

NCUSD 203 Infinite Campus Parent Portal Login FAQ

This document will provide you answers to all of your questions regarding setting up and troubleshooting issues with your Campus Portal Login Account. Please see the list of frequently questions below.

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What is the website URL for Naperville CUSD 203 Infinite Campus Parent Portal?

<https://infinitecampus.naperville203.org/campus/portal/naperville.jsp>. You can also navigate to the login on the Naperville CUSD 203 website, <http://www.naperville203.org> under the Parent button.

I'm on the Infinite Campus Parent Portal sign-in page, but I don't have login yet. How do I get a login?

Contact the Parent Support Helpdesk at parentsupport@naperville203.org or call 630.420.6825 and request your Campus Parent Portal activation key. The helpdesk will email you a portal activation key.

Do I need a separate portal activation key for each of my students?

No, portal activation keys are specific to each individual parent/guardian and will give you access to all of your students in the district. Please be sure when you are setting up your login id that you are using the portal activation key that is designated to you. The portal activation key email will indicate which parent or guardian the key is for.

I lost my portal activation key email. How do I get a new one?

Contact the Parent Support Helpdesk at parentsupport@naperville203.org or call 630.420.6825 and request your campus parent portal activation key. The helpdesk will email you a portal activation key.

How do students set up their portal accounts?

Student login accounts are created for 6th-12th graders when they are enrolled into the district and are communicated to the student by their school at the beginning of the year. Students do not use portal activation keys to set up logins, only parents/guardians use portal activation keys. Elementary students do not receive portal accounts.

Can I create more than one login with a portal activation key?

No, only one login account can be created per portal activation key. Please be sure that you are using the portal activation key that is designated to you, the parent or guard

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I have my portal activation key email. How do I create my login?

Go to the [Campus Parent Portal login](#). Select **Campus Parent**. Search for “**New User?**” link. Click the link and enter your portal activation key and select **Submit**. From there you will be able to create your login and password.

Naperville Community Unit School District 203

Log in to

[Campus Student](#) or [Campus Parent](#)

[New User?](#)

Announcements
Friday July 26, 2019
Get your App today and be ready for the 2019-2020 school year!

Infinite Campus Parent & Campus Student (grades 6th - 12th) apps are available (free) for iPhone and Android.

Download on the App Store | Download on the App Store | Get it on Google play | Get it on Google play

After downloading and launching either the Student or Parent app: Enter part of the District name (**Naperville 203**), select state **IL**, click on Search. Select **Naperville Community Unit School District 203** to access our district's system. Enter your username and password to log in.

Don't yet have a Parent portal account?
If you have not yet established a portal login, select the **'Help'** link for more information on how to obtain an activation key.

New User?

Activate your Campus Portal account by entering the activation key sent to you by your district.

If you do not have an activation key, please contact your district to obtain one.

Activation Key *

[Submit](#)

[Back to Login](#)

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I'm trying to create my Campus Parent Portal login, but it says that portal activation key has already been used. What is the problem?

Most likely someone else in your family used YOUR portal activation key to create their account instead of using their own activation key. You will need to contact the Parent Support Helpdesk at parentsupport@naperville203.org or 630.420.6825.

I'm trying to create my Campus Parent Portal login, but it says that login name has already been used. What is the problem?

Someone else may have already chosen that as their login name. If so, choose a different login name until one works. Or you already created an account and forgot that you did. If you believe that is the case, follow the steps for **Forgot Password?** Or **Forgot Username?** Link. DO NOT attempt to sign in using that login id as you may lock yourself out or that actual owner of that login name.

I already created my Campus Parent Portal login account, but I can't remember my login or password. How can I get that information?

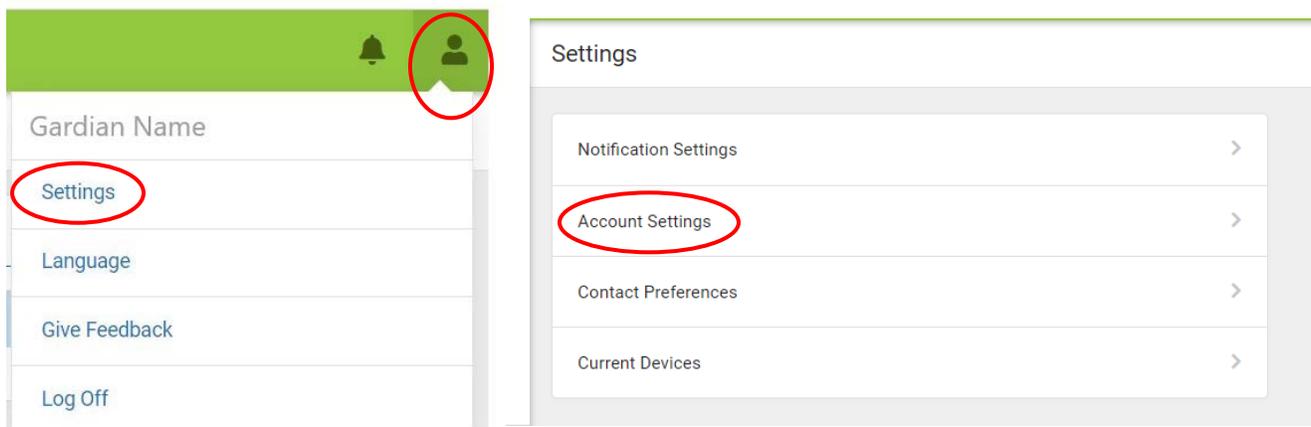
You will need to contact the Parent Support Helpdesk at parentsupport@naperville203.org or 630.420.6825. Helpdesk personnel do not have access to passwords so you will need to provide them with identifying information to prove your identity before they can assist you. Be prepared to answer questions about yourself and your student

My account is disabled. How do I get it unlocked?

You will need to contact the Parent Support Helpdesk at parentsupport@naperville203.org or 630.420.6825 to get your account unlocked.

How do I change my password in Campus Parent Portal?

Once logged into Campus Portal, select the **User Menu** in the top right corner. Select the **Settings** Menu and then **Account Settings**. On that screen, select **Update** for the **Password** and enter your new password. Click **Save**



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Update Password

Your password must be strong. Enter a series of characters or a two or three word phrase that includes letters, numbers, and special characters.

Current Password *

New Password *

Confirm Password *

Password Strength 0%

What is the Parent Support Helpdesk's support schedule?

The Parent Support Helpdesk is available Monday through Friday from 7:30am to 3:30pm except on holidays and supports all 22 District 203 schools. The helpdesk will respond to calls and emails typically within one business day, but responses may be delayed during busy times of the year such as opening of school, end of terms, and during parent teacher conference scheduling windows. If you have an urgent issue, contact your school directly for additional assistance.

None of the above answers help me with my problem. What can I do?

Contact the Parent Support Helpdesk at parentsupport@naperville203.org or 630.420.6825 and the helpdesk will work with you to resolve your issue.