

# **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. Infinite Campus was implemented in the Aitkin school district in June 2009.

## **What is the Infinite Campus Parent Portal?**

The Parent Portal is a confidential and secure Web site where you can get current information about your child's school attendance, grades, transcript and immunizations.

## **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. The Campus 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 for which you are associated. Class schedules, assignments and grades can be viewed. E-mail hyperlinks facilitate communication with classroom teachers. In addition, schools may post important information on the home page, such as events, notices, etc. Attendance information is also available. By using the Infinite Campus Online Parent Portal, 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 an Internet connection at home, the workplace or any public library, you can view up-to-date information about your student's attendance and grades.

## **Who can access the Parent Portal?**

Only parents and guardians designated with legal rights to student records may receive a Parent Portal 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 the Portal. Each parent/guardian Portal accounts 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 Parent Portal?**

Your child's school provides you with a Parent Portal activation code. By using this code and following the instructions in the Parent Portal User Setup Guide you can setup your own account for the Parent Portal. The Infinite Campus Parent Portal is located at:

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

A link is also available on the Aitkin Public Schools website, [www.aitkin.k12.mn.us](http://www.aitkin.k12.mn.us). 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 user name and password will allow you to see student information only for those children for whom you are a parent or guardian.

## **Can I access parent portal from anywhere (e.g., home, work, library, etc.)?**

Yes, as long as you meet the minimum computer and Internet access requirements. See minimum requirements at the end of this document.

**Do I need any special hardware/software?** See “Infinite Campus Platform Minimums” page below.

To effectively access your Infinite Campus Portal account you need:

1. Internet Access. A minimum dial-up modem speed of 56Kbs - a slower connection works but not as well.
2. Computer with a processor speed of 500Mhz or better (MAC or PC).
3. Web Browser — see “Supported Browser/OS Combinations” below.
4. Adobe Reader™ — This is a free document reader available for download on the web at <http://get.adobe.com/reader/>.

**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: <http://www.aitkin.k12.mn.us/HSooffice/faculty.html> for high school students or <http://www.aitkin.k12.mn.us/rippleside/Staff.htm> 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 Steve Loscheider 218-927-7111.

## 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@aitkin.k12.mn.us](mailto:ssanbeck@aitkin.k12.mn.us) 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<br>218-927-7121  | Lynne Jacobs<br>218-927-7728                   |
| Forgot Login and/or password | Sheri Sanbeck<br>218-927-7121  | Lynne Jacobs<br>218-927-7728                   |
| Attendance                   | Gloria Curtiss<br>218-927-7122   | Lynne Jacobs<br>218-927-7728                   |
| Grades or Assignments        | Your student's teacher   | Your student's teacher                         |
| Lunch Account                | Karen Holm 218-927-7105  |  |
| Student Immunizations        | Mary Gilbertson<br>High School Nurse<br>218-927-2115, ext.<br>3103                 | Heidi Olesen<br>District Nurse<br>218-927-7725 |
| General Portal Questions     | e-mail: <a href="mailto:ssanbeck@aitkin.k12.mn.us">ssanbeck@aitkin.k12.mn.us</a> * |  |

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**

# Infinite Campus Platform Minimums

The following table indicates the minimum operating requirements and recommendations for use with Infinite Campus software:

| Platform                 | Supported Minimums   |                              | Recommended Minimums  |                              |
|--------------------------|--|------------------------------|---|------------------------------|
|                          | Windows  | Macintosh                    | Windows   | Macintosh                    |
|                          | Issues encountered while operating at levels below those listed in these columns will NOT be supported.  |                              | Though lower levels may be supported, Infinite Campus recommends that users operate at or above the levels listed in these columns. |                              |
| <b>Operating System</b>  | XP   | OS X 10.5.x                  | 7   | OS X 10.8.x                  |
| <b>Processor</b>         | Pentium 4  | G4                           | 1 GHz 32/64-bit   | Intel                        |
| <b>RAM</b>               | 512 MB DDR2 (32-bit OS)  | 512 MB DDR2 (32-bit OS)      | 1 GB DDR2 (with 32-bit OS)<br>2 GB DDR2 (with 64-bit OS)  | 1 GB DDR2 (32-bit OS)        |
| <b>Java Version</b>      | Standard Version 7 Update 11   | Standard Version 7 Update 11 | Standard Version 7 Update 11  | Standard Version 7 Update 11 |
| <b>Internet Browsers</b> | Please refer to the <a href="#">Minimum Supported Browser/OS Combinations</a> section.   |                              |   |                              |
| <b>Adobe Flash</b>       | Adobe Flash Player 10.X or higher is required for use of the Data Analysis tool and the Online Payments (Portal) premium product on all Campus-supported platforms.  |                              |   |                              |
| <b>Adobe Reader</b>      | <p>Infinite Campus does not support the use of Adobe Reader on platforms that are not supported by the third-party product vendors. See the <a href="#">Properly Opening PDF/FDF Files within Supported Browsers</a> section below for links to additional information.</p> <p><b>Note to Macintosh Users:</b></p> <ul style="list-style-type: none"> <li>○ FDFs do not work for users on OS X 10.6+ using Safari 5.1+ unless Adobe Reader is updated to 10.1.3 or higher.</li> <li>○ Firefox use is not supported. Please use Preview.</li> <li>○ Camino use is not supported.</li> </ul> |                              |   |                              |

