

# NCUSD 203 Campus Portal Login FAQ

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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 Portal?**

<https://infinitecampus.naperville203.org/campus/portal/naperville.jsp>. This same link is also available on the Naperville CUSD 203 website homepage, <http://www.naperville203.org>.

## **I'm on the Infinite Campus 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](mailto:parentsupport@naperville203.org) or call 630.420.6825 and request your Campus Portal activation key. The helpdesk will mail you a new letter via US Mail or print a copy which you may pick it up at the District Office during normal business hours. Please contact the helpdesk prior to coming to the District Office so the letter is available when you arrive.

## **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 letter will indicate which parent or guardian the key is for.

## **I lost my portal activation key letter. How do I get a new one?**

Contact the Parent Support Helpdesk at [parentsupport@naperville203.org](mailto:parentsupport@naperville203.org) or call 630.420.6825 and request your campus portal activation key. The helpdesk will mail you a new letter via US Mail or print a copy which you may pick it up at the District Office during normal business hours. Please contact the helpdesk prior to coming to the District Office so the letter is available when you arrive.

## **Can you email me my portal activation key?**

For security reasons we do not email activation keys.

## **How do students set up their portal accounts?**

Student login accounts are created for 6<sup>th</sup>-12<sup>th</sup> 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 guardian.

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## I have duplicate portal activation key letters. Why is that?

You may have received letters from more than one school or the district. If you have more than one student in the district that attends different schools, you may have received a copy of that letter from each school. You only need one of the letters. You may discard the other. NOTE: Please verify they are exactly the same. Many households get multiple letters, one for each parent or guardian which have different activation keys. Each letter designates who the key is for.

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

Go to the [Campus Portal sign in page](#). Search for “[If you have been assigned a Campus Portal Activation Key, click here](#)” link. Click that link and enter your portal activation key and click Submit. From there you will be able to create your login and password.

The image displays two screenshots of the Infinite Campus Campus Portal interface. The top screenshot shows the login page with the Infinite Campus logo and the tagline "Transforming K12 Education®". The page title is "Campus Portal" and the district is "Naperville Community Unit School District 203". There are input fields for "Username" and "Password", a "Sign In >>" button, and links for "Forgot your password?", "Forgot your username?", and "Problems logging in?". A link for "If you have been assigned a Campus Portal Activation Key, click here" is highlighted with an orange box. Below it is a link for "If you do not have an Activation Key, click here" and a "Tell me more!" link.

The bottom screenshot shows the "Activating your Campus Portal account" page. It features the same Infinite Campus logo and tagline. The page title is "Activating your Campus Portal account" and the district is "Naperville Community Unit School District 203". The text states: "Activating your Campus Portal parent portal account is easy. All you need is your Campus Portal Activation Key sent to you by your child's school." There is a section for "Activation Key" with a form consisting of five input boxes separated by hyphens: { [ ] - [ ] - [ ] - [ ] - [ ] }. A "Submit" button is located below the form.

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## I'm trying to create my Campus 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](mailto:parentsupport@naperville203.org) or 630.420.6825.

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

This may be due to one of two situations. First, someone else may have already chosen that as their login name. If so, choose a different login name until one works. The other situation may be that you already created an account and forgot that you did. If you believe that is the case, follow the steps below retrieving a forgotten login name or password. **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 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](mailto: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(s).

**Infinite Campus** Transforming K12 Education®

**Campus Portal**

Naperville Community Unit School District 203

Username

Password

[Sign In >>](#)

[HELP](#) ▾

**District Notices**

**IMPORTANT NOTE:** As of September 14, 2013, a change made by Infinite Campus to the website security that requires you to contact the Helpdesk to reset your password or retrieve your username.

**Before calling the Helpdesk we recommend you read our Parents-Campus Portal Login FAQ document in the Campus Portal Help Documentation on the district website which should answer all of your questions regarding logging into Campus Portal and any issue you may encounter.**

Helpdesk Email: [campusportal@naperville203.org](mailto:campusportal@naperville203.org)  
Helpdesk Phone: 630.420.6825  
Helpdesk Hours: M-F 7:30am to 4:00pm during school days  
Helpdesk Summer Hours: M-F 7:30am to 3:30pm

In English | En Español | 中文简体 | 中文繁體

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## When I attempt to log in into the Campus Portal, a strange set of codes appear. What does that mean?

This CAPTCHA appears because someone has incorrectly entered your password too many times. You will need to enter the correct username and password and enter the characters displayed in the image in the textbox below the image and click Sign In. Please note that the letters are case sensitive. If you cannot read the characters you can obtain a new set of characters by clicking the recycle icon just to the right of the textbox. If you continue to have issues, please contact the Parent Support Helpdesk at [parentsupport@naperville203.org](mailto:parentsupport@naperville203.org) or 630.420.6825 for assistance.

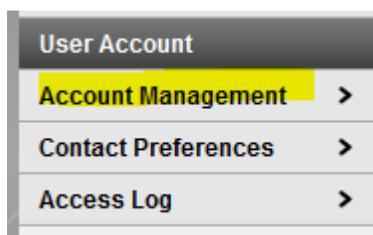


## My account is disabled. How do I get it unlocked?

You will need to contact the Parent Support Helpdesk at [parentsupport@naperville203.org](mailto:parentsupport@naperville203.org) or 630.420.6825 to get your account unlocked.

## How do I change my password in Campus Portal?

Once logged into Campus Portal, click the tab on the left side menu called Account Management under the User Account area. On that screen enter your current password and the new password you would like and click the Save Changes button.



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## Change Account Password

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New Password  0%  
Verify New Password

## Save Changes

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Current Password

Save Changes

## 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](mailto:parentsupport@naperville203.org) or 630.420.6825 and the helpdesk will work with you to resolve your issue.