



## Clinton County RESA Infinite Campus Portal User's Guide

The Infinite Campus portal allows parents to access up-to-date information about their student's attendance, grades, and more. Parents may securely access the portal from anywhere they have Internet access. Google Chrome and Mozilla Firefox work best. The portal may not work well with Safari. For best results, Microsoft Windows 7 or higher is recommended. You will also need Adobe Acrobat Reader software installed on your computer to access any reports from the portal.

### *Accessing the Portal*

To access the portal, select *Control* + *click* on the web address below:

<https://ccresa.infinitecampus.org/campus/portal/CCRESA.jsp>

Or you can go to the Clinton County RESA website at: [www.ccresta.org](http://www.ccresta.org). From there, click on Career Education, then click on Infinite Campus: Parent/Student. This will take you to a page where you can click on a link next to your school. CCRESA is the first listed: **Infinite Campus Portal**.

### *Activating the Activation Key*

If you are accessing the portal for the first time, you will need to set up an Infinite Campus user account. Click on the blue [click here](#) link to access the activation key information.

A screenshot of the Infinite Campus portal login page. The page has a green header with the "Infinite Campus" logo and the tagline "Transforming K12 Education®". Below the header is a white login box with fields for "Username" and "Password", a "Sign In >>" button, and links for "Forgot your password?", "Forgot your username?", and "Problems logging in?". A blue link "click here" is highlighted with a callout box that says "Click on the blue click here after: If you have been assigned a Campus Activation Key (GUID)". The callout box also contains the text "If you do not have an Activation Key, click here" and "Tell me more!". The footer of the page includes "English", "©2003-2017 Infinite C", and "www.infinitecampus.org".

English

©2003-2017 Infinite C  
www.infinitecampus.org

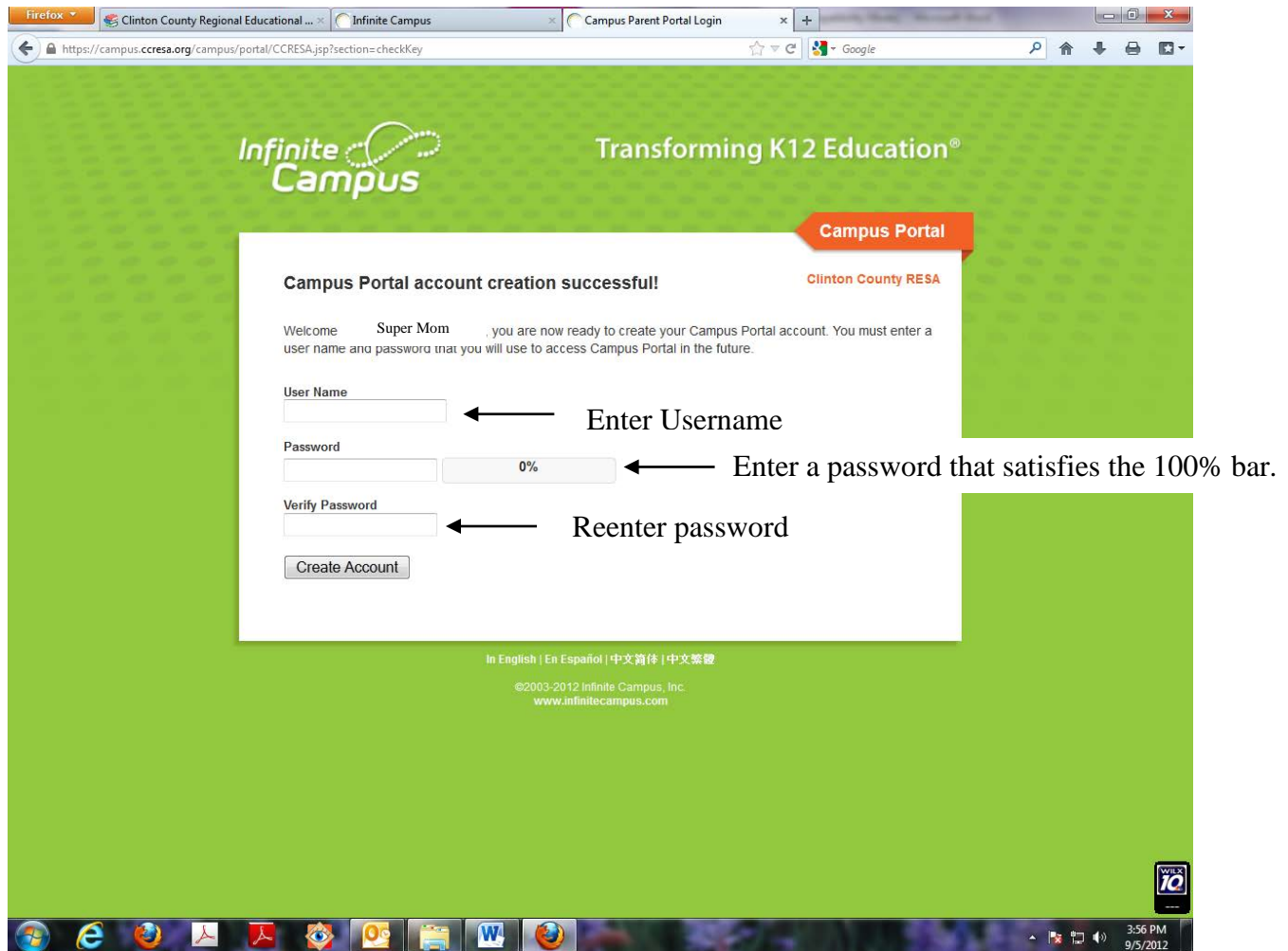
Click on the blue click here after: If you have been assigned a Campus Activation Key (GUID).

