



# FAQs

## Information / Background about the Parent Portal

- What is Infinite Campus?
- What is the Parent Portal?
- How secure is the Parent Portal?
- Can anyone else see my child's attendance, grades, etc.?

## What information can be obtained by accessing the Parent Portal?

- What data is available in the Parent Portal?
- Can I view information for all of my children?
- Will report cards and other reports still be mailed home?

## Accessing the Parent Portal

- How do I access the Parent Portal?
- Who can access the Parent Portal?
- How do I get a Parent Portal account?
- Can I access the Parent Portal from multiple locations and computers?
- Should each parent/guardian receive an individual account?
- I am an employee of North Colonie with an Infinite Campus account. Do I need a separate account for the Parent Portal?

## Error Messages / Problems logging into my account

- My account is locked/disabled.
- I cannot find the letter with my Activation Key.
- When I type my 32-digit code, I get an error message.
- I received the following message when creating my username for my account: "This username already exists." What should I do?
- After typing my user name and password I receive the following message when I click "submit": "Page not found..."
- I forgot my username and/or password.

## Computer Set-up/Requirements/Questions

- Do I need special software installed on my computer?
- Why won't my reports print?

## Policies/Procedures and Accuracy Questions

- Not all of my children are showing up.
- How often is information updated in the Parent Portal?

- [Who can I talk to regarding attendance related issues?](#)

#### **Updating my contact information**

- [How do I change/update my address or telephone numbers?](#)
- [How do I add or change/update my email address?](#)

#### **General Questions/Comments**

- [Who do I contact if I have questions about the information in the Parent Portal?](#)
- [Looking for information not answered by the FAQs or in the Parent Portal help?](#)

**What is Infinite Campus?**

-Infinite Campus is a web based student management system that helps us to track student registrations, attendance, and grades. North Colonie went live with Infinite Campus in September of 2006.

**What is the Infinite Campus Parent Portal?**

-The Parent Portal is a confidential and secure web site that allows parents/guardians to log in and view their child's progress in school. The goal of the Parent Portal is create a better partnership between North Colonie parents and teachers.

**How secure is the information contained in the Portal?**

-Infinite Campus uses a 32-bit, secure socket layer (SSL) encryption technology to protect information. This is a similar technology that is used in other industries such as health care and banking. Security is enforced through the use of strong passwords, automatic disabling of accounts due to unsuccessful logins and session timeouts.

**Can anyone else see my child's attendance, grades, etc.?**

-No. We recommend that you use the same level security that you would with your other online accounts. Do not share your username and password and keep them safe. If you think someone else knows your username or password, please change your account information. After logging in to the portal, click on <Change Account Info>.

**What data is available in the Parent Portal?**

-Parents/guardians will be given access to their child's schedule, grading information (report cards, interims, transcripts), NYS assessments, immunizations and attendance data.

**Can I view information for all of my children?**

-If you have children in multiple schools you only need to have one account. You will automatically be given access to all of your children.

**Will report cards and other reports still be mailed home?**

-Reports and report cards will still be mailed home. The portal will be used as an additional tool for parents.

**How do I access the Parent Portal?**

Go to the North Colonie Central Schools web page, <http://www.northcolonie.org>. There is a link on the right side of the page to the Parent Portal. You can see more information at the Parent Corner web page: <http://www.northcolonie.org/parent/parentcornerhome.htm>.

**OR**

-You may go directly to the Parent Portal Login screen at: <https://nccsic.ncolonie.org/campus/portal/northcolonie.jsp>

**Who can access the Parent Portal?**

-Parents/guardians who have legal rights to student records may receive a Parent Portal account.

**How do I get a Parent Portal account?**

-Please make an appointment with the North Colonie Central Schools Registrar's Office, at 785-8591. To make sure that your children's information is secure, parents will be required to sign a User Confidentiality Agreement and present government issued photo identification, such as a driver's license prior to receiving their account. Once you are registered, you will receive your unique logon information and key in the mail at your home address.

**Can I access the Parent Portal from multiple locations and computers?**

-Yes, as long as the computer you are using meets the minimum computer requirements of the Portal and has internet access.

**Should each parent/guardian receive an individual account?**

-We recommend that each parent/guardian receive an account. Accounts should NOT be shared.

**I am an employee of North Colonie with an Infinite Campus account. Do I need a separate account for the Parent Portal?**

- No, if you are an employee of North Colonie and you have an Infinite Campus log-in, you do not need to use your GUID to create an account. Your Parent Portal account will use the same Username and Password as your Infinite Campus account. This is why we strongly recommend each parent/guardian receive an individual account. As an employee, if you give out your Parent Portal login information you are also giving out your Infinite Campus login information along with the sensitive information you have access to.

**My account is locked/disabled.**

-After 3 unsuccessful login attempts, your user account will be disabled. Please call (518) 785-5511 ext.3756 to reactivate your account. You will be asked security questions, prior to reactivation of your account.

