Infinite Campus Mobile App

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.

The videos below show how to access and use the Mobile Portal in Infinite Campus
- [Mobile Portal on an iOS device](#)
- [Mobile Portal on an Android device](#)

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.
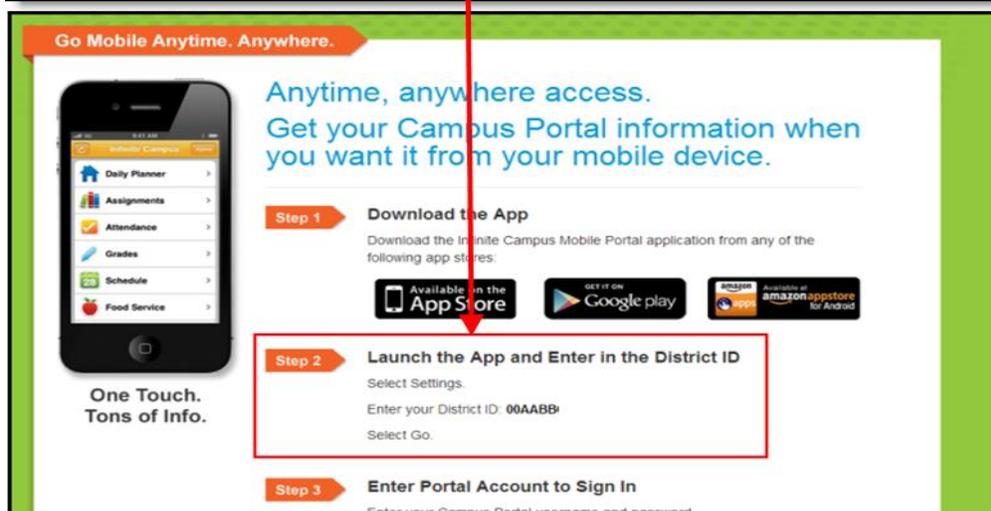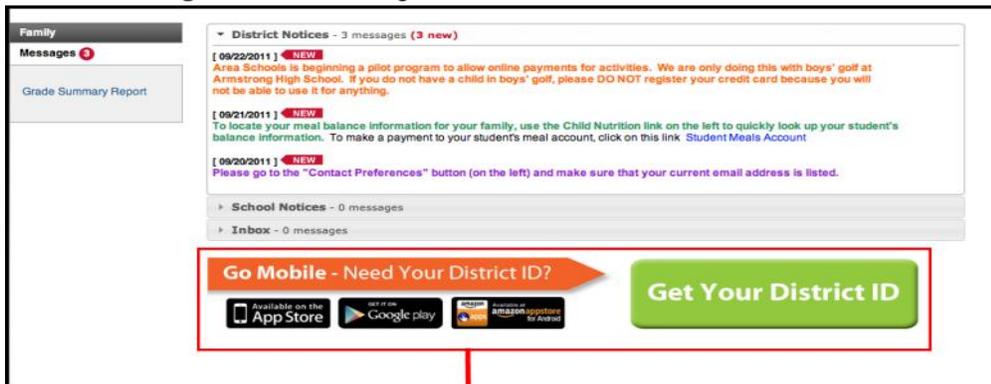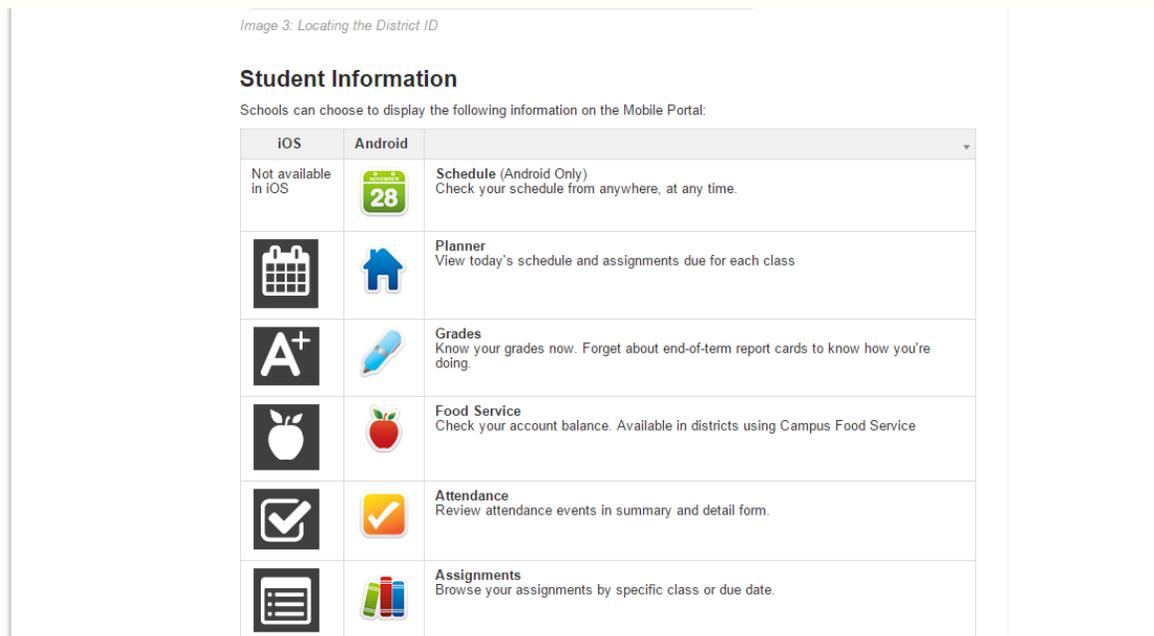8. Press **Go** or **Sign In**. Data will begin to download.