**Note:** If you do not have an Activation Key (GUID), or are experiencing difficulty, please send an email to: [helpdesk@ccresa.org](mailto:helpdesk@ccresa.org)

Enter the 32 digit GUID Activation Key given to you by CCRESA, then click on *Submit*. If you encounter the message, **Campus Portal account activation error**, follow the prompts and try again.

**GUID Notes:** All 0's listed are ZEROS, not the letter O.  
The digits are NOT case sensitive; they will change to capitals automatically. It will also automatically scroll to the next box.  
You will only need to enter the GUID once in order to activate your account.

After you have successfully activated your key, you will see the screen below.



The next step is to create your **User Name** and **Password**. We suggest using your last name followed by your first initial for your user name. If you have a common name, you may need to add more of your name, or modify this. You need to select a password of between 6 and 14 characters. User names are not case sensitive. Passwords are case sensitive. We recommend that you use a strong password.

**A strong password is defined by the following:**

- 1. It must be 7 characters or more in length.**
- 2. It contains upper and lower case letters and numbers.**
- 3. It contains at least 1 non-alphanumeric character in it.**  
(i.e. ‘!’?’\$%^&\*()\_-=+{[ ] } ;:~#<,>.)

**Example of a simple password: families**  
**Example of a strong password: f@MiIeS**  
**Remember that passwords are CaSE SenSitive.**

The following screen indicates that you have successfully created your user account. Click on *Click Here* to enter the Campus Portal.

**Note:** After 3 consecutive failed attempts at logging into the Campus Portal, your account will be locked/disabled. To unlock your account, please send an email to: helpdesk@ccresa.org