**I cannot find the letter with my Activation Key.**

-You will need to call (518) 785-5511 ext.3756 and we will issue you another letter.

**When I type my 32-digit code, I get an error message.**

-Make sure you are typing your code exactly as it appears. This is an alphanumeric code, therefore be careful when typing the Number 0 vs. the Letter O. If these are not typed correctly your code will not be accepted.

**I received the following message when creating my username for my account: "This username already exists."**

**What should I do?**

-Another person has already used this username. Select another username and try again. Two people cannot have the same username in the system.

**After typing my user name and password I receive the following message when I click "submit": "Page not found..."**

-Your browser settings for privacy and security are set too high. Check your settings by clicking on Tools> Internet Options.

**I forgot my username and/or password.**

-Go the Parent Portal Login Page: <https://nccsic.ncolonie.org/campus/portal/northcolonie.jsp>  
Next to the Log In button, *Click* on [Problems logging in?](#). Next *Enter* your Email Address and *Click* <Send Reminder>. You will receive an email reminder shortly.  
-If you do not have an email address on file, you will need to call 785-5511 ext. 3756 during regular business hours. You will be asked a few security questions.

**Do I need special software installed on my computer?**

-To effectively access your Parent Portal account, you will need:

**Internet Access:** A high-speed internet connection (cable or DSL) is recommended.

**Adobe Reader:** This is a free document reader available for download on the web at:

<http://www.adobe.com/products/acrobat/readerstep2.html>

**Hardware Requirements**

**PC:** Campus supports Windows Vista, XP and 2000 Professional

**Macintosh:** Campus supports Mac OS X

Platform	Supported Minimums			Recommended Minimums	
	PC	Macintosh	PC Windows	PC Vista*	Macintosh
Operating System	Windows 2000 Pro	OS X 10.3.9	2000 Pro 6.0 or XP 7.0	Vista	OS X 10.5.x
Processor	P3	G3	P4	1 GHz 32-bit	G4
RAM	256	256	512	1 GB	512
Internet Browser	IE 6.0 Firefox 2.0.x	Safari 2.0.x Camino 1.0 Firefox 2.0.0.6	IE 6.0 Firefox 3.0.x	IE 7 Firefox 3.0.x	Safari 3.2.1 Camino 1.6.5 Firefox 3.0.x
Java Plug-in	Java 1.5.10	Java 1.3.1	Java 1.5.10	Java 1.5.10	Java 1.4.2
Adobe Acrobat Reader			All Windows users will need the most current version of Reader		

**Why won't my reports print?**

-Make sure that you have the recommended version of Adobe Acrobat Reader (as outlined in the Hardware Requirements above), and you have allowed Pop-Ups from nccsic.ncolonie.org. Adobe Reader is a free document reader available for download on the web at:

<http://www.adobe.com/products/acrobat/readstep2.html>

**Not all of my children are showing up.**

-If you are missing one or more of your children, it is likely that the portal access option was not checked in Infinite Campus. Please contact our Central Registration Office at (518) 785-8591, ext. 3130 and we will be able to help you. Additional information about our Central Registration Office can be found at:

<http://northcolonie.org/registerstudent.htm>. Please understand that there are situations that may prevent us from being able to give a person portal access right away.

**How often is information updated in the Parent Portal?**

-Information is updated in "real time". Attendance data takes time to reconcile therefore may not accurately reflect the correct status of absence. For example, a parent may have sent a note stating the reason for today's absence, but the attendance clerk has not had an opportunity to update Infinite Campus. Report Cards and Interim Reports will be published on or after the date that reports are mailed home.

**Who can I talk to regarding attendance related issues?**

-Call the Attendance Office at your child's school, but please allow 24 to 48 hours to adjudicate all absences before you call to report any errors.

**How do I change/update my address or telephone numbers?**

-Please contact our Central Registration office at (518) 785-8591, ext. 3130 and we will be able to help you. If you are changing/updating your address, you will be required to present proof of residency information. Additional information about our Central Registration Office can be found at: <http://northcolonie.org/registerstudent.htm>

**How do I add or change/update my email address?**

-This can be done using your Parent Portal account. The email address will be linked to the person to whom the account belongs. This is why we recommend all parent/guardians receive their own account. Login to the Parent Portal, Click <*Change Contact Info*>, Type your Email Address, Click <*Save*> To verify the change, Click on <*Family*>.

**Who do I contact if I have questions about the information in the Parent Portal?**

-Send an email to: [ICinformation@ncolonie.org](mailto:ICinformation@ncolonie.org). Your message will be forwarded to the appropriate school administrator and that person will respond to your inquiry.

**Looking for information not answered by the FAQs or in the Parent Portal help?**

-Send an email to: [ICinformation@ncolonie.org](mailto:ICinformation@ncolonie.org)