



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/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 sign-up form** before they can access their student information in Infinite Campus. **We encourage every parent/guardian to sign up upon enrollment.**

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

The campus Portals incorporate the highest level of security. **Parents/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. **This information is confidential.** 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 sign-up form** before they can have access to their Infinite Campus parent portal. **The form is available in the main office or by logging on to the Black River website** at blackriverpublicschool.org and clicking on the tab For Families. Scroll down to printable forms and look for the form titled **Infinite Campus sign up form.** Forms can be turned in to the office by fax or email at heneghank@brpsk12.org. Once processed, you will receive your username and password from the school registrar or main office. Students are given access to their portal during their 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: **Internet Access, Web Browser, Adobe Reader**, a free document reader available for download on the web at: <http://get.adobe.com/reader> and these general hardware requirements:
PC: Infinite Campus supports Windows Vista, XP and 2000 Professional
Macintosh: Campus supports Mac OS X

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?

Stop by the school main office or send an email to heneghank@brpsk12.org with your full name, student's full name, grade and date of birth. 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?

Stop by the school main office or send an email to heneghank@brpsk12.org with your full name, student's full name, grade and date of birth. 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. You can also call the office at 616-355-0055, ext. 102 to have your password reset.

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 heneghank@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 lower case 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 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 account information:

Schedule - Contact Jennifer Wise at wisej@brpsk12.org

Attendance - Contact Kelli Heneghan at heneghank@brpsk12.org

Missing 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 the staff directory on the Black River website at blackriverpublicschool.org. Black River faculty and administrative emails are last name first initial @brpsk12.org (ex. John Donnelly would be donnellyj@brpsk12.org).

Reports - Contact Kelli Heneghan at heneghank@brpsk12.org

Food Service - Contact Michelle Byrne at byrnem@brpsk12.org

Payments (Fees) - Contact Kelli Heneghan at heneghank@brpsk12.org

Community Service Entries and Totals - Contact Kelli Heneghan at heneghank@brpsk12.org

Tech support - Contact 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.