

Campus Community Guide

August 2014

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Campus Community Guide

[Accessing the Community](#) | [Campus Community Features](#)

The Campus Community provides all Campus Users with single sign-on access from Infinite Campus to:

- [Knowledge Base](#) - Online Product Information, updated with each release
- [Campus Forums](#) - Connect with other Campus Users
- [Videos and Simulations](#) - Watch videos and use simulations to expand your Infinite Campus skills
- [Customer Events Calendar](#) - Learn about upcoming events and user group sessions
- [Surveys](#) - Share your opinion and feedback
- [Campus News](#) - Find out more about Infinite Campus, customers, and industry information

In addition, Support and Food Service Contacts have access to [Case Management](#), and Technical Contacts may have access to Update Requests.

Accessing the Community

There are two ways within the Campus application to access Campus Community:

- In the upper right corner of the **Campus Toolbar** is the App Switcher. Click the boxes to open and select Campus Community.
- When viewing the **Help** tab, a context sensitive **Read It** icon links directly to Product Information articles on the **Knowledge Base**.

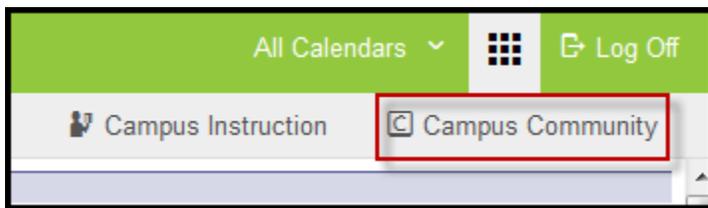
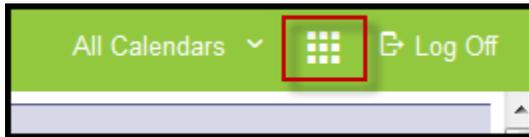


Image 1 and 2: Accessing Campus Community from Campus Application through the App Picker