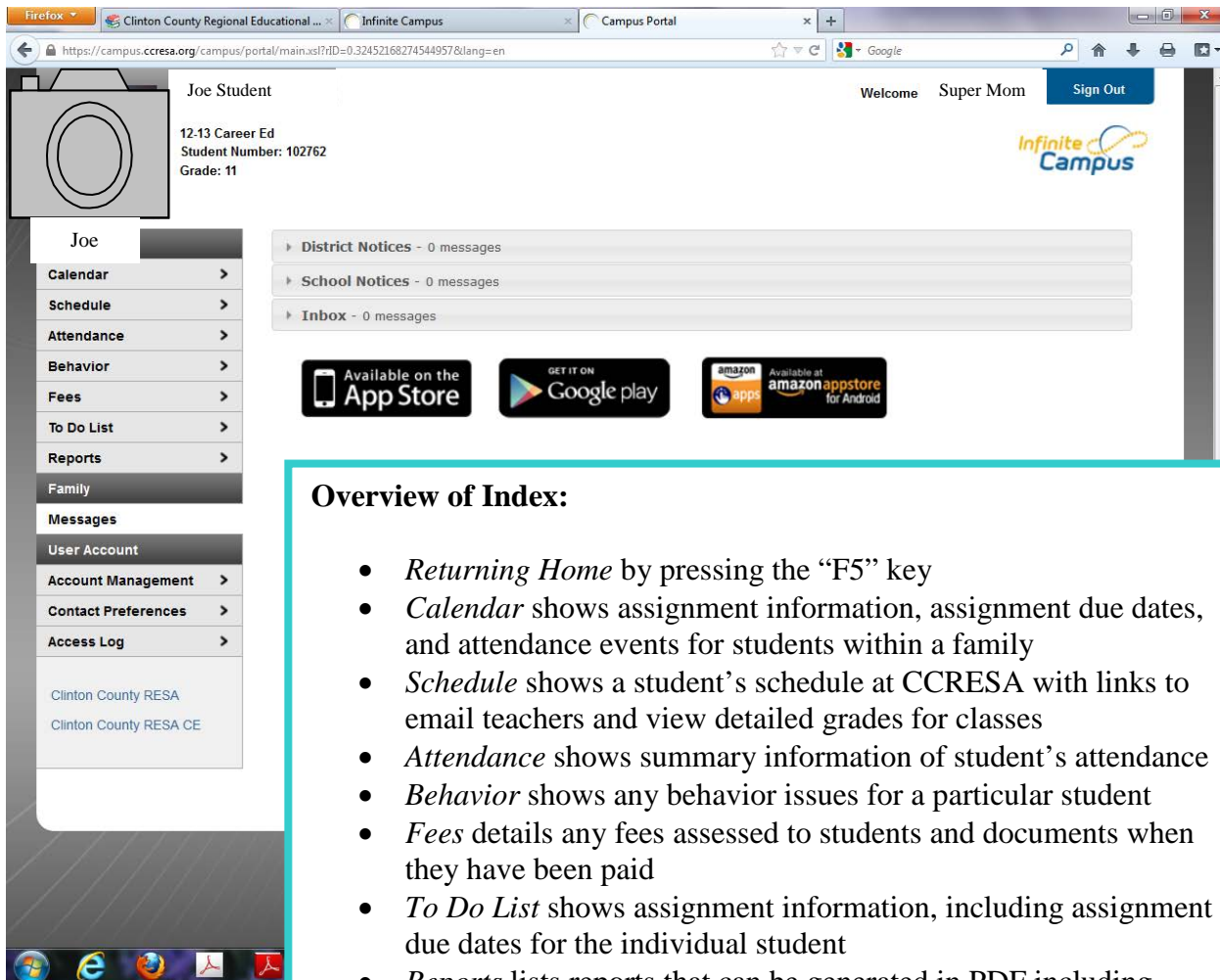
Click here to enter Infinite Campus Parent Portal

The Campus Portal Login screen is shown below, this is the standard login screen. Type in the **User Name** and **Password**, which you created and click on *Sign In*.

Log into the portal with the User Name and Password you created.

## Navigating the Campus Portal

Once you are logged in, you will be at the main screen. Your name will appear in the upper right corner and your child's name and picture will be in the upper left corner. On the left is the Campus Portal navigation index where you will find your child(ren's) names listed with links to their school information. The middle of the screen is where any building specific or district-wide messages are displayed. The sign out is in the upper right corner in blue.



### Overview of Index:

- *Returning Home* by pressing the “F5” key
- *Calendar* shows assignment information, assignment due dates, and attendance events for students within a family
- *Schedule* shows a student's schedule at CCRESA with links to email teachers and view detailed grades for classes
- *Attendance* shows summary information of student's attendance
- *Behavior* shows any behavior issues for a particular student
- *Fees* details any fees assessed to students and documents when they have been paid
- *To Do List* shows assignment information, including assignment due dates for the individual student
- *Reports* lists reports that can be generated in PDF including student schedules and missing assignments
- *Account Settings (previously Management)* allows you to change your password
- *Contact Preferences* allows you to add an email address
- *Access Log* shows you when you have logged into Infinite Campus
- *Clinton County RESA* is a link to RESA's website

## Getting Help

Help can be obtained by sending an email to: [helpdesk@ccresa.org](mailto:helpdesk@ccresa.org). In your message please include your name, *User Name*, your telephone number where you can be reached during the day, and a short description of the problem.