Student Information

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

Image 3: Locating the District ID

Student Information

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

iOS	Android	
Not available in iOS	28	**Schedule** (Android Only) Check your schedule from anywhere, at any time.
📅	🏠	**Planner** View today's schedule and assignments due for each class
A⁺	✏️	**Grades** Know your grades now. Forget about end-of-term report cards to know how you're doing.
🍎	🍎	**Food Service** Check your account balance. Available in districts using Campus Food Service
☑️	☑️	**Attendance** Review attendance events in summary and detail form.
≣	📚	**Assignments** Browse your assignments by specific class or due date.

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.
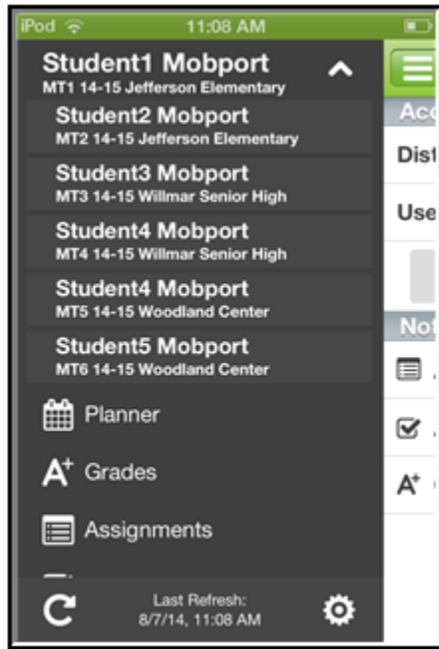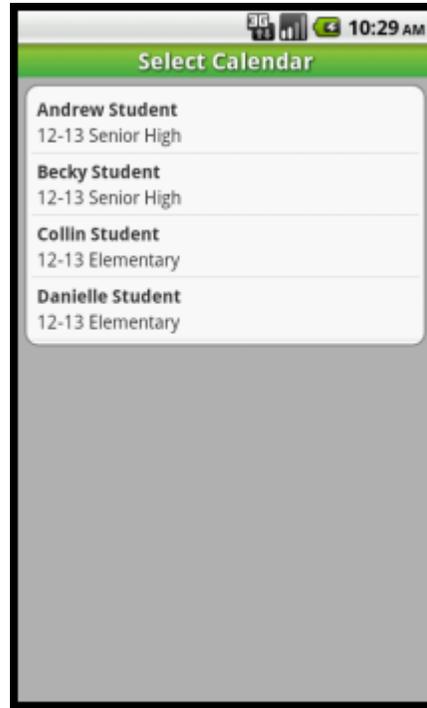
Image 4: iOS Student Selection