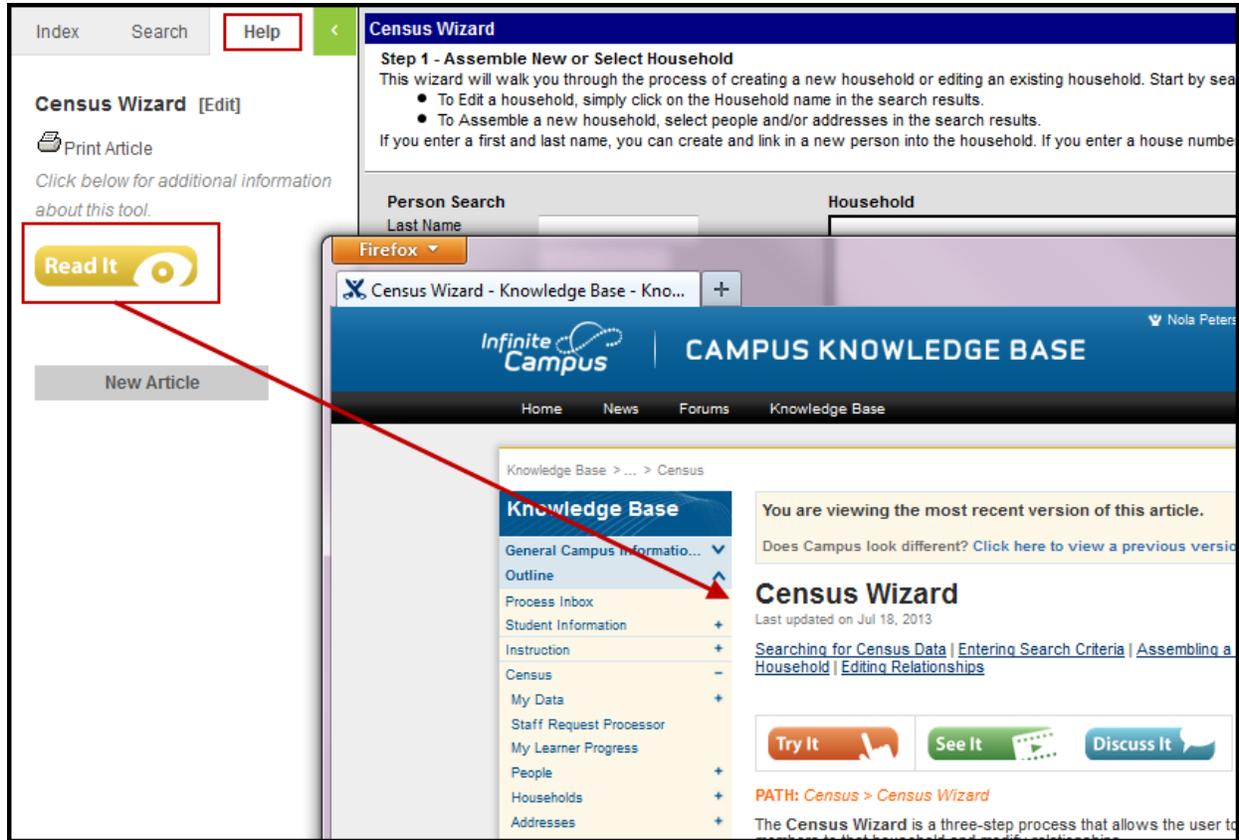


Image 3: Accessing Community from Help Text

If you have never accessed the Community before, clicking the Campus Community link will trigger the process to create a CampusID. Once a CampusID has been created and linked to your Campus account, Campus Community links will automatically authenticate the user into the Community. Users may also bookmark and go to <http://community.infinitecampus.com> to log in. If you have created a CampusID during the implementation process at a training session or as a support contact, enter your CampusID username and password on the right side of the page. If you have forgotten your password, there is a link to request a reset.

✔ See the [Creating and Managing Your CampusID](#) article for guidance on creating a CampusID.

Campus Community Features

Campus Community offers members a wealth of information to learn more about the product. From hands-on virtual labs that guide users through learning the product based on their role in their district, to videos, simulations and thousands of pages of product documentation, users have a great deal of opportunity to learn about the Infinite Campus products.

- Interested in reaching out to other districts or have questions about the product? Users can reach out to other users via the forums.
- Users can also learn more about Campus by reading news, or submit feedback via surveys.
- Support contacts can use the Case Management system to report issues and receive assistance. Technical contacts may be able to request updates or submit requests for sandbox refreshes.

Campus Community Forums

The Campus Forums give Infinite Campus customers the ability to connect with other Campus users and ask questions or provide assistance on a variety of discussion topics. The forums have the ability to include attachments and images to help aid in the discussion. This is a great way to tap into the knowledge and ideas of other Campus users. Question threads and discussion threads can be posted on a forum for others to read or answer. Users will also be able to upload small files and include screenshots and images to better facilitate discussion.

! Caution must be used so that real student information is not posted. This includes names, contact information, Social Security numbers, etc.

Forums are organized into discussion areas. There are forums for different areas or modules of Infinite Campus such as attendance, census, and for each state’s localization and state reporting. There is also a set of lounges for discussions about non-Infinite Campus information. Some forums have a sub-forum, which is a more specific topic related to the bigger forum. Finding an area of interest and seeing all related threads is easy with search functionality that will search a specific forum or the entire Campus Community site.

i Questions posted to forums do not replace Campus Support cases. Submitting a Support case remains the same, and is the only way to contact Campus Support Advisors and Channel Partner Support.

Opening Forums

There are several ways to view forum information from the home page:

- **Category** – Clicking on the category name will show a new view that only includes the forums and sub-forums in the category.
- **Forum** – Clicking on the forum name will display any sub-forums associated with that forum, as well as any threads related to the main topic.
- **Sub-Forum** – Clicking on the sub-forum name will display only threads associated with the sub-forum.
- **Most Recent Thread** – By clicking on the title of the most recent thread in the forum, the thread will open new and unread posts.
- **New Content** - A red dot next to the title indicates new content within the forums, subforums, and threads. Once the content has been viewed, the red dot indicator will disappear once the screen is refreshed.

