

Campus Mobile App User Guide

Requirements

The following items are required to view information on the Campus Mobile App:

- An active Campus Portal account.
- 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 Campus Mobile App is an iOS and Android application for parents and students.

- 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.

As of the 2014-2015 school year, Campus will only support iOS 6.0+ and Android 2.3+.

The following devices are supported:

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 2.3+
• Android Tablet Devices	• Android 2.3+

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 occurred, the app can be used without a network connection. Being connected to a network displays the most current information available.

Downloading App

Select the appropriate app store for your device. Search Infinite Campus and download the Infinite Campus Mobile Portal app. After the download is complete, open the app. Enter **ccsd** (all lower case) in the District Name, select Nevada for the state and click search. Click Clark County and enter your Username and Password (this is the same log in that you use for the portal), click Log In.

Student Information

Schools may choose to display the following information on the Campus Mobile App:

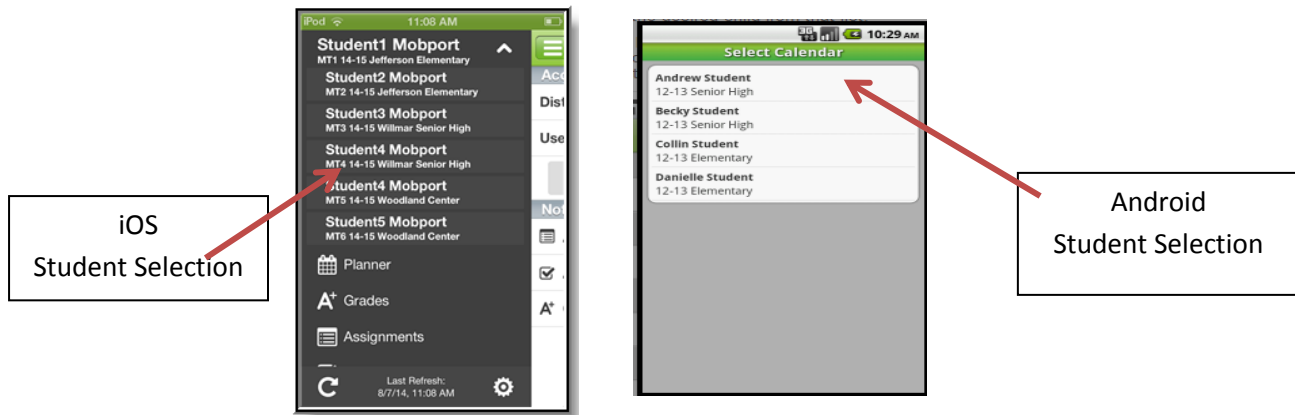
iOS	Android	
		Planner View today's schedule and assignments due for each class
		Assignments Browse your assignments by specific class or due date.
		Attendance Review attendance events in summary and detail form.
		Grades Know your grades now. Forget about end-of-term report cards to know how you're 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

An inactive or temporarily turned off menu item, i.e. Food Service or Schedules, will appear grayed out on the Campus Mobile App.

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.

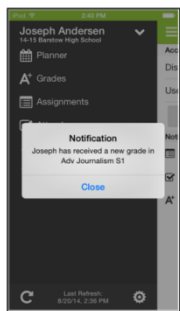
Only one account can be logged into the Campus Mobile App at a time. If you have more than one Campus Portal account to view student information, consider contacting the school to combine the accounts into one.



Notifications

Notifications alert you to a change in your student's data. An alert is sent for attendance changes, grade postings, and assignment scores. Your device will receive alerts as changes occur.

Select the image below to view an example of a notification appearing on an iOS device:



IOS Notification Unlocked Screen



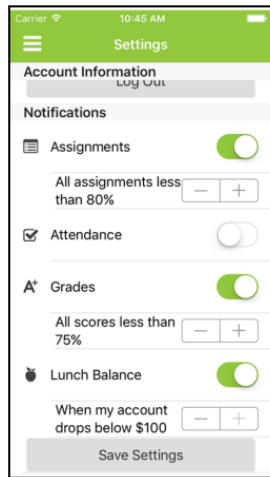
IOS Notification Locked Screen

Type of Notification	Notification Event
Assignment	Has been scored
	Marked as missing
	Marked as late
	Marked as incomplete
	Marked as cheated
	Marked as exempt
Grades	Post and or Modified
Attendance	Any time the student is marked tardy or absent
	Any time the student has an attendance mark modified.

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.

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.



Refreshing Data

A manual refresh of data can be done by selecting the Manual 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.

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.

Campus Mobile App FAQ

How Do I Find My Username and/or Password?

To find your Campus Mobile App **username**, go to the web-based Campus Portal and select the **Forgot your username?** link. You will need to enter your Account Security Email. This must be set up in the Account Settings prior to using this function.

To find your Campus Mobile App **password**, go to the web-based Campus Portal and select the **Forgot your password?** link. You will need to enter your Username. You must set up your email information in the Account Settings prior to using this function.

NOTE: Emails will be sent to the email address tied to the portal account. The email address in the Account Settings could be different than the email address in Contact Preference, which updates into the Demographics page.

Why Can I Only See the Menu Item 'Settings' within the APP?

App users need to have a relationship to a student within Campus to see any data within the Campus Mobile App. If the user has no data within Campus or does not have a relationship (i.e. parent, guardian) with a student, they will only have the option to change the Campus Mobile app settings. Contact your child's school to verify household relationships and preferences checked.

I am Receiving Multiple Notifications for the Same Event

This issue may occur if duplicate events are actual events.(i.e. teachers entering scores/grades at the same time, thus triggering several notifications.)

'Cannot Authenticate User' Error Message

This error may appear when a user attempts to sign into the app with:

- An incorrect username and/or password
- A disabled Portal account

Why am I Not Receiving Notifications?

To turn on notifications within an iOS (iPad/iPhone) device, select Settings and turn button to the right of Notifications to ON. Users may select which types of information/notifications they want to receive.

To turn on notifications within an Android device, select Settings and mark the Enable Notifications checkbox. Users may select which types of information/notifications they want to receive.

User May Only See Settings Once Signed into the Campus Mobile App (iOS-specific) or User Gets ‘Kicked Out’ When Attempting to Sign into Campus Mobile App (Android-specific)

This occurs when a user is signed into an account that does not have Portal rights for a student. For the user to view student data within the Campus Mobile App, the user must be a student themselves or be a guardian with Portal rights assigned to them on the Relationship tab within the Student Information System.

Why Can I No Longer View Certain Data Within the Campus Mobile App?

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 school.

My Data Looks Wrong

Be sure that you select the correct term. The Campus Mobile App displays data on a term-by-term basis. The user may be looking at a different term than the current term. The user may view current or past terms.

My Campus Mobile App is Crashing

This may occur if there was an error that occurred when installing or updating the Campus Mobile App. The first step is to ensure the Username and Password is accurate.

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 app store