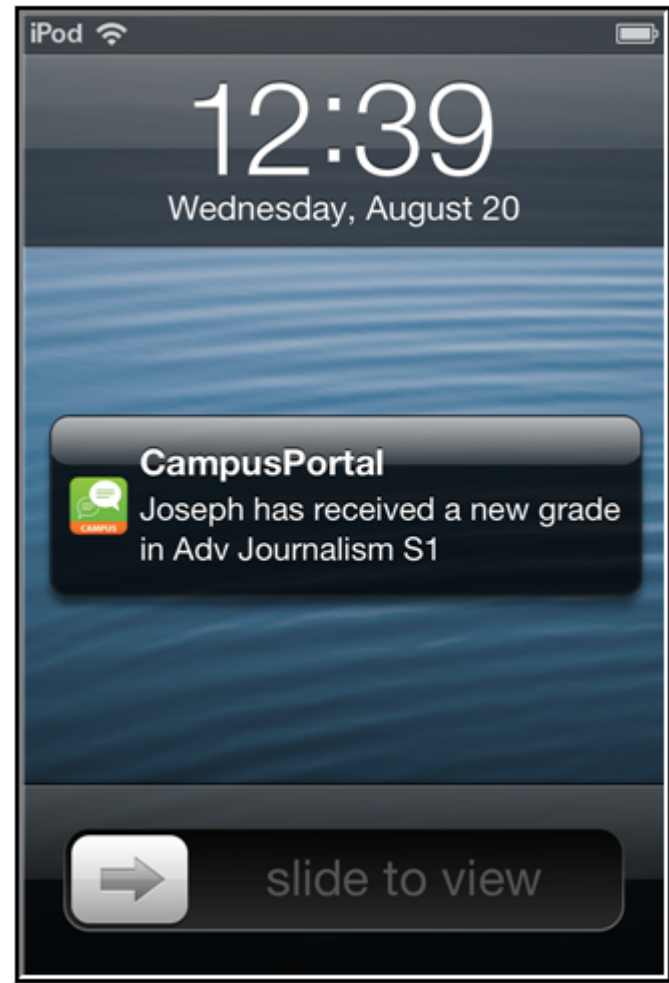


Image 7: iOS Notification - Locked Screen

Users will receive a notification for the following events:

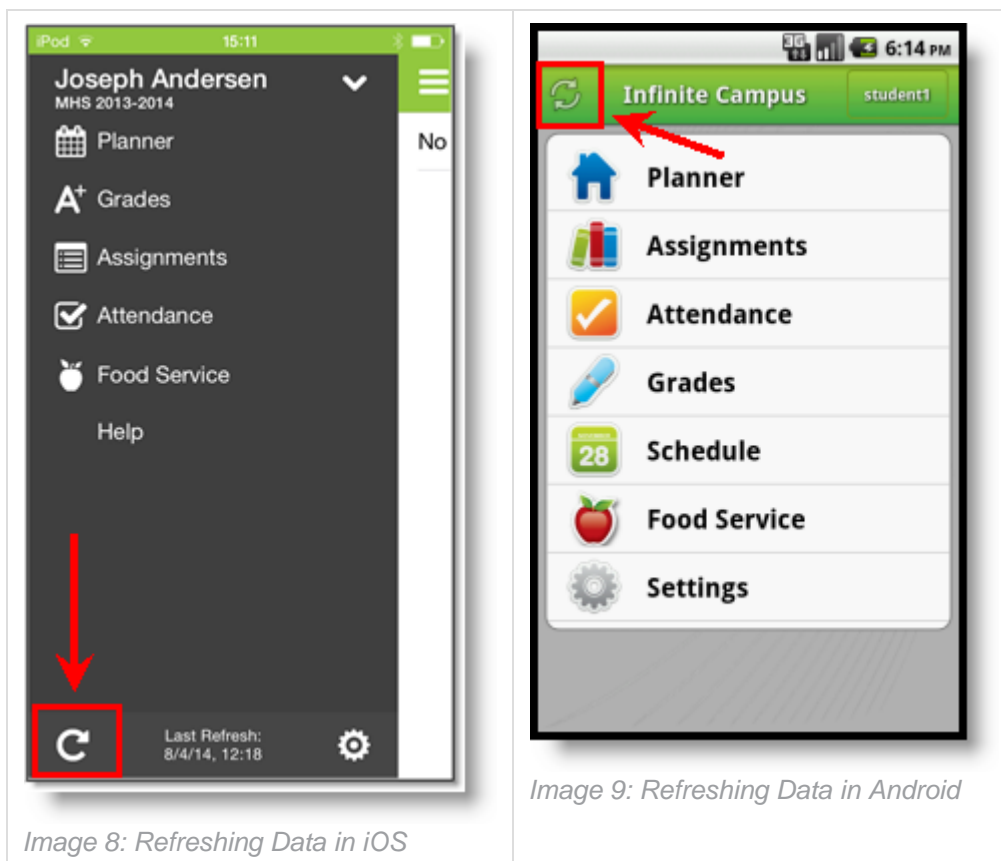
Type of Notification	Notification Event
Assignment	An assignment has been scored.
	An assignment is marked as missing.
	An assignment is marked as late.
	An assignment is marked Incomplete.
	An assignment is marked Cheated.
	An assignment is marked Exempt.