Administration	← Category			
General Questions General Questions that do not fit in any other category.		Most Recent Thread →	moving along ¹² by testsupport Yesterday 08:39 PM	Threads: 4 Posts: 11
System Administration Setup General questions regarding system administration.			Never	Threads: 0 Posts: 0
Mobile Devices	← Forum		Does Your District Support Mobile Devices? ¹² by nola Today 01:51 PM	Threads: 1 Posts: 1
Census Sub-Forums: Employee Self Service		← Sub-Forum	Test ¹² by Nola.Peterson 04-06-2010 03:56 PM	Threads: 1 Posts: 1
Enrollment Sub-Forums: National Records Exchange , Free and Reduced Application Management (FRAM)		← Forum with New Content	FRAM FAQs ¹² by nola Today 04:16 PM	Threads: 2 Posts: 4

Image 4: Forum Details

Forum Navigation

When you have moved beyond the main forum page, the top of the frame will display where in the forums you currently are and the path to your current location will also be displayed. Each previous level will show in blue, allowing you to click a link to move back to an area.

Clicking **Forum Home** will return you to the main forum listing.

[Forum Home](#) >> [Forum](#) >> [Campus News](#) >> [Announcements](#) >>

Image 5: Forum Navigation

Threads

A **Thread** is a discussion topic. Threads should be created in the forum that best describes the topic. To read a thread, click on the thread title to open it.

Title / Thread Starter	Replies / Views	Last Post By
 Sticky: FRAM FAQs Started by nola, Today 07:56 AM	Replies: 1 Views: 6	nola Today 10:16 AM
 Does Your District Use FRAM? Started by testteacher, Today 02:26 PM	Replies: 0 Views: 1	testteacher Today 02:26 PM

Image 6: Forum Threads

To add to the thread discussion, click **Reply** at the bottom of the post, or the blue **Reply to Thread** button at the top or bottom of the page. To quote all or part of a post, click **Reply with Quote**.

If a thread contains information that is in violation of the Campus Terms of Use, please click the red icon of an exclamation mark inside a triangle at the bottom of the post. A pop-up box will appear to notify administrators of any issues.

Before creating a new thread via the **Post New Thread button**, it is best practice to scan or search existing threads first. Adding to an existing thread on the same topic, even if it is weeks or months old, is preferable if the topic remains the same so other community members may see what others have said on the topic.

