

Campus Mobile Portal

July 2019

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Campus Mobile Portal

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This article refers to **Campus Portal** and **Mobile Portal**.

- **Campus Portal** refers to viewing student information via a web browser.
- **Mobile Portal** refers to viewing student information via an app that is downloaded from the iTunes App Store or the Google Play App Store for Android.

This article describes the features available to Parents and Students using the Mobile Portal app on an iOS or Android device. The Mobile Portal is for parents and students who have a Campus Portal account through their school.

Watch the Mobile Portal videos for additional information.

- [Mobile Portal on an iOS device](#)
- [Mobile Portal on an Android device](#)

New apps are on the way! Mobile apps for [Campus Student](#) and [Campus Parent](#) will be available this fall for iOS and Android

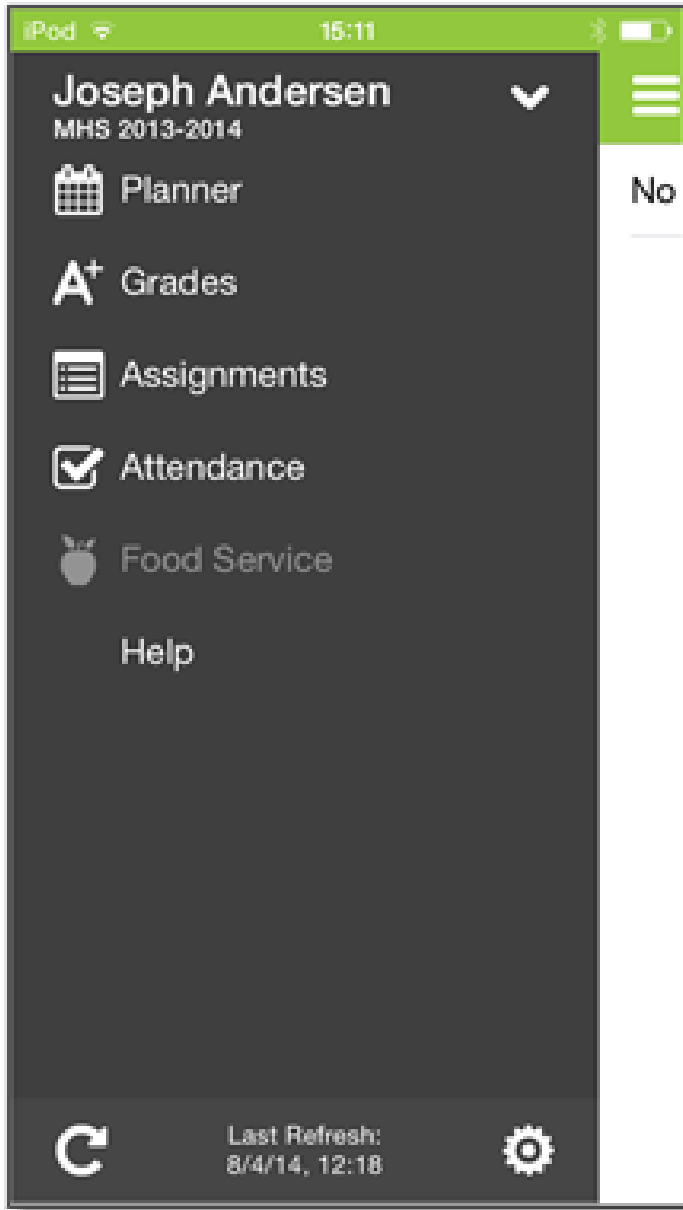


Image 1: iOS Campus Mobile Portal

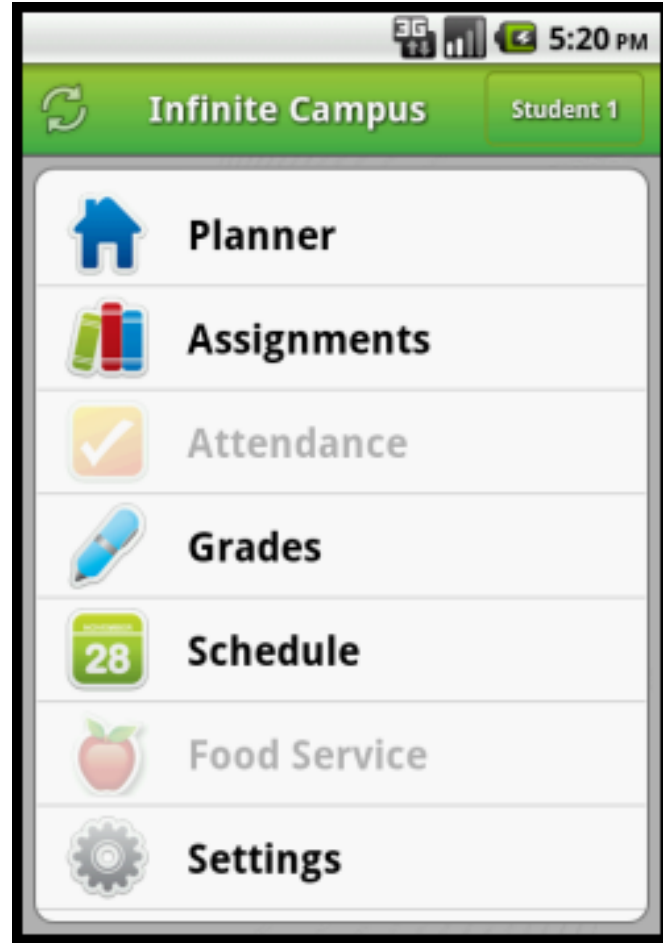


Image 2: Android Campus Mobile Portal

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 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.

Supported Platforms

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

