

## Parent Login Frequently Asked Questions

**What is the link to PTC Wizard for parents?**

<https://naperville203.ptcwizard.com/parent/>

**What is my username and password for PTC Wizard?**

Your user information for the PTC Wizard is the same as your Infinite Campus Portal username and password.

***NOTE: passwords ARE CASE SENSITIVE in PTC Wizard, but not in Infinite Campus. If created your password in Infinite Campus using mixed case you will need to use that format when logging into PTC Wizard.***

**What if I don't remember my username or password for Infinite Campus or if I used mixed case?**

If you do not remember your Infinite Campus username and/or password or are not sure if you used mixed case when creating them, go to the Infinite [Campus portal site](#) and click on the "[Problems Logging In?](#)" link. From there you can enter your email address that you have registered with Infinite Campus to receive an email with that information.

**I tried to retrieve my username and password but Infinite Campus says my email address is not valid. What do I do now?**

Contact your school and have them update your email address in Infinite Campus. Once that is updated, you can immediately try retrieving your password again.

**I have just created my Infinite Campus portal account in Infinite Campus and I can't get into PTC Wizard. What's wrong?**

New usernames and passwords are synchronized between PTC Wizard and Infinite Campus on a periodic basis. It can take up to an hour for that synchronization to take place. Please wait an hour and try again.

**I don't have an Infinite Campus username and password. How do I get one?**

If you have never had an Infinite Campus username, send an email to [parentsupport@naperville203.org](mailto:parentsupport@naperville203.org) with your name, school, student's name and ID requesting a portal access key. A letter with your portal activation key will be mailed via the US Postal Service to you. You may also call the Campus Support number at 630.420.6825.

**NOTE: Portal access keys are specific to a parent. Each parent has their own portal access key so please pay close attention to the person's name on the letter that the access is designated for when setting up the account.**

**I'm trying to use my student's Infinite Campus username and password to log into PTC Wizard and I can't get in.**

Student accounts do not work with PTC Wizard, only parent accounts do. You will need to have a parent account to access PTC Wizard. Please see the instructions above on how to obtain a portal access key to set that account up.

**I still cannot login after trying all of the above steps, what do I do now?**

Please make sure that the browser you are using has been recently updated. Most browsers are supported but we have encountered issues with parents that are using older version of browsers or new browsers that have not been update in quite some time. You should also try clearing your browser history.

**My browser is up-to-date but I still can't get in. Now what?**

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Contact our support desk at [parentsupport@naperville203.org](mailto:parentsupport@naperville203.org) or 630.420.6825 and our support personnel will work with you to get your problem resolved.