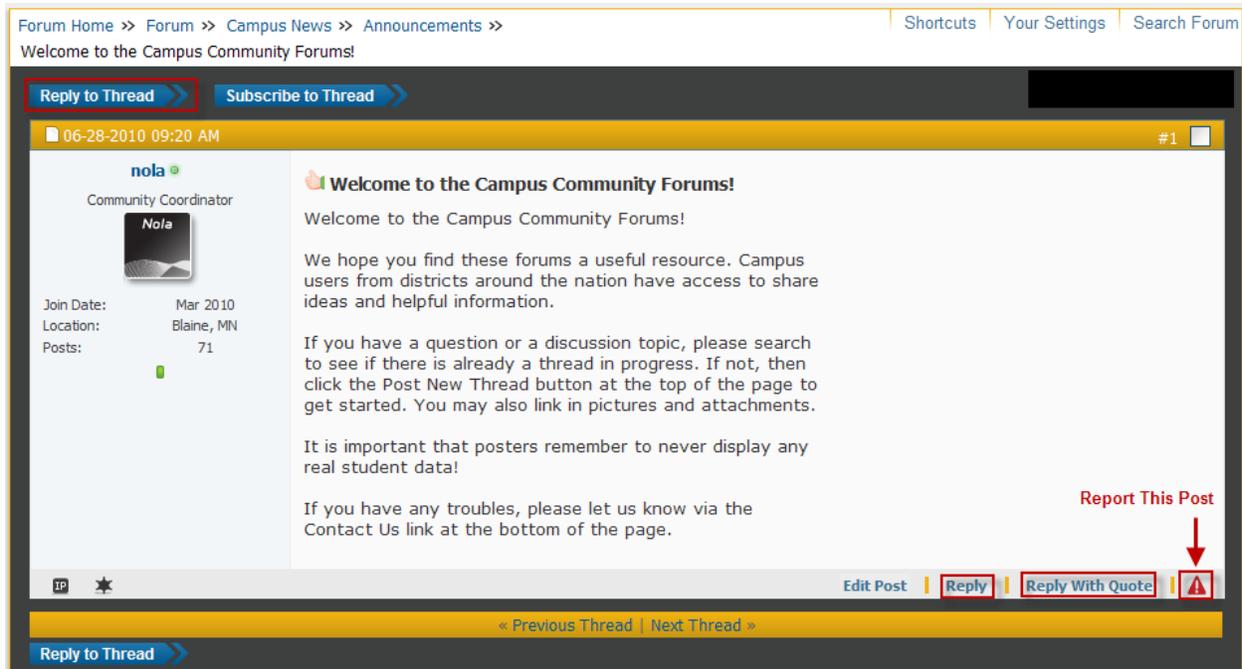


Image 7: Forum Post Details

Please don't cross-post, which means to put the same thread topic in multiple forums. It can be confusing, and divides possible answers between different threads, making it difficult for other users to know where to reply and retrieve information.

Subscriptions

Subscriptions allow users to follow favorite forums and threads. This can be used for viewing purposes while in the forums. You can also set up email notifications upon reply, daily summaries, or weekly summaries.

Forum Subscriptions

Subscribing to a short list of forums helps scan what's new without scrolling down the main list. There are many forums, and some users may only be interested in particular topics.

1. Click the blue S icon from the forum home page .
2. Select how you wish to be notified. You may choose to receive emails of new content or use the control panel under **Your Settings** to show a quick list of forums and threads you have marked.
3. Click **Add Subscription** to add this forum to your list.



Image 8: Subscribing to Forums

Subscribe to Forum: Census

Notification Type

Select how to be notified of updates. You can view updates through my control panel, or have updates emailed to you.

Through my control panel only
Daily updates by email
Weekly updates by email

Add Subscription **Reset**

Image 9: Notification Settings

Thread Subscriptions

When creating a new thread or replying to an existing one, it is helpful to subscribe to the thread. This option is available below the message box under **Additional Options**.

Check the **Subscribe** box and select how you wish to be notified. Selecting **Instantly, Using Email** will notify you when there is a new reply to this thread.

Only one email will be sent indicating new content between visits to the Campus Forums regardless of the number of posts. This will prevent email spam on popular threads.

Additional Options

Additional Options: Automatically parse links in text
 Disable smilies in text

Attachments

Manage Attachments: **Manage Attachments**
Valid file extensions: bmp doc gif jpe jpeg jpg pdf png psd txt zip

Subscription

Subscribe to this thread and notify me of changes:
Instantly, using email
Through my control panel only
Instantly, using email
Daily, using email
Weekly, using email

Rate Thread

Rate this thread with the following value: Excellent
You may rate this thread from 1-star (Terrible) to 5-stars (Excellent) if you wish to do so.

After you submit your message...

Moderation Tools: Close this thread
 Stick this thread
Use these controls to immediately perform an action on the thread containing this post.

Submit Reply **Preview Post**

Image 10: Subscribing to Threads

Current Subscriptions

Current subscriptions can be found under **Your Settings** at the top of the page.

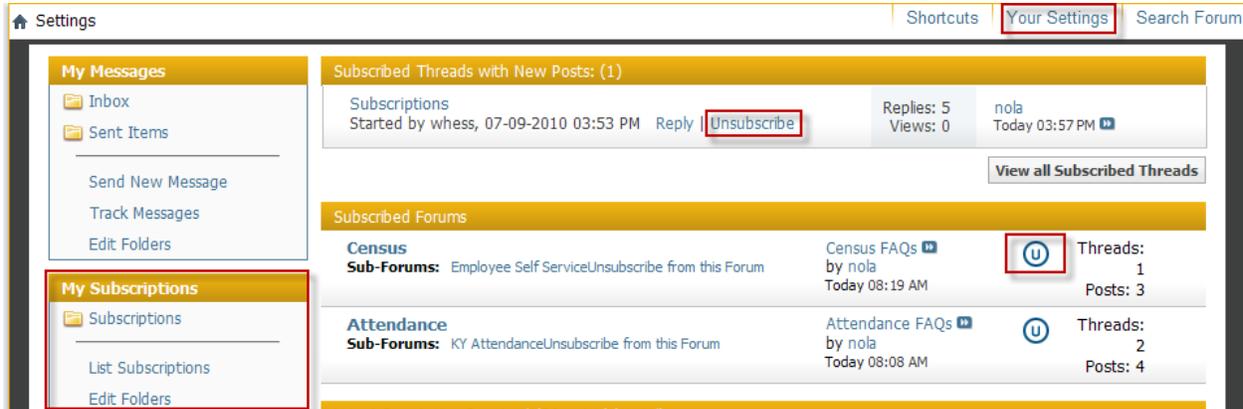


Image 11: Subscription Settings

- To unsubscribe to a thread, select **Unsubscribe** under the thread.
- To unsubscribe from a forum, select the blue **U** icon next to the forum.

