

INFINITE CAMPUS – *Frequently Asked Questions*

What is INFINITE CAMPUS?

Infinite Campus is the student information system used by the Menasha Joint School District that manages student data. It allows parent/guardians and students secure access to student's current class schedule, assignments, grades, attendance, fees, and events calendar via the internet.

How do I access INFINITE CAMPUS?

- **New Students Grades 6 – 12** – Contact your school's guidance department. Students are only allowed to see their own school records.
- **New Parent/Guardians** - Contact your school's guidance department or school secretary to request a Parent Portal Letter which will give you "how to" instructions and your "access code" to the Infinite Campus website.
- **Present Students and Parent/Guardians** - If you have not accessed Infinite Campus before, follow the above procedure for new student or new parent/guardians.

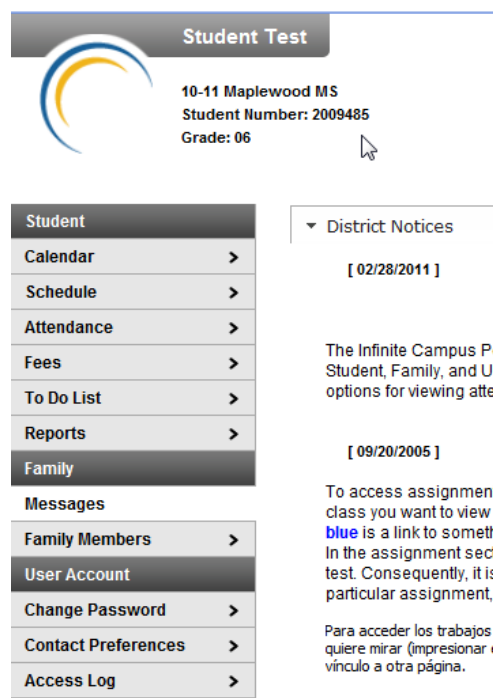
Log on to the Menasha Joint School District web page at www.mjsd.k12.wi.us. In the upper left click on the "Parent/Student Links". First time users follow the Parent Portal Letter directions. After a successful first time login and for all returning users, simply click on "Infinite Campus Login". Remember, you will be automatically logged off if you leave the Infinite Campus website inactive for 15 minutes.

If you have any further questions, contact the Technology Services Department at 967-1408 or email Mary Francis at francismk@mjsd.k12.wi.us

MJSD Parent/Student Links Screen



INFINITE CAMPUS Screen



INFINITE CAMPUS – *Frequently Asked Questions Cont.*

I forgot my password?

Both students and parent/guardians should contact the Technology Department at FrancisMK@mjsd.k12.wi.us or call 967-1408 for either your username or password.

I tried to login but my account has been disabled. What do I do?

After 3 unsuccessful logins, Infinite Campus will disable your account. Contact the Technology Department and your account will be re-activated. Student accounts that are disabled are enabled nightly. Parent's will need to call to have their account enabled.

Can anyone else see my attendance, grades, etc?

Keep your username and password safe. If you think someone else knows your username or password, go to "Change Account Information" on the left side of your information page and change it. All attempts at logging into the system are recorded and monitored. A full audit trail is tracked on sensitive data. You may view the audit trail at any time when logged into the system by clicking the "View Access Log" link on the left-hand side of the screen.

Can I save the Infinite Campus website as one of my favorites?

It is best not to add the Infinite Campus website to your favorites. The address can change frequently which may result in your favorite not displaying the Campus web page. By going to the district website at www.mjsd.k12.wi.us and clicking on "Parent/Students Link" you will login to the correct Campus interface.

Can I stop my username and password from being automatically entered into the Campus login area when logging on?

Window PC Users: (Turn off your Auto Complete)

1. On your browser toolbar go to **TOOLS, INTERNET OPTIONS, CONTENT TAB.**
2. Click the **AUTO COMPLETE** button. Only the top box should be checked.
3. Click the **CLEAR FORMS** button and then **OK.**
4. Click on the **CLEAR PASSWORDS** button and then **OK.**

MAC Users: (Turn off your Auto Complete)

1. On your browser toolbar go to **EDIT, PREFERENCES, FORMS AUTOFILL, FORMS AUTO COMPLETE.**
2. Select **DISABLED** and then click **OK.**

How can I make sure I am seeing an updated version of my Campus page?

Setting up your Page Refresh option will provide an update version of your Campus page when changes are made. For example, when changes are made to a student's report card or discipline record, changes will be saved. This procedure will only have to be done once.

Window PC Users: (Setting up Page Refresh option)

1. On Internet Explorer 5.0 or higher, go to **TOOLS, INTERNET OPTIONS, GENERAL TAB.**
2. Select the **SETTINGS** button.
3. Under "Check for new versions of stored pages" select "Every visit to the page".
4. Click the **OK** button.

MAC Users: (Setting up Page Refresh option)

1. On your browser toolbar go to **EDIT, PREFERENCES, WEB BROWSER.**
2. Check the box "every visit to the page" or it may say "Update pages always".