## App Requirements for Mobile/Tablet Devices

- 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.
- As of the 2013-2014 school year, Campus will only support iOS 5.0+ and Android 2.3+.

The following devices are supported:

| Device                                    | Minimum OS   |
|---|--------------|
| Apple Mobile Devices (iPod Touch, iPhone) | iOS 4.3+     |
| Apple Tablet Devices (iPad, iPad Mini)    | iOS 4.3+     |
| Android Mobile Devices (Phones)           | Android 2.2+ |
| Android Tablet Devices                    | Android 2.2+ |

## Supported Browser/OS Combinations

| OS/Browser   | IE 7.x                    | IE 8.x                    | IE.9.x                    | IE.10.x   | Firefox v.19<br>(or higher) | Firefox ESR 17.0.x        | Safari 5.x                | Safari 6.x                | Chrome v.24<br>(or higher) |
|--|---------------------------|---------------------------|---------------------------|-----------|-----------------------------|---------------------------|---------------------------|---------------------------|----------------------------|
| <b>Windows</b>                                       |                           |                           |                           |           |                             |                           |                           |                           |                            |
| <b>Windows XP</b><br><i>Service Pack 2 and later</i> | E.x<br>2013M.x<br>2014M.x | E.x<br>2013M.x<br>2014M.x | N/A                       | N/A       | E.x<br>2013M.x<br>2014M.x   | E.x<br>2013M.x<br>2014M.x | N/A                       | N/A                       | E.x<br>2013M.x<br>2014M.x  |
| <b>Windows Vista</b>                                 | E.x<br>2013M.x<br>2014M.x | E.x<br>2013M.x<br>2014M.x | N/A                       | N/A       | E.x<br>2013M.x<br>2014M.x   | E.x<br>2013M.x<br>2014M.x | N/A                       | N/A                       | E.x<br>2013M.x<br>2014M.x  |
| <b>Windows 7</b>                                     | N/A                       | E.x<br>2013M.x<br>2014M.x | E.x<br>2013M.x<br>2014M.x | <i>IP</i> | E.x<br>2013M.x<br>2014M.x   | E.x<br>2013M.x<br>2014M.x | N/A                       | N/A                       | E.x<br>2013M.x<br>2014M.x  |
| <b>Windows 8</b>                                     | N/A                       | N/A                       | N/A                       | <i>IP</i> | <i>IP</i>                   | <i>IP</i>                 | N/A                       | N/A                       | <i>IP</i>                  |
| <b>Mac OS X</b>                                      |                           |                           |                           |           |                             |                           |                           |                           |                            |
| <b>OS X 10.5.0 (Intel)<br/>10.5.5</b>                | N/A                       | N/A                       | N/A                       | N/A       | N/A                         | N/A                       | E.x<br>2013M.x<br>2014M.x | N/A                       | N/A                        |
| <b>OS X 10.6.x</b>                                   | N/A                       | N/A                       | N/A                       | N/A       | E.x<br>2013M.x<br>2014M.x   | E.x<br>2013M.x<br>2014M.x | E.x<br>2013M.x<br>2014M.x | N/A                       | E.x<br>2013M.x<br>2014M.x  |
| <b>OS X 10.7.x</b>                                   | N/A                       | N/A                       | N/A                       | N/A       | E.x<br>2013M.x<br>2014M.x   | E.x<br>2013M.x<br>2014M.x | E.x<br>2013M.x<br>2014M.x | E.x<br>2013M.x<br>2014M.x | E.x<br>2013M.x<br>2014M.x  |
| <b>OS X 10.8.x</b>                                   | N/A                       | N/A                       | N/A                       | N/A       | E.x<br>2013M.x<br>2014M.x   | E.x<br>2013M.x<br>2014M.x | N/A                       | E.x<br>2013M.x<br>2014M.x | E.x<br>2013M.x<br>2014M.x  |

IP = In-progress for being supported by Campus at a future date. No date is known at this time.

N/A = Not supported by Campus.