Campus only supports iOS 6.0+ and Android 2.3+.

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 4.0+
Android Tablet Devices	Android 4.0+

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.

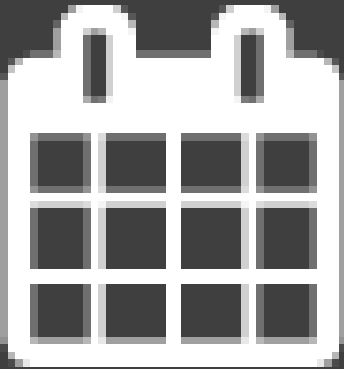

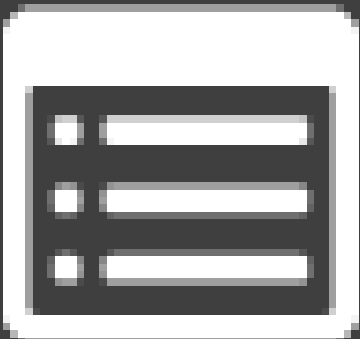



Connecting to your District





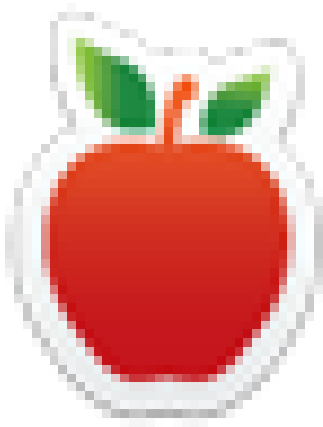
Prior to entering their username and password, parents and students first search for their district by district name and state.

Student Information

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

iOS	Android	
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		<p>Planner View today's schedule and assignments due for each class</p>
		<p>Assignments Browse your assignments by specific class or due date.</p>
		<p>Attendance Review attendance events in summary and detail form.</p>

		<p>Grades Know your grades now. Forget about end-of-term report cards to know how you're doing.</p>
<p>Not available in iOS</p>		<p>Schedule (Android Only) Check your schedule from anywhere, at any time.</p>
		<p>Food Service Check your account balance. Available in districts using Campus Food Service</p>

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.

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.

