

Naperville CUSD 203

Mobile Portal Login & Installation FAQ

What is the Mobile Portal app?

The Mobile Portal app is a convenient way to access the Campus Parent/Student Portal using an iOS or Android device.

What are the requirements to use the Mobile Portal app?

You must have a Campus Portal account to access your data.

You must have an iOS or Android device.

What are the supported devices?

You can find the list of supported devices below.

Device	Minimum OS
Apple Mobile Devices (iPod Touch, iPhone)	iOS 6.0+
Apple Mobile Devices (iPod Touch, iPhone)	iOS 6.0+
Android Mobile Devices (Phones)	Android 4.0+
Android Tablet Devices	Android 4.0+

Do I need a network connection to use the app?

Yes, most of the time. You will need a connection (wifi or 3G or higher) for initial use of the application for user authentication and initial data download. Once the initial data has been downloaded, you can use the app without a network connection. Keep in mind the data may not be the most current information within Infinite Campus.

Where can I get the app?

In the Apple App Store for iOS on your device.

In the Google Play Store for Android on your device.

How do I view my Campus Portal data in the App?

1. Open the app
2. Search for Naperville and select Illinois
3. Select Naperville Community Unit School District 203
4. Login with your Campus Portal username and password

When is the data updated?

The initial data is downloaded after your first login. Updates occur when you open the app. If it has been more than 15 minutes since the last update, close and re-open your app.

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Login/Installation Issues

I got an error message, what does it mean?

Could not authenticate user

Your username and password do not match a valid user account.

Check that your username and password were entered correctly.

If you changed your password in the Campus Parent/Student Portal, update your password in the app.

Could not complete data retrieval

The most likely cause is no network connection. Connect to a network and try again.

Application Usage Issues

How come I don't see all my 6th, 7th, or 8th graders grades?

The Junior High Schools operate on both a quarter and trimester basis. Most courses are on a trimester schedule with a few 6th grade classes on a quarter schedule. To see the grades in other terms, click the term button at the top of the screen.

Which grade is my student's in progress grade?

Grades are posted to different grading tasks in Infinite Campus. Each grade level may have its own set of grading tasks, and in some cases individual classes have their own grading tasks. Below is a table listing the grading tasks that are typically used at each grade level.

Grade Level	Grading Task/Purpose
PK-5	Only final grades at year end are posted
6 th	Quarter class grades - Quarter Grade Trimester class grades - Trimester # Grade (where # is the term number) Trimester mid-term grades - Mid-Term Progress
7 th -8 th	Trimester class grades - Trimester # Grade (where # is the term number) Trimester mid-term grades - Mid-Term Progress
9 th -13 th	Current in progress grade - Coursework Progress grades - September, October, November February, March, April Final exam grade - Final Exam Semester final grade - Semester Grade

What do the different colors mean on the Grades screen?

Infinite Campus uses different colors to represent the status of a grade for a particular grading task.

Yellow = in progress grade based on existing graded assignments under that grading task

Green = posted/final grade which is used for progress reports, report cards, and transcripts