

**Hopewell Valley Regional School District**  
**Infinite Campus Portal**  
**Frequently Asked Questions**

**1. What is Infinite Campus?**

Today, most K-12 school districts use some sort of database system for managing student information and maintaining their records. Infinite Campus is a district-wide student information system designed to manage attendance, grades, schedules, test scores, and other information about the students in HVRSD.

**2. What is the Infinite Campus Portal?**

The Campus Portal is a confidential and secure website where you can access current information about each child such as contact information, schedule, progress reports, report cards, and other information. Campus Portal allows parent access district-wide and student access for Grades 6 through 12. Parent access is now open, and student access will be coming next school year.

**3. How secure is the information contained in the Portal?**

Information stored on the system is encrypted and uses a high-level of Internet security to safeguard system data similar to systems used by banks and other institutions that do business online. Campus Portal access requires a User Name and Password, and strong password syntax is enforced.

**4. What information is included in the Campus Portal? What do I use it for?**

By using the Infinite Campus Portal, HVRSD provides an online communication tool to help you as a parent/guardian stay current with your child's progress. From an Internet connection at home, the workplace or any public library, you can view up-to-date information about your child.

When parent(s)/guardian(s) log in, they have access to information about all of the students with whom they are associated. As of now, contact information, class schedules, progress reports, and report cards can be viewed. Additional components will be open for viewing in Campus Portal as we move forward with the system. An unofficial transcript is available for students in grades 9-12. Email hyperlinks are available to facilitate communication with classroom teachers. In addition, schools can post important school and district notices on the home page such as events, reminders, etc.

**5. Who can access the Campus Portal?**

Only parents and guardians designated with rights to student records may receive a Campus Portal account. Each parent/guardian with such rights receives his/her own separate account. Each parent/guardian Portal account provides access to information for any student in which the parent/guardian has rights to records.

## 6. When can I access the Campus Portal?

As of now, parent(s)/guardian(s) of K-12 students can access the Campus Portal. Each current student in Grades 6 through 12 will be provided a Campus Portal account in the future. More details will follow.

## 7. How do I create a user account so I can use the Campus Portal?

Parent letters were mailed home providing directions and an Activation Key to log in to the Campus Portal. By following the instructions in the letter and using your Activation Key, you can set up your account. A training video is also available on the HVRSD Infinite Campus webpage to model the process for you.

After you go through the process of creating your user name and password, write them down and keep them in a safe place where you can refer to them at a later date. Be careful not to share this information with anyone, including your child(ren). The user name and password will allow you to see student information for those children for whom you are a parent/guardian. Students are able to see their own information. Students should NOT share their personal information with other students.

All attempts at logging into the system are recorded and monitored. You can view the access log at any time when logged into the system by clicking the 'View Access Log' link on the left-hand side of the screen.

## 8. Do I need any special software/hardware?

Infinite Campus recommends the following:

Platform	Supported minimums		Recommended Minimums		
	PC	Mac	PC Windows	PC Vista	Mac
Operating System	Windows 2000 Pro	OS X	2000 Pro or XP	Vista	OS X
Processor	P3	G3	P4	1 GHz 32-bit	G4
RAM	256	256	512	1 GB	512
Internet Browser	IE 6.0 Firefox 2.0x	Safari 1.3.2 Camino 1.0 Firefox 2.0.0.6	IE 6.0 Firefox 2.0x	IE 7	Safari 2.0x Camino 1.5.1 Firefox 2.0.0.7
Java Plug-In	Java 1.5.10	Java 1.3.1 Apple Java	Java 1.5.10	Java 1.5.10	Java 1.3.1

You will need Java and Adobe Reader to view some reports and information from Campus Portal. Free Versions of Java and Adobe PDF Reader can be found here:

Java Download <a href="http://www.java.com">http://www.java.com</a>	Adobe Reader Download <a href="http://www.adobe.com/products/reader">http://www.adobe.com/products/reader</a>
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**9. How do I add/change my email address?**

You can update your email address at any time using the Campus Portal. Click on the 'Change Contact Info' link on the left-hand side of your screen when in the Campus Portal, and you can change your email address.

**10. How do I change my password?**

You can change your password at any time using the Campus Portal. Click on the 'Change Account Info' link on the left-hand side of your screen when in the Campus Portal, and you can change your password.

**11. How do I add/change/correct any other information such as address, telephone number, or additional contacts?**

You can email our Campus Portal Help Desk at [ICHelp@hvrdsd.org](mailto:ICHelp@hvrdsd.org) or call Central Registration at 737-4002 ext. 2304. Central Registration is open from 8:00 am to 4:00 pm. Designated staff can help you with your questions following a standard procedure.

**12. How can I get help navigating this system? What if I forgot my password? I didn't receive or lost a letter with the Activation Key. What should I do?**

You can view an online training video and information to help you log in and navigate the components of the Portal at [www.hvrdsd.org/ic](http://www.hvrdsd.org/ic). If you need assistance, you can email our Campus Portal Help Desk at [ICHelp@hvrdsd.org](mailto:ICHelp@hvrdsd.org) or call Central Registration at 737-4002 ext. 2304. Central Registration is open from 8:00 am to 4:00 pm Monday through Friday.

**13. I tried to login but my account has been disabled. What should I do?**

After three unsuccessful login attempts, Infinite Campus disables your account for security purposes. In such cases contact the Central Registration Office at 737-4002 ext. 2304.

**14. How often is information updated in the Campus Portal?**

Information is updated in real time. However, the attendance office generally takes anywhere from 24 to 48 hours to collect data from various sources to update the student attendance record.

**15. Can I access parent portal from anywhere (e.g., home, work, library, etc.)?**

Yes, as long as you meet the minimum computer and Internet access requirements. See minimum requirements section.

**16. What if I have questions about my child's grades, attendance, assignments, etc., that are found in Infinite Campus?**

Just as in the past, your first contact regarding your child should be his/her teacher or guidance counselor.

**17. How do I report problems, comments or suggestions?**

If your issue relates to your child's attendance, grades, or other information please start your inquiry with your child's teachers, as you normally would. If your comment or

suggestion is general in nature, send an email at [ICHelp@hvrtd.org](mailto:ICHelp@hvrtd.org) with your full name, your child's name, and the description of your comment or suggestion.