GENERAL

Q. How do I find my Username and/or Password?
A. Parents may recover their Username/Password by using the ***Forgot Username*** or ***Forgot Password*** recovery links found on the Campus Parent login page. The system will email recovery instructions to the Account Security Email address found in the Campus Parent Account Settings tool. Users that do not have an Account Security Email address in the system will not be able to use the recovery links and will need to seek technical support.

Current students have the option to reset their password or retrieve their current CCSD Standard User ID (Active Directory username) by visiting ***https://myaccount.ccsd.net***. Click on the ***Reset Your Password or Retrieve Your Current CCSD Standard ID (Active Directory)*** button and follow the appropriate steps. Please visit ***https://stutech.ccsd.net*** for more information.

Note: The Account Security Email address in the Account Settings tool can be different from the contact email address in the Contact Preference tool (which updates into the Demographics page).

Q. Why do I only see the 'Settings' menu item (iOS-specific) or why am I being kicked out (Android-specific) once I attempt to sign into Campus Parent/Student Mobile App?
A. To be able to view student data within the Campus Parent/Student Mobile App, the user must be a student or have guardianship rights assigned to the student within Infinite Campus. Contact your child's school Campus Liaison to verify household relationships and preferences.

Q. Why am I receiving multiple notifications for the same event?
A. This issue may occur if duplicate events are actual events (i.e. teachers entering scores/grades at the same time, thus triggering several notifications).

Q. Why can I no longer view certain data within the Campus Parent/Student Mobile App?
A. Schools may temporarily turn off menu items like grades or schedules during the specific times of the year (i.e. during the summer, end of grading period, etc.). If you have concerns with the information in these areas, please contact your child's school.

Q. Why does my data look wrong?
A. The user may be looking at a term that is not current. The Campus Mobile App displays data on a term-by-term basis, and users may view current or past terms.

Q. Why am I receiving the error message "Incorrect Username/Password"
A. This error may appear when a user attempts to sign into the app using the following:
- An incorrect username and/or password
- A disabled Campus Parent/Student account

TECHNICAL INFORMATION

Q. Why am I not receiving notifications?
A. Users with an iOS (iPad/iPhone) device can turn on App notifications by:
- Select the **Settings** app > Select **Notifications** > Select **Allow Notifications** at the top.
- Select which types of information/notifications to receive.

Users with an Android device can turn on App notifications by:
- Select the **Settings** app > Select **Notifications** > Ensure the toggle is blue (On).
- Select which types of information/notifications to receive.

Users can turn on notifications within the Campus Parent/Student Mobile app by:
- Open Campus Parent/Student
- Select **User Settings** (Silhouette Icon) in the upper right corner > Select **Settings** > Select **Notification Settings**
- Select which types of information/notifications to receive.

Q. Why is my Campus Parent/Student Mobile App crashing?
A. This may occur if there was an error when installing or updating the Campus Parent/Student Mobile App. The first step is to ensure that the Username/Password is correctly entered.

If all login information is correct, do the following:
1. Uninstall the app
2. Power off the device
3. Power on the device
4. Reinstall the app from the Apple App Store or Google Play Store