Infinite Campus - Frequently Asked Questions

What is Infinite Campus?

Infinite Campus is a web-based student information management system Black River Public School uses to allow parents and/or legal guardians and students to monitor student registrations and schedules, attendance, behavior, assignments, progress reports, grades, lunch and school-related fees and school email messages. Infinite Campus keeps students and parents informed with real-time updates to student information. We believe it is an invaluable tool in creating a better partnership between parents, students and teachers. Student accounts are automatically created upon enrollment. Parent/guardians must fill out the Infinite Campus Parent Portal Consent form (located on the BRPS Website under Quick Links > Forms > Infinite Campus Parent Portal Consent) before they can access their student information in Infinite Campus. We encourage every parent and /or legal guardian to fill out the portal consent form upon enrollment. If you would like more information, please see the Black River website > Resources > Infinite Campus for more details. Infinite Campus questions can be directed to Kelli Heneghan at heneghank@brpsk12.org.

How secure is the information contained in the Infinite Campus Student and Parent portals?

The Infinite Campus portals incorporate the highest level of security. Parents and/or legal guardians can see only information related to the students they are authorized to view. They cannot view information related to any other Black River student. Students and families should not share their passwords with anyone. Password information is confidential and password resets can only be done by contacting the main office. The use of strong passwords, forced password resets and session timeouts ensure secure access.

How can I access the Infinite Campus Parent Portal?

Parents and/or legal guardians need to fill out the Infinite Campus Parent Portal Consent form before they can have access to their Infinite Campus parent portal. This is an electronic form and is completed online. The form is available going to the Black River website, look for the Quick Links (left side) and scroll down to Forms. The form is titled Infinite Campus Parent Portal Consent. Once processed, you will receive

your username and password from the main office. Please note: students maintain a separate student portal and are given access to their Infinite Campus portal during the first week of school through their CAP class.

Do I need special software installed on my computer to access the portal?

To effectively access the Parent and Student Portal accounts, you will need:

SYSTEM REQUIREMENTS:

Technology
· Windows 10, Apple OS X or Linux computer, Chromebook, Android phone or tablet, IPhone or IPad.

Software
· Internet Browser: Google Chrome v72+, Microsoft Edge, Mozilla Firefox v62+, Apple Safari
· Adobe Acrobat Reader: minimum version 5
Internet Connection

Monitor
· The Parent Portal is best viewed with your monitor resolution set at a minimum of 800x600.

Technical issues should be directed to the Black River Public School Technology Director, Caleb Fisher at fisherc@brpsk12.org

Can I access the Infinite Campus parent portal from anywhere like my home, work or library?

Yes, as long as you meet the minimum computer and internet access requirements. See requirements above.

I didn't receive or cannot find the email with the activation key. What should I do?

Contact the main office or send an email to Christie Phillips at phillipsch@brpsk12.org with your full name, student's full name, grade and date of birth. If you are not using your email address on file, please include a phone number where you can be reached so the office can ask you the appropriate security questions to verify the user. Once confirmed your username and temporary password will be sent to you.

What happens if I forget my username or password?

Contact the school main office at 616-355-0055, ext. 102 or send an email to Christie Phillips at phillipsch@brpsk12.org with your full name, student's full name, grade and date of birth. If you are not using your email address on file, please include a phone number that you can be reached at so the office can ask you the appropriate security questions to verify the user. Once confirmed your username and temporary password will be sent to you. You will be asked to change your temporary password once you are logged in to the portal.

What happens if my account is locked/disabled?

After three unsuccessful login attempts, your user account will be disabled. Please call 616-355-0055, ext. 102 or send an email to philipsch@brpsk12.org to reactivate your account. You will be asked several security questions prior to reactivation of your account.

When I type my username and password, I get an error message.

Make sure you are typing your username and password exactly as it appears. The system is case sensitive, so if you are given lowercase or capital letters they must be the same.

How often is information updated in the parent portal?

Information is updated in real time. Parents may receive portal notifications with regard to attendance (notifies you when there is an absence or tardy), grade changes and assignment scores. Setting changes will apply to all students in the household. Click on the notifications bell in the upper right hand corner of the portal and go to settings to check the notifications you wish to receive.

How do I change the email address where my messages and notifications are sent?

Parents and/or legal guardians may designate up to two email addresses to receive Infinite Campus notifications regarding the following categories; Emergency, Attendance, Behavior, General Notification, Priority Notification, Teacher. Under the User Account on the left side menu, click Contact Preferences. Here you can enter/change up to two email addresses and update the notifications you would like to receive by checking or unchecking the box below each category.

What if I see information that is incorrect on Infinite Campus? Who do I contact?

The following is a list of emails if you have questions regarding your students infinite campus :

Schedules - Jennifer Wise, Registrar at wisej@brpsk12.org
Attendance (Elementary) - Robin Bentley, Main Office at bentleyr@brpsk12.org
Attendance (MS/HS) - Christie Phillips, Main Office at phillipsch@brpsk12.org
Assignments or Grades- Contact the teacher directly. This can be done by clicking the teacher's name in the "grade" section of Infinite Campus or go to the [Staff Directory](#) on the Black River website at blackriverpublicschool.org.
Reports - Tricia Schrotenboer, Guidance Counselor at schrotenboert@brpsk12.org
Food Service - Michelle Byrne at byrnem@brpsk12.org
Payments (Fees for Elementary) - Robin Bentley at bentleyr@brpsk12.org
Payments (Fees for MS/HS) - Christie Phillips at phillipsch@brpsk12.org
Community Service Entries and Totals - Christie Phillips at phillipsch@brpsk12.org
Tech support - Caleb Fisher at fisherc@brpsk12.org

 Is there a Mobile App for Infinite Campus?

Yes! To start using the mobile app today, follow these simple instructions:

1. In a browser, sign in to your Infinite Campus Portal.
2. Click the green "Get Your District ID" button. Confirm it is PWHTPS. You will need this unique ID to access the BRPS portal.
3. Download the Infinite Campus mobile app for your Apple or Android device (search Infinite Campus in the App store)
4. Open the mobile app.
5. Enter the Black River Public School District ID (currently PWHTPS) and your username and password.
6. Press Go or Sign in. Data will begin to download.

These instructions are also located on the Black River website > Resources > Infinite Campus