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.

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.

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 contact your child's school if you would like to obtain a portal account. 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 activation key in the mail at your home address or via email if that was provided on the form.

-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.
-On the right side of the page, click on "Infinite Campus Parent Portal" which will bring you to this link: http://www.northcolonie.org/north-colonie-parent-portal/. Click on "Log in".
From that screen, you can enter your username and password to login or click the links to access more information.
Login screen: https://nccsic.ncolonie.org/campus/portal/northcolonie.jsp

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 Parent app. The app can be downloaded through the Apple App Store, or Google Play Store.

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.

Error Messages / Problems logging into my account

My account is locked/disabled.
-Please call (518) 785-5511 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 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.

Updated 9/25/18

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 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://www.northcolonie.org/about-us/student-registration/   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. Information can also be updated through the *<Family Members>* tab.

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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.

Windows	
Browser	**Supported Version**
Internet Explorer	IE 11.x
Chrome	Campus supports the current and most recent previous version of Chrome.
Firefox	Campus supports the current and most recent previous version of Firefox.
Edge	Campus supports the current and most recent previous version of Edge.

Mac	
Browser	**Supported Version**
Safari	Safari 9.x ⓘ Safari 6, 7, and 8 are no longer supported. Please update to Safari 9. If you have you issues, please contact Campus Support.
Chrome	Campus supports the current and most recent previous version of Chrome.
Firefox	Campus supports the current and most recent previous version of Firefox.

ChromeOS (Chromebook)	
Browser	**Supported Version**
Chrome	Campus supports the current and most recent previous version of Chrome. ⓘ To ensure the best performance and compatibility, Campus recommends running the most up-to-date version of ChromeOS. Finance/HR users will need to allow the use of the Flash plugin. ⚠ Due to ChromeOS lack of Java support, Cafeteria Serve, Schedule Wizard, the Service Layout portion of the Application Manager, and Online Registration will not be accessible within Campus.

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iOS	
Browser	**Supported Version**
	The Campus web application (with the exception of Control Center and Campus Student) is currently not supported for use on iOS devices.
Android	
	The Campus web application (with the exception of Control Center and Campus Student) 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 Software 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: InformationServices@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: InformationServices@ncolonie.org