



# FAQs

## Information / Background about the Parent Portal

### **What is Infinite Campus?**

-Infinite Campus is a web based student management system that helps us to track student registrations, attendance, and grades.

### **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 to 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 call (518) 785-5511 ext. 3756.

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

### **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.

## **Accessing the Parent Portal**

### **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.

-When you have received your GUID Activation Key letter, please follow the instructions to login for the first time. You must actively set up your account using these instructions.

### **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. From the Parent Portal screen, you can enter your username and password to login or click the links to access more information. You can see more information at the Parent Corner web page: <http://www.northcolonie.org/parent/parentcornerhome.htm>.

### **Is there a mobile app for the Parent Portal?**

-Yes, parents can access the Campus Portal information on Android and iOS devices using the Campus Mobile Portal app. The Campus Mobile Portal app can be downloaded through the Apple App Store, Google Play Store or Amazon Appstore.

### **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. You may also download a free app to access the portal from your smartphone.

### **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?**

- Yes, if you are an employee of North Colonie and you have an Infinite Campus log-in, call 785-5511 Ext. 3756.

## **Error Messages / Problems logging into my account**

### **My account is locked/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. Please have your photo ID on hand so that we can verify your security information.

**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 *HELP*. Then Click on *Problems logging in?*

-If you still need help, you will need to call 785-5511 ext. 3756 during regular business hours. You will be asked a few security questions.

**Policies/Procedures and Accuracy Questions****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 resolve all absences before you call to report any errors.

**Updating my contact information****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. Login to the Parent Portal, Click <Contact Preferences>, Type your Email Address, Click <Save>. You can also add a second email address on this screen.

## Computer Set-up/Requirements/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/reader.html>

### Browser Requirements

#### Supported Browsers

The following table displays supported combinations of browsers for general use of Campus.

 Campus is supported on all Windows or Macintosh computers running any of the supported browsers listed in the table below.	
Windows	
Browser	Supported Version
Internet Explorer	IE 7.x, IE 8.x, IE 9.x, IE10.x   IE11 is not officially supported at this time however, we are currently working on updating Campus to work properly within the browser. If you encounter issues when using Campus within IE11, please have your Authorized Support Contact submit a support case.   Meetings Management functionality requires Internet Explorer 8+. Campus Instruction requires Internet Explorer 10.
Chrome	Campus supports the current and most recent previous version of Chrome.
Firefox	Campus supports the current and most recent previous version of Firefox.
Mac	
Browser	Supported Version
Safari	Safari 5, Safari 6, Safari 7   Safari 8 is not officially supported at this time however, we are currently working on updating Campus to work properly within the browser. If you encounter issues when using Campus within Safari 8, please have your Authorized Support Contact submit a support case.
Chrome	Campus supports the current and most recent previous version of Chrome.
Firefox	Campus supports the current and most recent previous version of Firefox.
iOS	
Browser	Supported Version
Safari	The Campus web application is currently not supported for use on iOS devices.
Android	
	The Campus web application is currently not supported for use on Android devices.

**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>

**General Questions/Comments****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)