

Infinite Campus Parent Portal Frequently Asked Questions:

What is Infinite Campus?

Today, most K-12 school districts use some sort of database system for managing student information and maintaining their records. Infinite Campus is a district-wide student information system designed to manage attendance, grades, schedules, test scores, and other information about the students in the Aitkin Public Schools.

What is Campus Parent?

Campus Parent Portal is a confidential and secure website where you can get current information about your child's school attendance, grades, transcript, immunizations and lunch account.

How secure is the information contained in the Portal?

Infinite Campus uses a 32-bit, secure socket layer (SSL) encryption technology to protect information. The technology is similar to that used in other industries such as health care and banking. Campus Parent Portal requires a user name and password.

What information is included in the Portal? What do I use it for?

When you, as a parent or guardian, log in you have access to information about all of the students who you are a legal guardian of. Class schedules, assignments, grades, immunizations and lunch accounts can be viewed. E-mail hyperlinks facilitate communication with classroom teachers. Information about student fees is available, along with the ability to pay fees online. In addition, schools may post important information on the home page, such as events, notices, etc. Attendance information is also available. By using the Campus Parent, Aitkin Public Schools provides an online communication tool which can help you as a parent or guardian stay current with your student's progress. From any internet connection you can view up-to-date information about your student's attendance and grades.

Who can access the Campus Parent Portal?

Only parents and guardians designated with legal rights to student records may receive a Campus Parent account. Each parent/guardian with such rights receives his/her own separate account. Accounts are NOT shared among more than one parent/guardian within households, i.e., there are no "household" accounts in Campus Parent. Each parent/guardian portal account provides access to information for any student in which the parent/guardian has legal rights to records.

How do I create a user account so I can use the Campus Parent Portal?

Your child's school provides you with a Campus Parent activation code. By using this code and following the instructions in the Campus Parent Portal User Setup Guide you can set up your own account for the portal.

The Parent Portal is located at: <https://arcc.infinitecampus.org/campus/portal/aitkin.jsp>

A link is also available on the Aitkin Public Schools website, www.isd1.org. After you go through the process of creating your user name and password, write them down and keep them in a place where you can refer to them at a later date. The username and password will allow you to see student information only for those children for whom you are a parent or guardian.

How can I get help navigating this system?

For directions on how to use the Parent Portal see the "Portal Information and Forms" link on the Infinite Campus menu. Open the "Parent Portal User Setup Guide"

How often is information updated in the Parent/Student Portal?

Information is updated in real time. However, the attendance office generally takes anywhere from 24 to 48 hours to collect data from various sources to update the student attendance record.

Scores/assignments in the teachers' grade books may take up to 7 days to update.

How do I add/change/correct my telephone numbers and/or address, e-mail address?

To add/change telephone numbers contact the office at your child's school.

What if I have questions about my child's grades and/or assignments that are found in Infinite Campus?

Contact your child's teacher. The student schedule on the portal has links to each teacher for e-mail, or you may find contact information at: <https://home.isd1.org/staff-directory.html> for high school students or <https://home.isd1.org/staff-directory2.html> for Rippleside students.

Can anyone else see my student's attendance, grades, etc.?

Keep your username and password safe. If you think someone else knows your username or password, go to Change Account Information on the left side of your information page and change it. All attempts at logging into the system are recorded and monitored. A full audit trail is tracked on sensitive data. You can view the audit trail at any time when logged into the system by clicking the "View Access Log" link on the left-hand side of the screen. Students are able to see their own information using their own account. Students should NOT share their personal information with other students.

Who can I talk to regarding attendance related issues?

Call the Attendance Office at your child's school. See the "Campus Contact Information" below. Absences are not coded as "Excused" until a note is received from a parent. Students at the high school have 2 days to bring the note. After that the absence is coded "Unexcused".

One of my students attends the Aitkin Alternative School. Why can't I see their information?

At this time, course/grade information for alternative school students is not stored in Infinite Campus. In the future you will be able to view and print transcripts from the Alternative School.

What happens if I forget my ID/password?

Contact your child's school. Designated staff can help you with your questions following a standard procedure. See the "Campus Contact Information" below.

I tried to login but my account has been disabled. What should I do?

After three unsuccessful login attempts, Infinite Campus disables your account for security purposes. In such cases contact your child's school. See the "Campus Contact Information" below.

What can I do to try to resolve the message, "Page cannot be displayed?"

Check the URL and make sure it is correct:

<https://arcc.infinitecampus.org/campus/portal/aitkin>

Try loading the page again, either using the link on the school website, or typing in the above address.

If you continue to have problems, contact Sheri Sanbeck at 218-927-7121 or email helpdesk@isd1.org.

How do I report problems, comments or suggestions?

If your issue relates to your child's grades or other classroom information please start your inquiry with your child's teachers, as you normally would. See the contact information in the grid below for other questions.

If your comment or suggestion regarding the Portal is general in nature, send an email to ssanbeck@isd1.org with your full name, your student's name, and the description of your comment or suggestion.

INFINITE CAMPUS CONTACTS:

Questions about:	High School	Rippleside
Setting up your account	Sheri Sanbeck 218-927-7121	Cassie Conn 218-927-7728
Forgot Login and/or password	Sheri Sanbeck 218-927-7121	Cassie Conn 218-927-7728
Attendance	Tharcia Foss 218-927-7122	Cassie Conn 218-927-7728
Grades or Assignments	Your student's teacher	Your student's teacher
Lunch Account	Jeanne Ince 218-927-7106	
Student Immunizations	Kelli Crowther District Nurse 218-927-2115 Ext. 3103	Tracy Benz School Nurse 218-927-4838 Ext. 2104
General Portal Questions	e-mail: ssanbeck@isd1.org *	

Infinite Campus Parent Portal Administrator:

Sheri Sanbeck

***Note: The district cannot support technical problems with privately owned computers
This e-mail address is only for questions, concerns, or comments regarding the Parent Portal**