### ***Entering Account Security Email Address***

In order for Forgot your Password or Forgot your Username to work (described below), your e-mail address must be set up in User Account > Account Settings > Set Account Security Email:

The screenshot shows a user interface with a left-hand navigation menu and a main content area. The navigation menu includes items like Calendar, Schedule, Attendance, Behavior, Fees, To Do List, Reports, Family, Messages, Discussions, User Account, Account Settings, Contact Preferences, Access Log, and Notification Settings. The 'User Account' item is highlighted. In the main content area, there are sections for 'New Password' and 'Verify New Password' with input fields and a progress indicator showing '0%'. Below that is the 'Set Account Security Email' section, which has a single input field. Underneath is a 'Save Changes' section with a 'Current Password' input field and a blue 'Save Changes' button. Three black arrows originate from the text above: one points to 'User Account' in the menu, another points to 'Account Settings' in the menu, and the third points to the 'Account Security Email' input field.

Enter your e-mail address and click “Save Changes.”



***Forgot your password?***

If you forget your password, you can click here to have an e-mail sent to your Account Security Email address with a link to reset the password to a new password you would like.

**Infinite Campus** Transforming K12 Education®

**Campus Portal**  
Clinton County RESA

Username

Password

**Sign In >>**

[Forgot your password?](#) | [Forgot your username?](#) | [Problems logging in?](#)

If you have been assigned a Campus Portal Activation Key, [click here](#)  
If you do not have an Activation Key, [click here](#)

[Tell me more!](#)

English

©2003-2017 Infinite Campus, Inc.  
www.infinitecampus.com

Enter your Username

Username

Password

Sign In >> Logged off

Hide | Forgot your username? | Problems logging in?

Enter Username Continue

©2003-2017 Infinite Campus, Inc.  
www.infinitecampus.com

You will receive an e-mail with a link, similar to this:

This message is in response to a request made in Infinite Campus for an account password. If you did not make this request, please contact your System Administrator at [\(989\)224-6831x2300](tel:9892246831x2300) or via email at [helpdesk@ccresa.org](mailto:helpdesk@ccresa.org).

You can begin the reset process by either clicking the URL below or by copying and pasting the URL into your browser. This link can be used one time only and will expire 24 hours from when this email was sent.

<https://ccresa.infinitecampus.org/campus/unique-link/G2LTHJU5M4G3ACYR?appName=CCRESA>



Enter a New Password and Re-enter Password then click Save.

**Infinite Campus** Transforming K12 Education®

**Set Password**

Please set your password below ?

**New Password**

0%

**Re-enter Password**

**Save**

©2003-2017 Infinite Campus, Inc.  
www.infinitecampus.com

You need to select a password of between 6 and 14 characters. User names are not case sensitive. Passwords are case sensitive. We recommend that you use a strong password.

**A strong password is defined by the following:**

- 1. It must be 7 characters or more in length.**
- 2. It contains upper and lower case letters and numbers.**
- 3. It contains at least 1 non-alphanumeric character in it.**

(i.e. ‘!’’?‘\$’%‘^‘&‘\*‘(‘\_‘-‘+‘={‘[‘]‘}‘;‘:‘@‘~‘#‘<‘>.)