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:
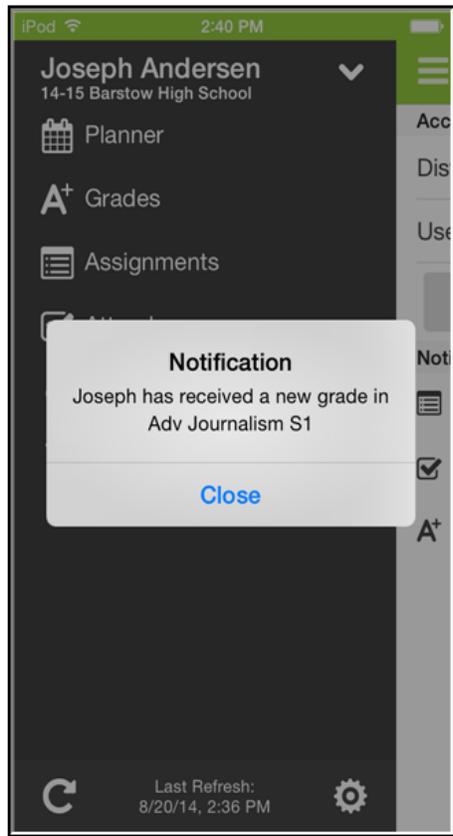
Image 6: iOS Notification - Unlocked Screen

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.
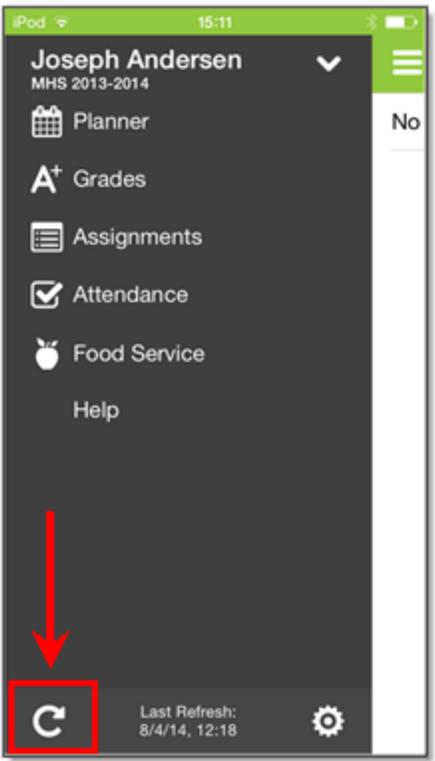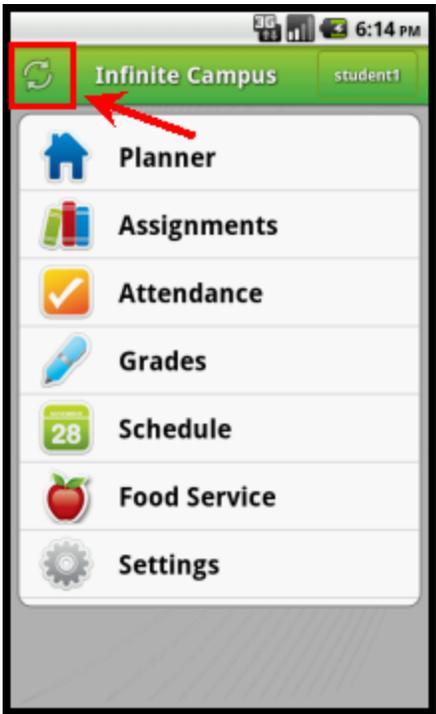

Image 8: Refreshing Data in iOS

Image 9: Refreshing Data in Android

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.