Grades	A grade is posted/modified.
Attendance	Any time the student is marked tardy or absent.
	Any time the student has an attendance mark modified from its original value (i.e., student was changed from tardy to absent, absent to present, etc).

Refreshing Data

A manual refresh of data can be done by selecting the refresh button in the upper left corner of the screen (Android) or bottom left corner in the menu (iOS) while connected to a network.

- For iOS users, updates occur automatically every 15 minutes when you are logged into the app. If you close the app or are not logged into the app, there is no refresh that occurs and notifications are not sent.
- For Android users, a manual refresh is required, or log out of the app and log back in.




Data Storage

Data is stored on your device. The data you see in the app is stored locally on your device for offline use. When you log out of the app, data is removed. It is recommended a password or other form of security to access your device is used.

- ✓ For iOS users, see the information about [Passcodes](#).

Troubleshooting

If you are having issues with the app, try rebooting the device first to see if that corrects the issue. You can also uninstall and re-install the app.

 School and district staff should see the [Troubleshooting the Campus Mobile Portal](#) article for addition information in assisting app users.

Issue and Description	Possible Solutions
Cannot click on or access certain menu items.	<p>Disabled areas will appear as inactive menu items in the Mobile app (See <i>images 1</i> and <i>2</i>). Districts and schools can choose which items to enable, so different information may be available for students in different schools.</p> <p>Be aware that schools may temporarily turn off options like grades or schedules during the summer or at the end of grading periods.</p>
Could not authenticate user. <i>Your username and password do not match a valid user account.</i>	<ul style="list-style-type: none"> • Verify your username and password are correct. • Reenter the District ID. • If the password changed in the Campus Portal, change it on the app as well. • Districts sometimes force a password change. Log into the Campus Portal and reenter the login credentials. • Your username and/or password may have been disabled. Contact your school for a reset.
Could not complete data retrieval. <i>You may not be connected to a network.</i>	<p>Connect to a network and try again.</p>
District ID is not recognized. <i>The 6-digit code you entered when accessing the app may be incorrect.</i>	<ul style="list-style-type: none"> • Verify the entered District ID is correct. • Connect to a network. • The cloud service validating your District ID is down. Try again later.

Setup and Administration

System administrators should reference the following articles for enabling notifications and certain areas within the app:

- [Mobile Portal](#) - This tool enables push notifications to be sent to app users.
- [Mobile Portal Display Options](#) - Determine which information is displayed and available within the app.