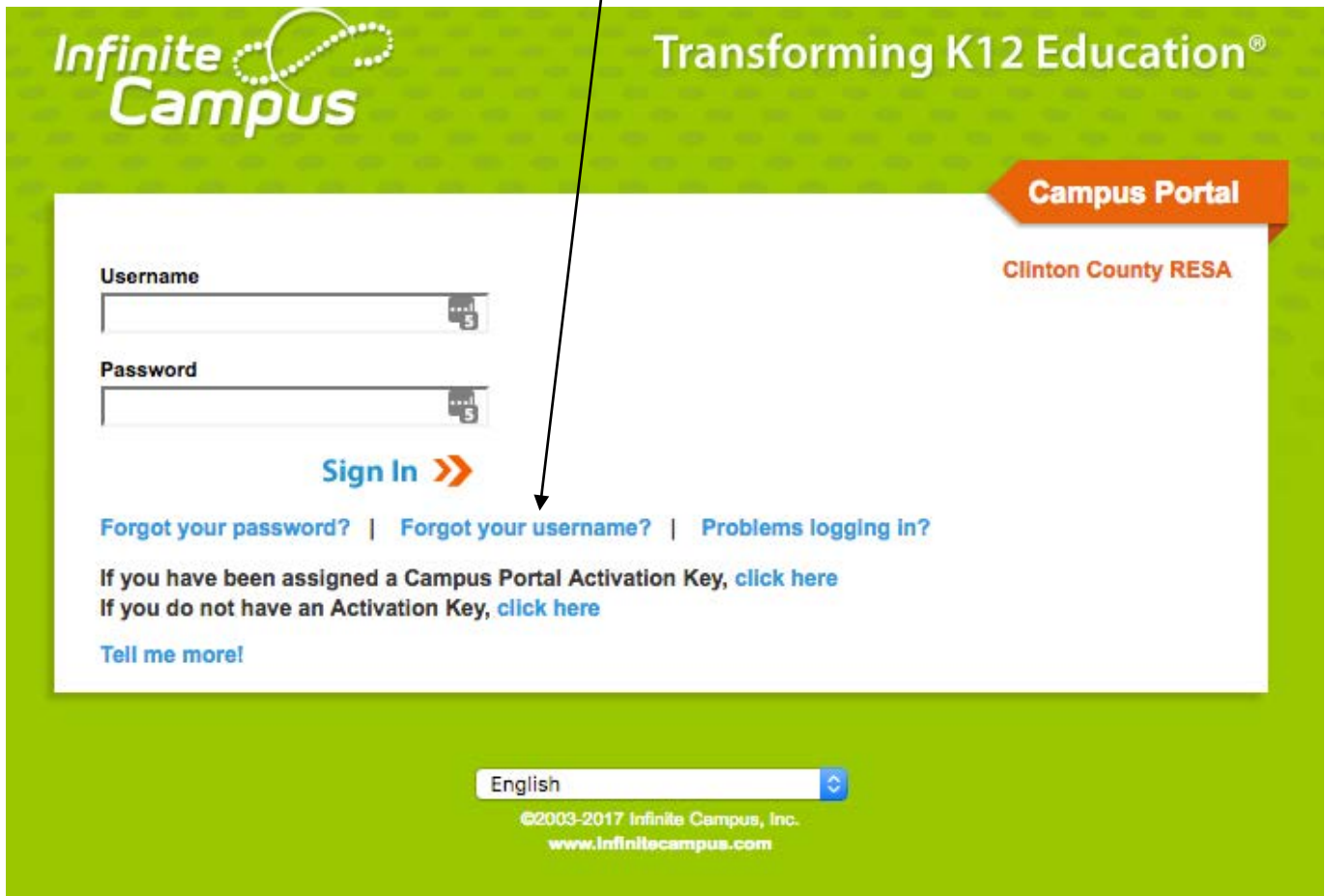
**Example of a simple password: families**

**Example of a strong password: f@Mi1IeS**

**Remember that passwords are CaSE SenSitive.**

***Forgot your username?***

If you forget your username, you can click here to have an e-mail sent to your Account Security Email address with your username.



The message will look similar to this:

