

## Campus Mobile Portal for Parents and Students

Parents and students can now access their Campus Portal information on Android and iOS devices using the Infinite Campus Mobile Portal app.

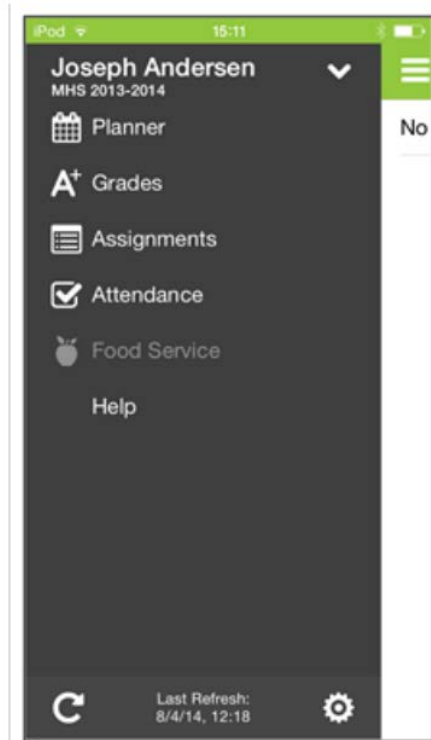


Image 1: iOS Campus Mobile Portal

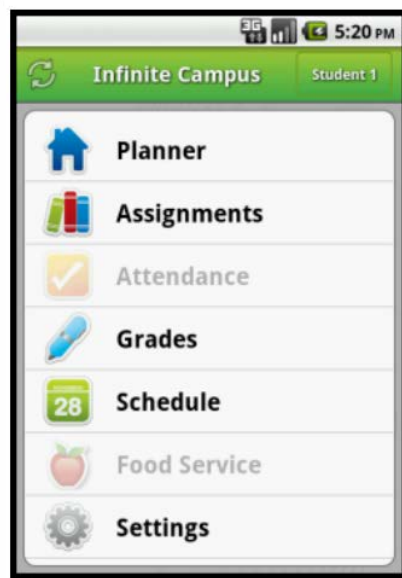


Image 2: Android Campus Mobile Portal

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

### 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 support 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.

## Connecting to your District

Prior to entering their username and password, parents and student first search for their district by district name and state.

District Name: ATC District

State: Kentucky

## Multiple Children

To view information for multiple children in the same district, select the name of the student currently displayed and a list of other possible children will display. 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 in another district, keep in mind that those portal accounts are separate and cannot be combined.

