



Mobile Portal Login & Installation FAQ

What is the Mobile Portal app?

The Mobile Portal app is a convenient way to access the Campus Portal using an iOS device.

Who is the Mobile Portal app for?

The Mobile Portal app is for any Infinite Campus user with a portal user account who wishes to access content from an iOS device.

What are the requirements to use the Mobile Portal app?

1. You must have a Campus Portal account to access your data (for you [student] or your children[guardian]).
2. You must have a iOS device.

What are the supported devices?

You can find the list of supported devices below.

- = Supported
- = Not Supported

Device	Supported	Minimum OS	Comments
iPod Touch		4.2.1	2nd generation and newer
iPhone			1st generation iPhone not supported
iPhone 3G		4.2.1	
iPhone 3GS		4.2.1+	
iPhone 4		4.2.1+	
iPad		4.2.1+	
iPad 2		4.2.1+	

Do I need a network connection to use the app?



Naperville CUSD 203



Yes, most of the time. You will need a connection (wifi or 3G) 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 iTunes App Store. [Link to app on itunes.com](https://itunes.apple.com/us/app/infinite-campus/id1011111111)

Is there an Android version of the app?

Not currently although Infinite Campus has indicated they are working on one. There is no current release date for that app.

How do I start using the app?

NOTE: You need to get your six character access code from the Campus Portal. To do so, login to the Campus Portal through a browser and click on the App Store image. You will be brought to a new page with three steps outlining how to get your app connected to your Campus Portal. Your code will be listed as part of Step #2.

- Select "Settings"
- Type in your six character access code. Press "Go".
- Enter your Campus Portal username and password and press "Sign In".
- After a successful login, the app will download your data. Enjoy!

NOTE: If you have more than one student, simply select your student's name in the upper right corner to view the other student's information.

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. You can also use the manual refresh button in the upper left corner to obtain the latest information.

So is data stored on my device?

Yes. The data you see in the app is stored locally for offline use. If you log out of the app, your data is removed from the app. (Settings > Log Out)

For the best protection of your data, we recommend you use a Passcode for your lock screen as outlined by Apple: [iOS Understanding Passcodes](https://support.apple.com/en-us/HT204011)



Login/Installation Issues

How do I get my Access Code?

Your access code can only be obtained via the Campus Portal. Simply login to the Campus Portal and click on the App Store image below the Inbox. You will be brought to a new web page which will list your access code under Step #2.

NOTE: It's possible that if the URL to your district's Infinite Campus installation changes you will need to get a new access code.

I'm not seeing _____ in the app?

If you're not seeing a section of the application (e.g., schedule, attendance, grades, assignments), it means that your school isn't letting you see it. School Administrators can change this setting. (Administration > Portal > Options) Contact your school for assistance.

I got an error message, what does it mean?

Listed below are some example error messages.

Could not authenticate user

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

1. Check that your username and password were entered correctly.
2. If you have entered your username and password correctly and you can log on to the Campus Portal, you need a new access code. To acquire a new access code, login to the Campus Portal and click on the App Store image below the Inbox. Your access code will be listed on the web page under Step #2. NOTE: You will have to log out of the app to enter in the new access code.
3. If you changed your password in the Campus Portal, update your password in the app.
4. If your username and password aren't working in the Campus Portal, contact your school.

Could not complete data retrieval

The most likely cause is no network connection. Possible solutions:

1. Connect to a network and try again.

Access code not recognized. Check the code and try again.

The access code which was entered is not recognized. Possible solutions:

1. Check to see if the access code was entered correctly
2. Check your network connection
3. If the code and your network connection appear okay, perhaps the cloud service validating your access code is down for maintenance. Try again later.



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, just click the term button at the top of the screen to switch to the correct term.

Which grade is my student's in progress grade?

This will depend upon what grade your student is in. 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. Additionally as the school year progresses teachers will be posting grades for various progress reports. Below is a table describing the grading task 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 Mid-quarter 1 progress grades – Mid-quarter 1 Progress Quarter progress grades – Quarter Progress Mid-quarter 2 progress grades – Mid-quarter 2 Progress Final exam grade – Final Exam Semester final grade – Semester Grade

What do the different colors mean on the Grades screen?

Infinite Campus is used 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