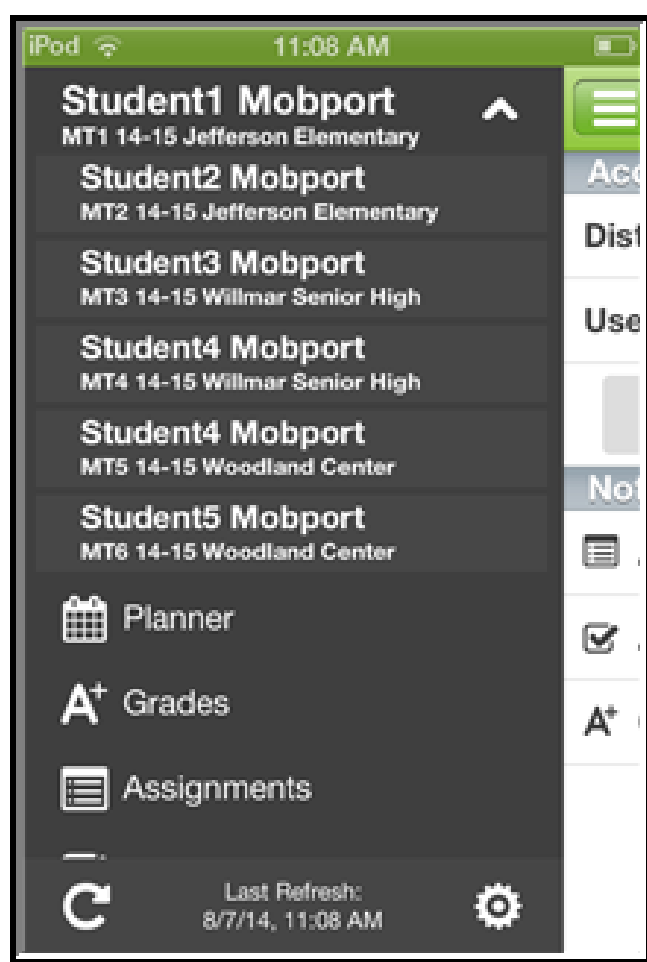


Image 3: iOS Student Selection

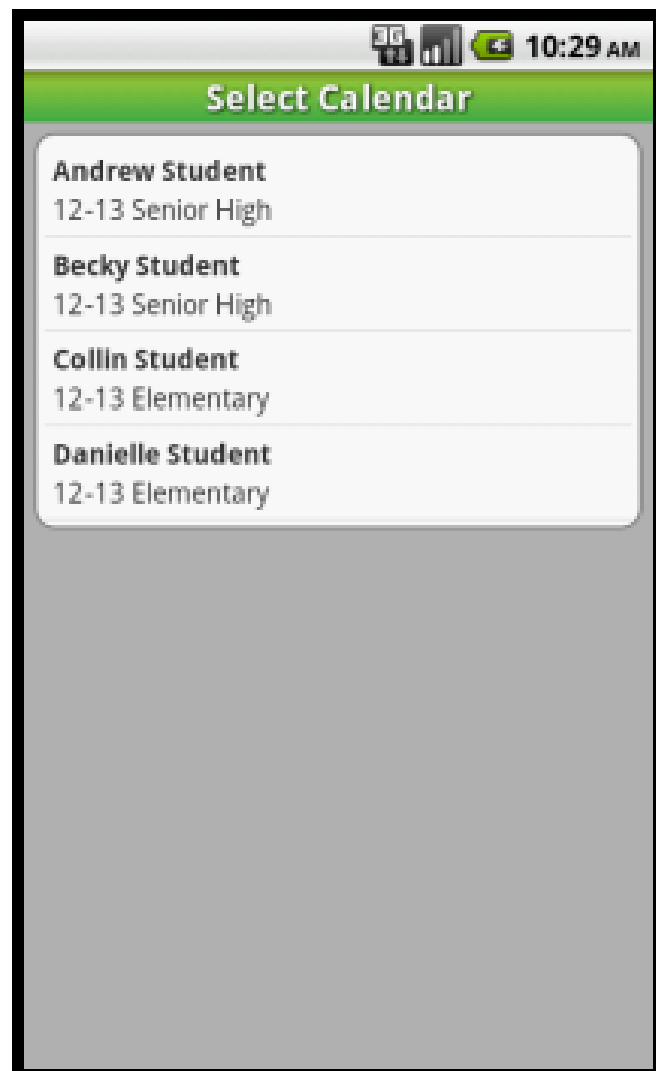


Image 4: Android Student Selection

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 5: iOS Notification - Unlocked Screen