Private Messages

Users can send a private message to another user. To view your messages, select **Your Settings** at the top of the page. This will open up your personal settings, with **My Messages** on the left menu.



Image 12: Private Messages

While reading a thread, you may contact another user. Click on the user's name to get a special menu to appear: **Private Message**, **View Profile**, or **View Forum Posts**. Select an option or click away to close the menu.

Select **Private Message** to open a new window to write your message.

After entering the recipient, title, and message content, click the **Submit Message** button at the bottom to send your message.

- ✓ For more information on Your Cases, see the [Requesting Assistance from Campus Support](#) article.

Campus Knowledge Base

The Campus Knowledge Base contains information for end users to successfully perform job duties when using Infinite Campus. All district and school users can access the Knowledge Base through the Campus Community site or by accessing the Help Articles viewable from within Infinite Campus.

- Information within the Outline is organized like the Campus Index for easy navigation.
- Knowledge Base articles can be downloaded into PDF format for printing.
- Hands-On Virtual Labs contain role-based learning plans for district staff using Infinite Campus.
- Release Notes for each release package are available.
- Videos and Simulations are available by topic under Self-Paced Learning.
- Feedback can be sent with your thoughts on how to make a KB article more effective.

New articles are published to the Knowledge Base regularly. Keep this in mind before printing numerous articles.

Videos and Simulations

Where did my video library that used to be on the Home page go? Well, it went away...Far away...So we could bring you hundreds more videos and keep the listings up to date. In fact, we currently have over 1000 videos in our library!

To find videos and simulations, you can simply enter your keyword in the Search Campus Community box and press enter or click the arrow.

To browse videos by navigating the Campus Outline, go to Knowledge Base in the toolbar and scroll down to Videos and Simulations.

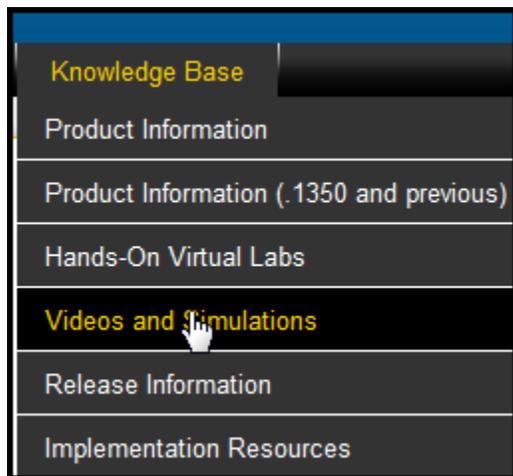


Image 14: Videos and Simulations link from the Community toolbar

Surveys

Your opinion matters!

Keep an eye on the Surveys gadget if you like to share your opinion and experiences with Infinite Campus. Surveys may solicit feedback on the product, or may be requests for participants in strategic action groups that preview and test new functionality before it's released into the product. Surveys are typically posted for only a few weeks at a time.

