

### **What is Infinite Campus?**

Infinite Campus is a district-wide student information system designed to manage attendance, behavior, grades, schedules, test scores, and other information about the students within the Mayfield City School District.

### **What is the Infinite Campus Parent Portal?**

The Parent Portal is a confidential and secure web site where you can get current information about your child's school attendance, behavior and grades.

### **What information is included in the Portal? What do I use it for?**

When you log-in (as a parent or guardian), you have access to information about all of the students for which you are associated. Class schedules, attendance, behavior and grades can be viewed. In addition, schools post important information on the home page, such as events, notices, etc. The Parent Portal also allows report cards to be viewed online as well as printed so you have a hard copy for your records.

### **Who can access the Parent Portal?**

Parents and guardians of K -12th grade students designated with legal rights to student records may receive a Parent Portal account. Each parent/guardian with such rights receives their own separate account. Parents may share a login if they wish.

### **Will students have access to the Parent Portal?**

All 6-12 students have access to the portal to view their information to begin with. Students will log onto the portal using the same link as parents.

### **When can I access the Parent Portal?**

To access the Parent Portal, visit the Mayfield City Schools website ([www.mayfieldschools.org](http://www.mayfieldschools.org)) and click on the *Infinite Campus Parent Portal* link.

### **How do I create a user account so I can use the Parent Portal?**

By using your activation code and following the instructions in the Infinite Campus Parent Portal letter you received, you can set up your own personal account for the Parent Portal.

Each school office can also provide your activation code for you if you have misplaced your activation code.

### **How often is information updated in the Parent/Student Portal?**

Information is updated in real time; however, please allow 24 hours before contacting the school in regards to missing information within Infinite Campus. If the matter is **urgent**, please do hesitate to contact your child's school.

### **How can I get help navigating this system?**

For step-by-step directions on how to use the Parent Portal, visit the Mayfield City Schools website. Clicking on Parent Technology Resources underneath the Parents tab on the website will provide you with resources. If further assistance is needed, contact your child's school's office or the Technology Department via [ICHelp@mayfieldschools.org](mailto:ICHelp@mayfieldschools.org).

### **Do I need any special software?**

To effectively access your Infinite Campus Portal account you need:

1. Internet Access - minimum dial-up modem speed of 56Kbs — a slower connection works but not as well.
2. Computer with a processor speed of 500Mhz or better (MAC or PC).
3. Web Browser — we suggest Microsoft Internet Explorer 6.0 or better for PC and Firefox for Mac.
4. Adobe Reader — Adobe Reader is a free document reader available for download on the Web at <http://get.adobe.com/reader/>. There are some Infinite Campus reports that require the Adobe Reader.

### **What happens if I forget my ID/password or lost the letter with the activation key?**

For account related or other technical issues only, [ICHelp@mayfieldschools.org](mailto:ICHelp@mayfieldschools.org) . Please allow 24 to 48 hours for a response.

### **Can I access the Parent Portal from anywhere (e.g., home, work, library, etc.)?**

Yes, as long as you have access to the internet and a properly functioning computer. You can also access the Parent Portal via an App for Infinite Campus on your Apple or Droid device.

### **How do I add/change/correct my email address?**

You can update your email address at any time using the Parent Portal.

### **How do I add/change/correct my telephone numbers?**

You can update your phone numbers at any time using the Parent Portal.

### **How do I change/correct my residence address?**

To change your address, you must come to the Board Office located next to Mayfield Middle School with proof of residence.

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

Please contact your child's school and speak with their teacher, building administrator or guidance counselor.

**Who can I talk to regarding attendance related issues?**

Call the Office at your child's school. Please allow 24 hours for the office to reconcile attendance before you call to report any errors. If the matter is **urgent**, please do hesitate to contact your child's school.

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

For account related or other technical issues only, please contact the Technology Department or via email at [ICHelp@mayfieldschools.org](mailto:ICHelp@mayfieldschools.org) . Please allow 24 hours for a response.

**How do I report problems?**

For account related or other technical issues only, please contact the Technology Department via email at [ICHelp@mayfieldschools.org](mailto:ICHelp@mayfieldschools.org) . Please allow 24 hours for a response.