Image 6: iOS Notification - Locked Screen

Users 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).
Food Service	Any time the student's food service balance falls below the designated threshold. (Displays for Campus Food Service users only)

Notification Thresholds

Thresholds can be set for Assignments, Grades, and Lunch Balance notifications. When set, the user will only receive a notification if the related event is below the determined threshold (see Image 7).

For example, a user sets the Lunch Balance threshold to 10 dollars. This means the user will only receive a lunch balance notification if their child's lunch account drops below 10 dollars.

Lunch Balance is only available for Campus Food Service users.

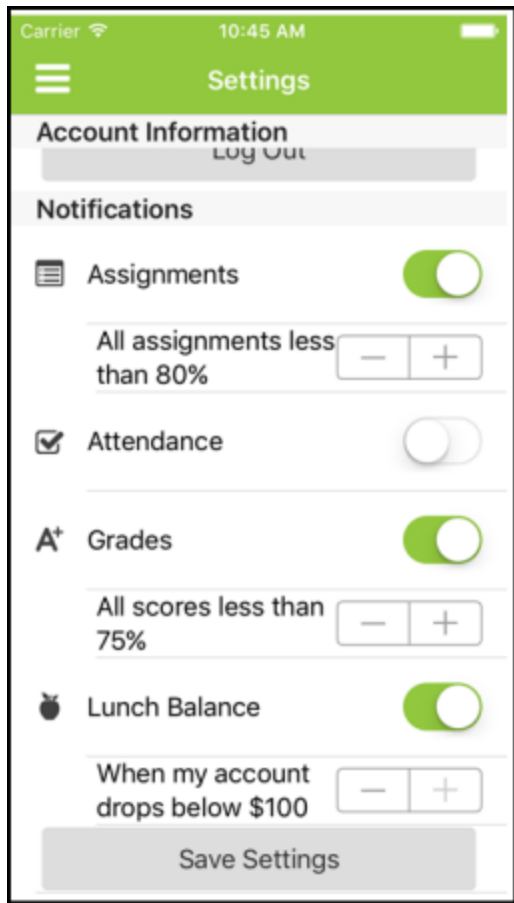


Image 7: Setting Notification Thresholds

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.