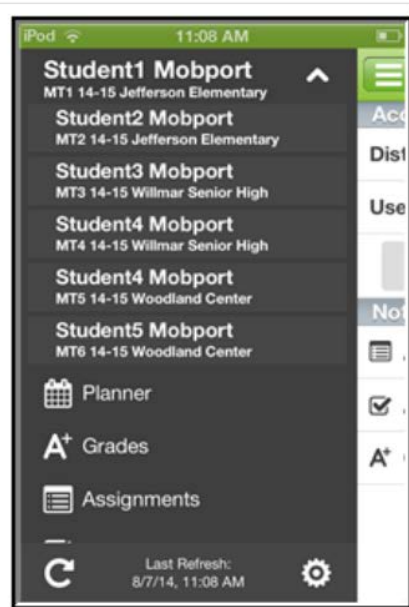


Image 3: iOS Student Selection

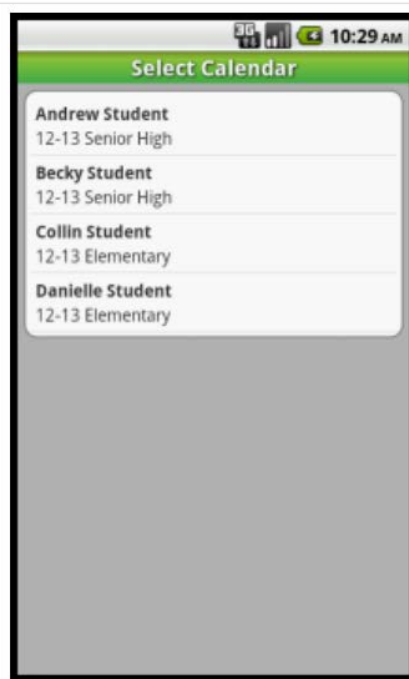
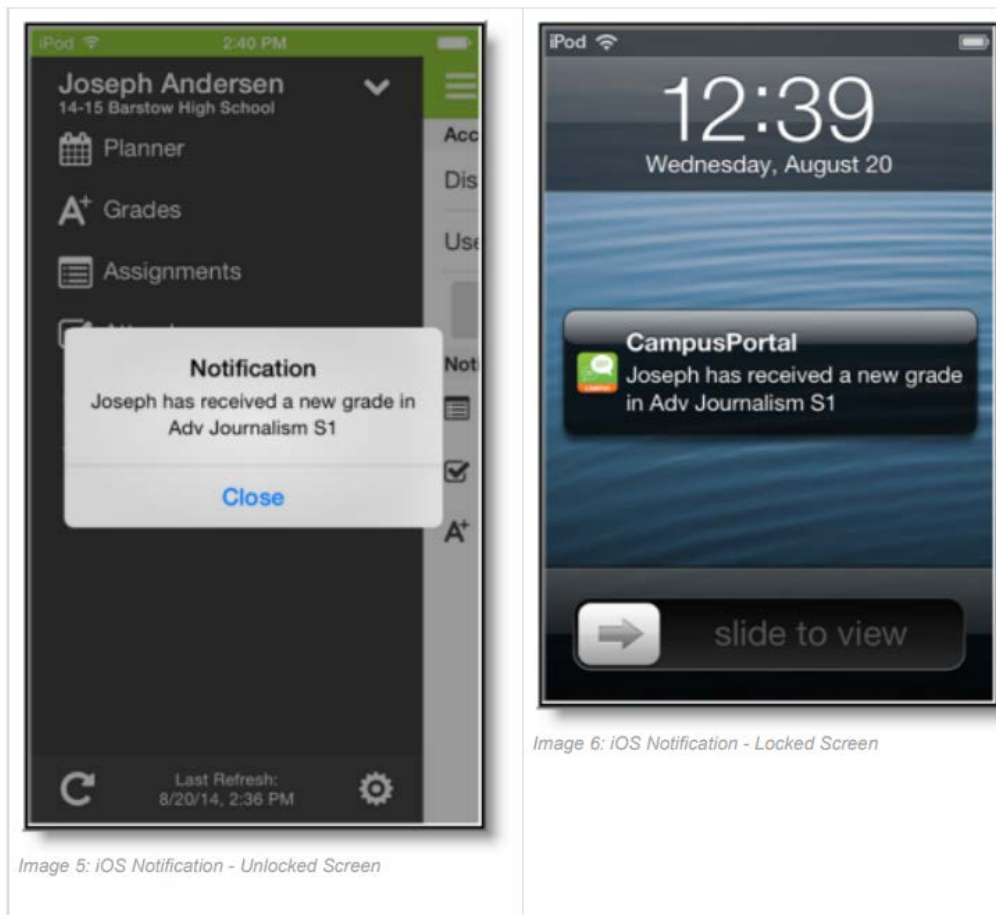


Image 4: Android Student Selection

## Notifications

Notifications alert you to 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 image below shows an example of notifications appearing on an iOS device:

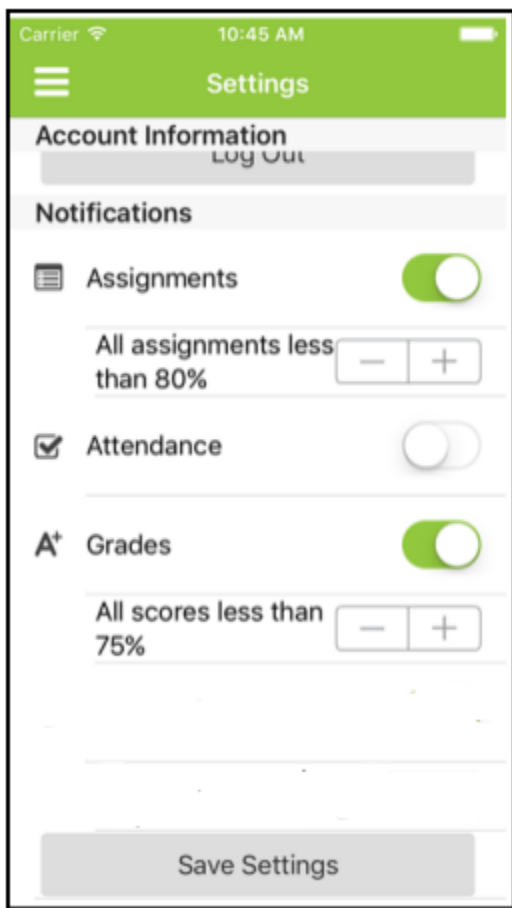


Users will receive notification for the following events:

Type of Notification	Notification Event
<b>Assignment</b>	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.
<b>Grades</b>	A grade is posted/modified.
<b>Attendance</b>	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).

