

Campus Mobile Portal for Parents and Students

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



Daily 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.



Schedule

Check your schedule from anywhere, at any time.



Food Service

Check your account balance. Available in districts using Campus Food Service.

Where to Download the Campus Mobile Portal App

The Campus Mobile Portal can be downloaded through the Apple App Store, Google Play Store or Amazon Appstore.



How to Sign In

In order to connect your device to our district's Infinite Campus server, you need to enter our District ID.

Our District ID XKTDKL

Continue by entering your username and password you use on the web portal.

If you need help with your username or password, contact your school. If you forget the District ID, login to the web portal and click on the image below the Inbox:

The image consists of two parts. The top part is a screenshot of a 'Family' messages page. It shows a list of messages from 'District Notices' with dates like [09/22/2014] and [09/21/2014]. Below the messages is a banner that says 'Go Mobile - Need Your District ID?' and 'Get Your District ID'. The banner includes icons for the App Store, Google Play, and Amazon Appstore. The bottom part is a larger banner for the mobile app. It features a smartphone displaying the app's interface with options like 'Daily Planner', 'Assignments', 'Attendance', 'Grades', 'Schedule', and 'Food Service'. The text reads 'Go Mobile Anytime. Anywhere.' and 'Anytime, anywhere access. Get your Campus Portal information when you want it from your mobile device.' It lists 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 banner to the 'Step 2' section of the bottom banner.

Supported Platforms

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

i 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.



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.

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.

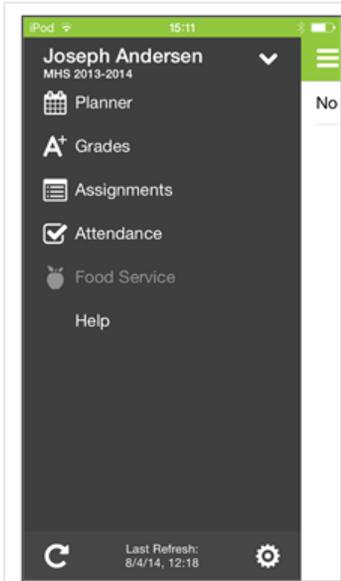


Image 1: iOS Campus Mobile Portal

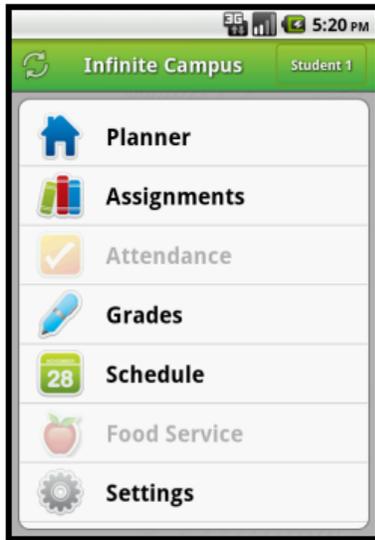


Image 2: Android Campus Mobile Portal

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.

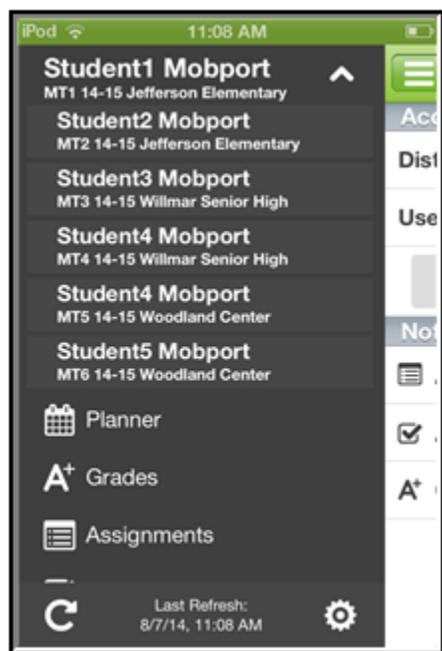


Image 4: iOS Student Selection

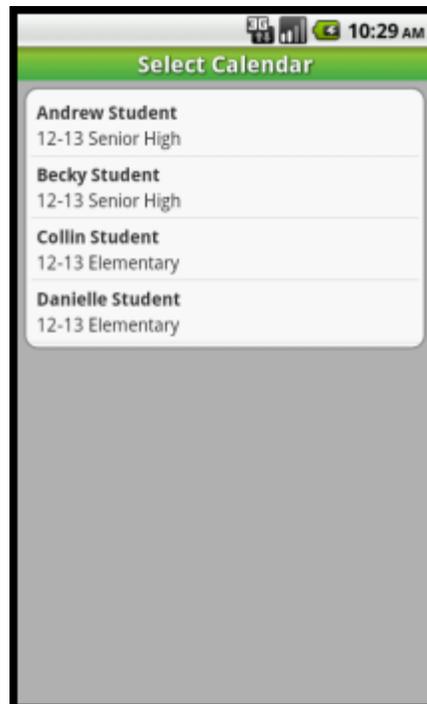


Image 5: Android Student Selection

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:

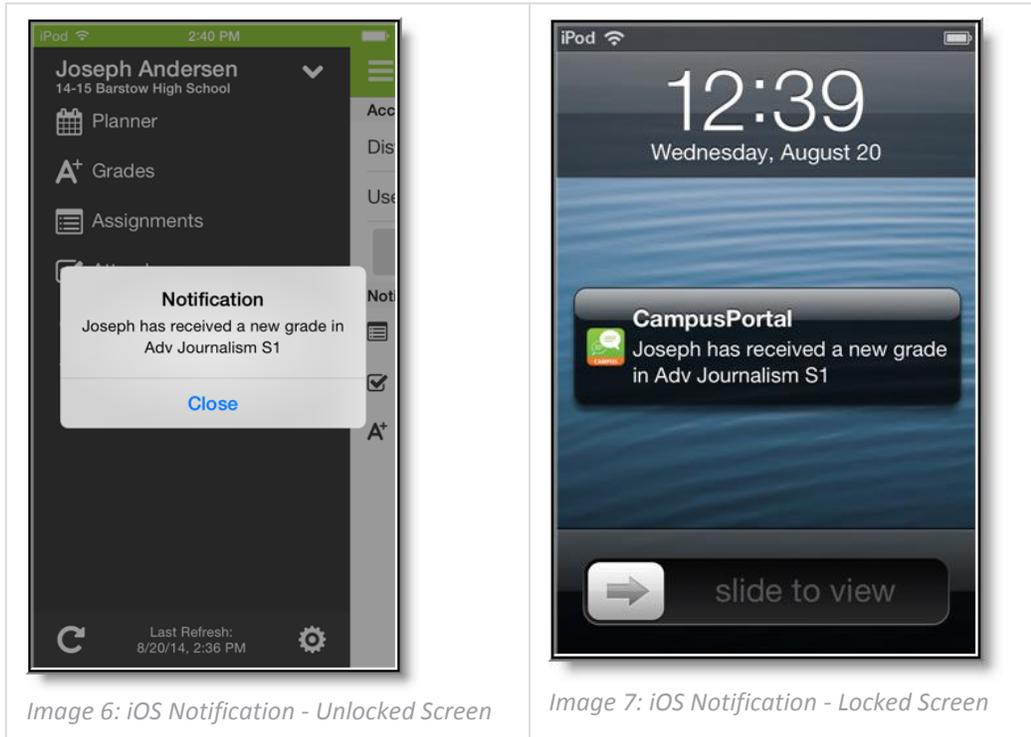


Image 6: iOS Notification - Unlocked Screen

Image 7: iOS Notification - Locked Screen

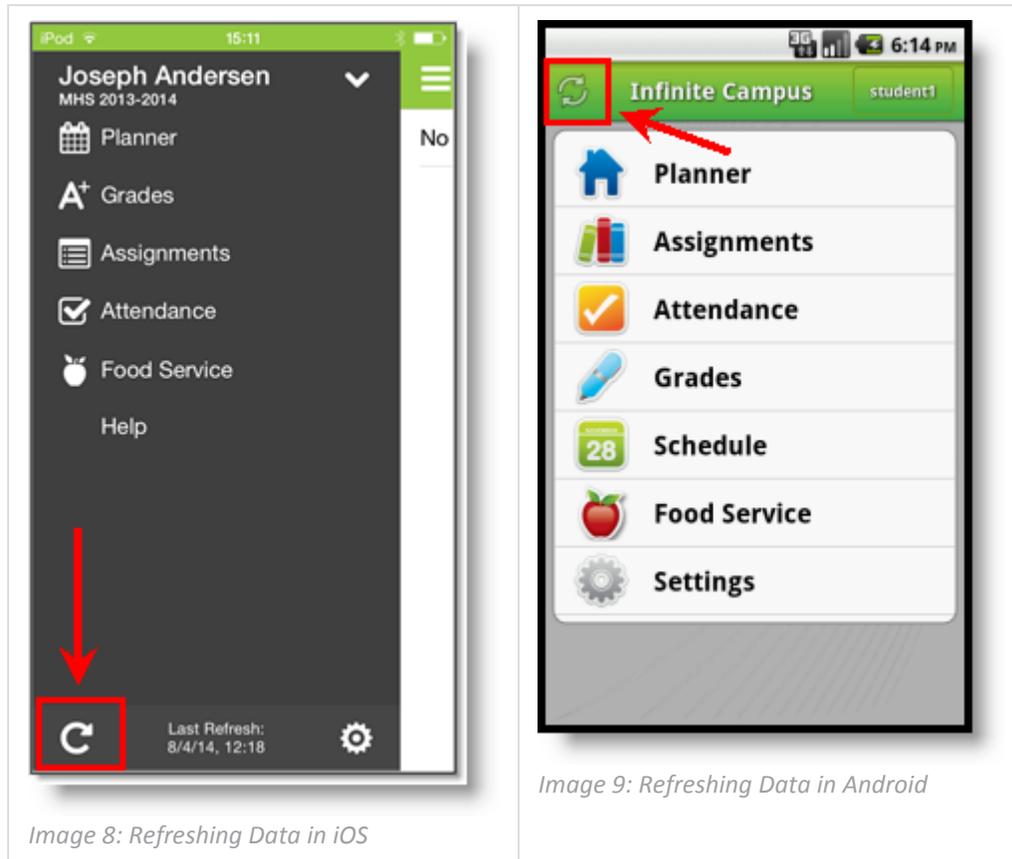
Users will receive a notification for the following events:

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.
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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.

Issue and Description	Possible Solutions
<p>Cannot click on or access certain menu items.</p>	<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>
<p>Could not authenticate user.</p> <p><i>Your username and password do not match a valid user account.</i></p>	<p>Verify your username and password are correct.</p> <p>Reenter the District ID.</p> <p>If the password changed in the Campus Portal, change it on the app as well.</p> <p>Districts sometimes force a password change. Log into the Campus Portal and reenter the login credentials.</p> <p>Your username and/or password may have been disabled. Contact your school for a reset.</p>
<p>Could not complete data retrieval.</p> <p><i>You may not be connected to a network.</i></p>	<p>Connect to a network and try again.</p>
<p>District ID is not recognized.</p> <p><i>The 6-digit code you entered when accessing the app may be incorrect.</i></p>	<p>Verify the entered District ID is correct.</p> <p>Connect to a network.</p> <p>The cloud service validating your District ID is down. Try again later.</p>