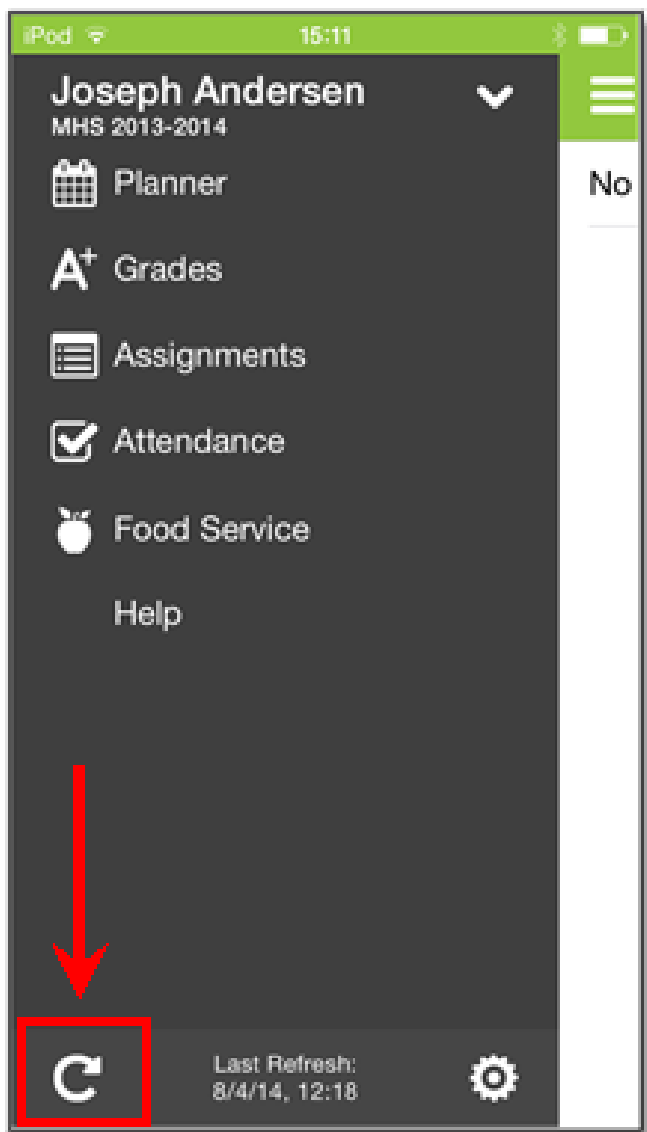


Image 8: Refreshing Data in iOS

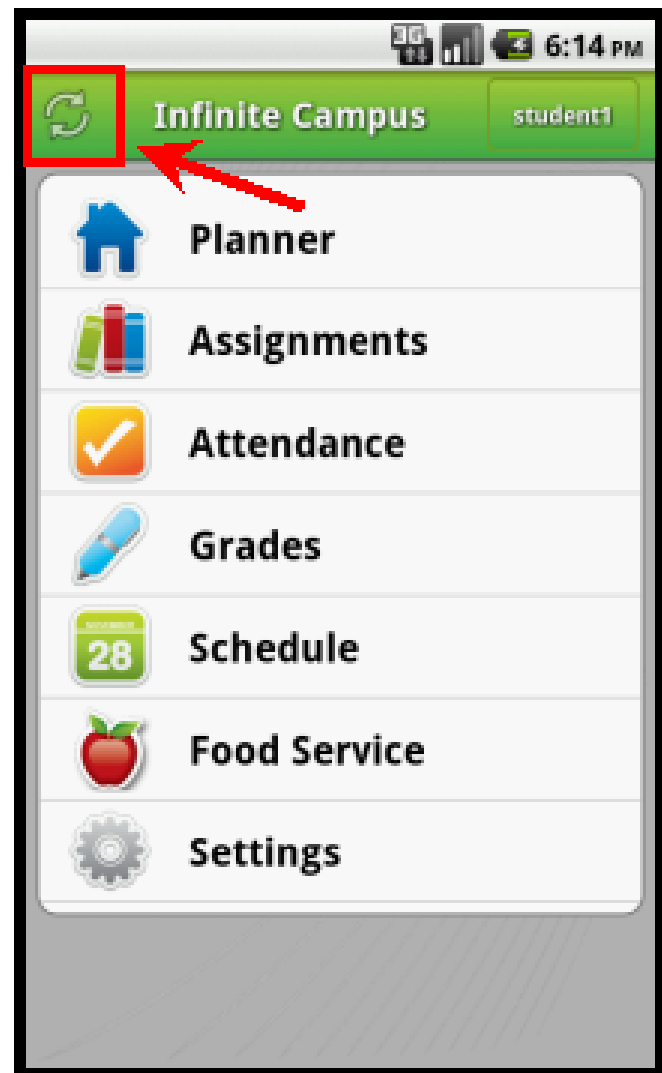


Image 9: Refreshing Data in Android

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.

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.

School and district staff should see the [Troubleshooting the Campus Mobile Portal](#) article for addition information in assisting app users.

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 and 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>	<ul style="list-style-type: none"> • Verify your username and password are correct. • If the password changed in the Campus Portal, change it on the app as well. • Districts sometimes force a password change. Log into the Campus Portal and reenter the login credentials. • Your username and/or password may have been disabled. Contact your school for a reset.
<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>

Setup and Administration

System administrators should reference the following articles for enabling notifications and certain areas within the app:

- [Mobile Portal](#) - This tool enables push notifications to be sent to app users.
- [Mobile Portal Display Options](#) - Determine which information is displayed and available within the app.