### Notification Thresholds

Thresholds can be set for Assignments, Grades, etc. When set, the user will only receive a notification if the related event is below the determined threshold.



## 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 of 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 back in.

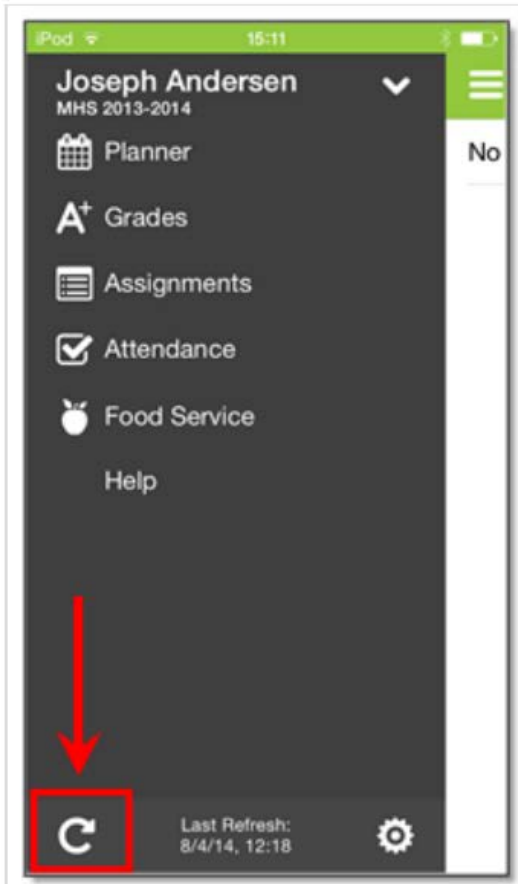


Image 8: Refreshing Data in iOS

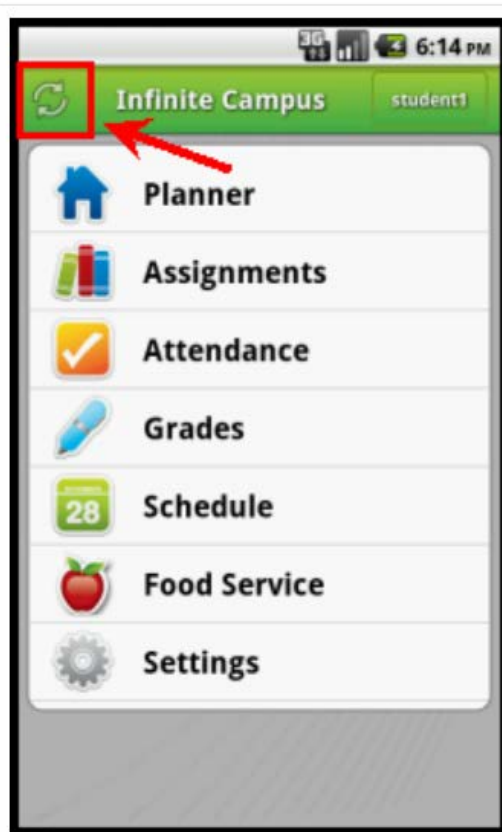


Image 9: Refreshing Data in Android

\*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.

## 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.

## 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.

If you are having trouble with your username and password combination, you will need to access the Campus Portal screen from a computer and follow the links to retrieve your information.

The direct link to the ATC District Campus Portal is:

<https://kyede13.infinitecampus.org/campus/portal/atc.jsp>

<b>Issue and Description</b>	<b>Possible Solutions</b>
<b>Cannot click on or access certain menu items.</b>	Disabled areas will appear as inactive menu items in the Mobile app (See <i>images 1 and 2</i> ). 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 options like grades or schedules during the summer or at the end of grading periods.
<b>Could not authenticate user.</b>  <i>Your username and password do not match a valid user account.</i>	<ul style="list-style-type: none"><li>• Verify your username and password are correct.</li><li>• If the password changed in the Campus Portal, change it on the app as well.</li><li>• Districts sometimes force a password change. Log into the Campus Portal and reenter the login credentials.</li><li>• Your username and/or password may have been disabled.</li></ul>
<b>Could not complete data retrieval.</b>  <i>You may not be connected to a network.</i>	Connect to a network and try again.