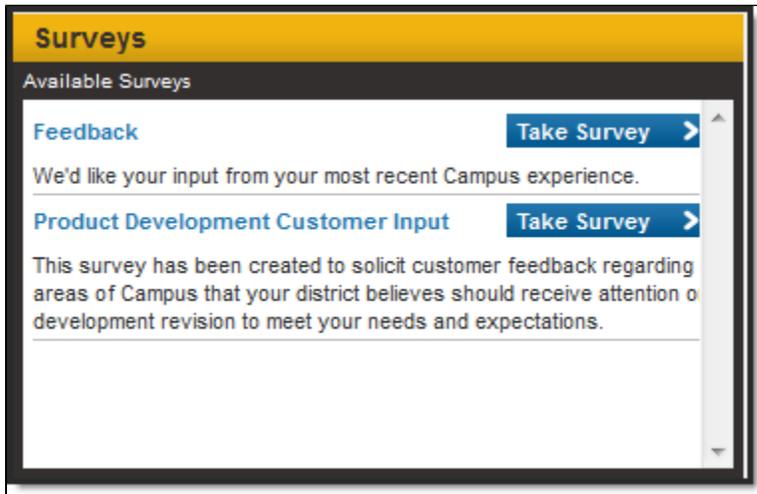


Image 15: Surveys Gadget

Events Calendar

The Events gadget displays upcoming user group sessions, trainings and Campus or industry events in date order. For more information, click the name of the session.

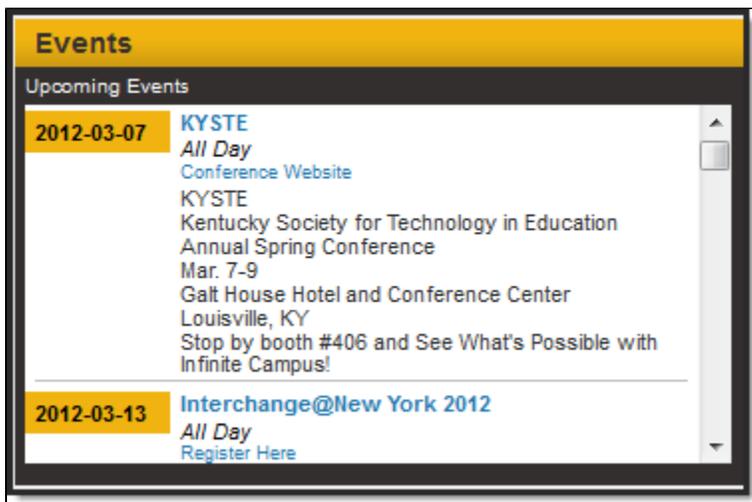


Image 16: Events Gadget

News

The News gadget displays articles on company, partner, and customer news, as well as interesting articles on topics such as education, technology, food service and more.

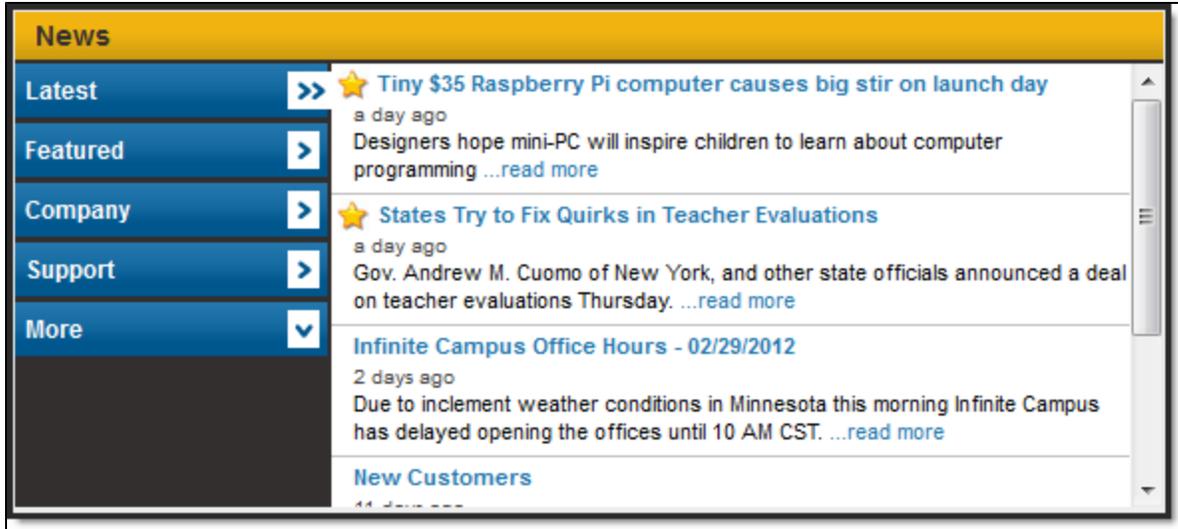


Image 17: News Gadget