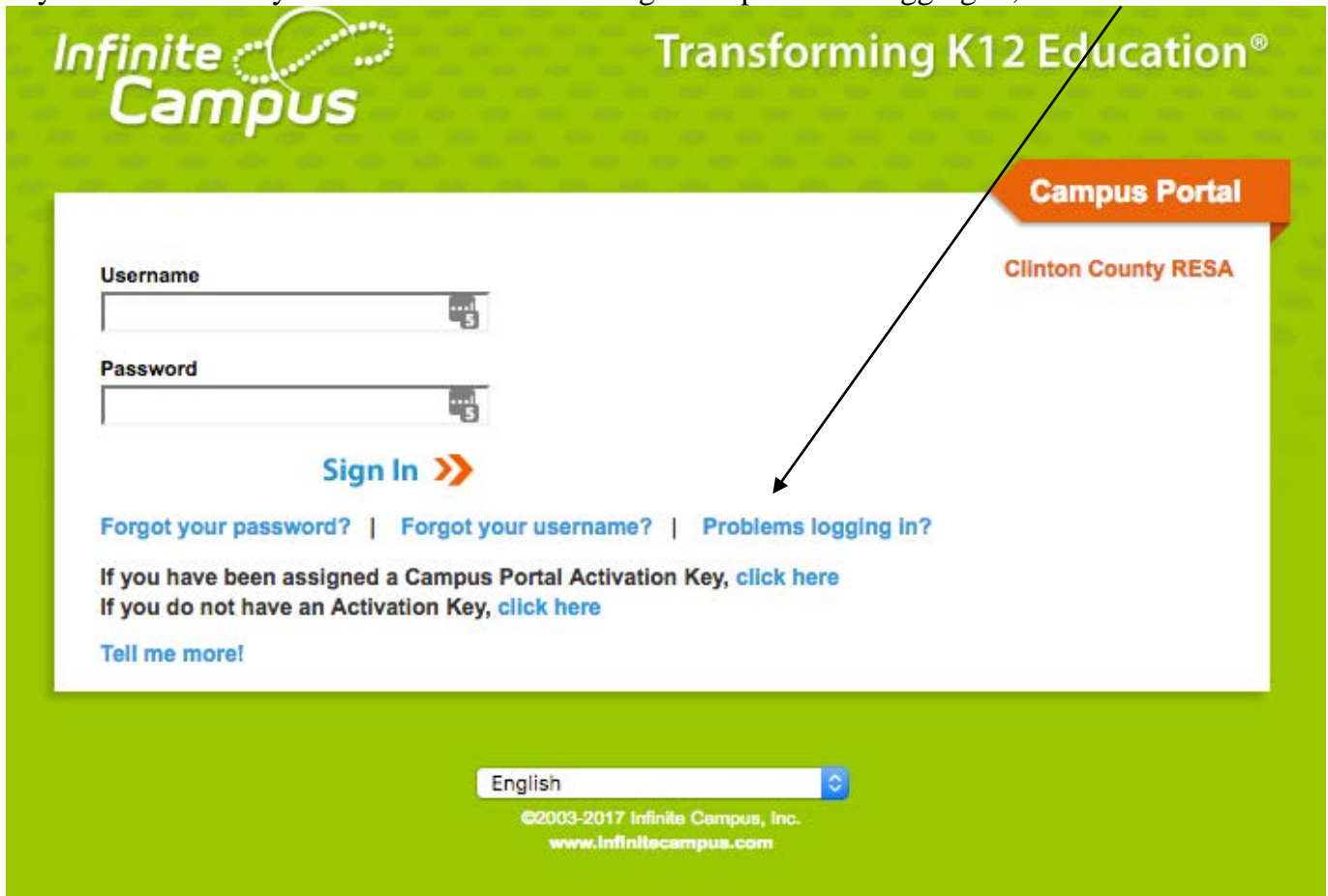
This message is in response to a request made in Infinite Campus for a forgotten username. If you did not make this request, please contact your System Administrator at [\(989\)224-6831x2300](tel:9892246831x2300) or via email at [helpdesk@ccresa.org](mailto:helpdesk@ccresa.org).

The user account(s) and related login URL(s) associated with this email address appear below:

Your username is: \_\_\_\_\_ <http://ccresa.infinitecampus.org/campus/CCRESA.jsp>

### ***Problems logging in?***

If you do not know your username or are having other problems logging in, click here



This message will display:

**CCRESA staff and Career Connections students/parents:**

If you have questions about your Infinite Campus user account or are having trouble logging in, please contact the CCRESA Helpdesk by sending an e-mail to [helpdesk@ccresa.org](mailto:helpdesk@ccresa.org) or by calling 989-224-6831 x2300

System Support Phone Number: (989)224-6831x2300

System Support Email Address: [helpdesk@ccresa.org](mailto:helpdesk@ccresa.org)

## ***Campus Portal and Campus Mobile App***

Infinite Campus...There is an app for that! ☺

New Portal and Mobile App Video

This web address will take you to a 2 minute video that will introduce you to the Campus Portal and Campus Mobile Apps:

<https://www.infinitecampus.com/video/infinite-campus-portal-mobile-app>

You can quickly and easily find your district URL, Portal URL, and the district ID for the mobile app here:

[www.infinitecampus.com/login](http://www.infinitecampus.com/login)