

## HCS D Infinite Campus Portal

### Frequently Asked Questions for Parents/Guardians

**Q: What is the Campus Portal?**

A: The Campus Portal is a confidential and secure website where you can access current information about each of your children, such as contact information, schedule, progress reports, report cards, and other information.

**Q: What information is included in the Campus Portal?**

A: 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. 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.

**Q: Who can access the Campus Portal?**

A: 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 Campus Portal account provides access to information for any student in which the parent/guardian has rights to records.

**Q: How secure is the information contained in the Campus Portal?**

A: 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.

**Q: How do I access the Campus Portal?**

A: Parent letters included with the first marking period report card 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. The account you set up will enable you to see student information for those children for whom you are a parent/guardian. 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.

**Q: Can I access the Campus Portal from anywhere?**

A: Yes, you can access the Campus Portal from anywhere as long as you meet the minimum computer and Internet access requirements. See minimum requirements section.

**Q: Do I need any special software/hardware? What are the minimum requirements?**

A: Campus Portal recommends the following:

Platforms	Supported Minimums		Recommended Minimums		
	Windows	Macintosh	PC Windows	PC Vista	Macintosh
Operating System	Windows 2000 Pro	OS X	Windows 2000 Pro or XP	Vista	OS X
Processor	Pentium 3	G3	Pentium 4	1 GH 32 bit	G4
RAM	256 MB	256 MB	512 MB	1 GB	512 MB
Internet Browser	Internet Explorer 6.0 Firefox 2.0.x	Firefox 2.0.x	Internet Explorer 6.0 Firefox 2.0.x	Internet Explorer 7 Firefox 2.0.x	Firefox 2.0.x
Java Plug-in	Java 1.5.10	Java 1.3.1 Apple Java (MRJ 2.2.5 for OS 9.2.2)	Java 1.5.10	Java 1.5.10	Java 1.3.1

**Q: I cannot find the letter with my Activation Key. What should I do?**

A: To obtain your Activation Key, contact your child's school guidance office or main office. If you have children in more than one school, you need only contact one of the schools to obtain this information.

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

A: After three unsuccessful login attempts, Campus Portal disables your account for security purposes. In such cases, please email [icportal@hilton.k12.ny.us](mailto:icportal@hilton.k12.ny.us) to have your account enabled. To expedite the process, it would be helpful if you email from the email account the district has on file for you.

**Q: How do I change my email address?**

A: 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.

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

A: You can contact Central Registration at 585-392-1000 ext. 7031 from 7:30 am – 3:30 pm. Designated staff can help you with your questions following a standard procedure.

**Q: What if I have questions about my child's grades, attendance, assignments, etc. that are found in the Campus Portal?**

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

**Q: How do I report problems, comments or suggestions?**

A: If your issues relate to your child's attendance, fees or other information, please start your inquiry with your child's teachers, as you normally would. If the issue is technical or general in nature, send an email to [icportal@hilton.k12.ny.us](mailto:icportal@hilton.k12.ny.us) with your full name, your child's name and the description of the issue.