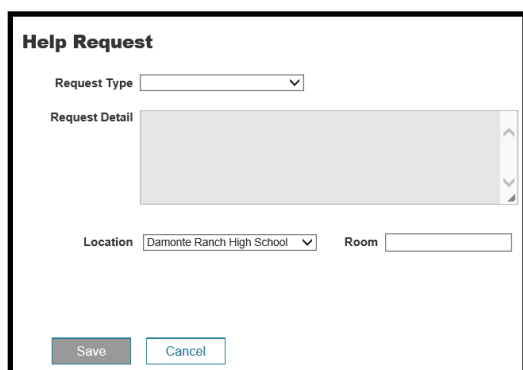


Web Help Desk

Infinite Campus issues and help requests can now be directly entered into our ticket system. Only Infinite Campus issues should be entered directly: desktop, Active Directory, networking and other issues should be called into the IT Service Desk at 789-3456. You can also continue to contact the IT Service Desk for assistance with Infinite Campus and to check on ticket status.

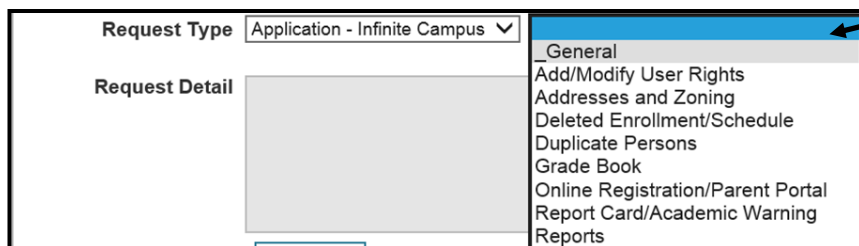
Please use Internet Explorer.

1. Access the login page at: <https://webhelpdesk/>
2. Enter your AD login: the login you use to log into your computer in the morning.
3. Enter your AD password.
4. Click **Login**.
5. The following **Help Request** page will appear.



The screenshot shows a web form titled "Help Request". It contains a "Request Type" dropdown menu, a "Request Detail" text area, a "Location" dropdown menu (set to "Diamond Ranch High School"), and a "Room" text input field. At the bottom are "Save" and "Cancel" buttons.

6. Under Request Type, select **Application-Infinite Campus** by using the drop down arrow.
7. Select the type of request from the drop down list.



The screenshot shows the "Request Type" dropdown menu open, displaying a list of options. An arrow points to the "General" option, which is highlighted. The options listed are: General, Add/Modify User Rights, Addresses and Zoning, Deleted Enrollment/Schedule, Duplicate Persons, Grade Book, Online Registration/Parent Portal, Report Card/Academic Warning, and Reports.

8. Select the data type that most closely matches the type of Infinite Campus issue you are having.
9. General is used when you are unable to find an area that matches your needs.
10. Make sure you explain in detail what the what is happening. **"My Computer is not working"** does not give us enough information to figure out your issue. Include details of the problem, your name, a phone number where you may be reached and the best time to reach you. You may also attach a picture or a file to the request to show the problem.
11. Click **Save** to save the record. You would do this after each individual request.

Help Request

Request Type Application - Infinite Campus ▾ _General ▾

Instructions Before submitting a ticket under "General," please check and use other Request Type subcategories whenever possible to expedite response times.

Request Detail I am unable to log into Infinite Campus. I have tried both Internet Explorer and Chrome and neither one works.

Attachments [Add File](#)

Location Damonte Ranch High School ▾ **Room**

12. **Add/Modify User Rights** — will be used for changes or additions for User accounts. These rights may only be requested by an administrator or designee. Make sure you include the specific rights and the persons job title and job duties. The fields with an asterisk are mandatory and the request will not save if the data is not included. Rights are establish by user groups and users may belong to more than one group.

Help Request

Request Type Application - Infinite Campus ▾ Add/Modify User Rights ▾

Instructions Use for Infinite Campus additions/changes ONLY. These requests can only be logged by an administrator or designee. Please include specific rights and changes needed in the Request Detail. *fields are mandatory.

Request Detail Amanda will also need password change rights.
Thank you.

Or:
Amanda no longer works at our school.

Employee Name*

Job Title*

Attachments [Add File](#)

13. **Addresses and Zoning** — used to report any address to be added or corrected. You may also use this to let us know of any zoning issues or address with no schools assigned. Please make sure the address name is spelled correctly and the zip code is correct. P.O. Box numbers will use only #, City State and Zip.

Help Request

Request Type Application - Infinite Campus Addresses and Zoning

Instructions

Use to add addresses or report zoning issues. *fields are mandatory.

Request Detail

Please add the following address

P.O. Box or House#

Street name

Apt #

City*

State*

Zip code*

Attachments Add File

14. **Deleted Enrollment/Schedule** —Use when a students enrollment or schedule has been deleted from Infinite Campus. Please make sure that the approximate date the data was deleted is included in the information. It is imperative that you contact us as soon as possible after the information has been deleted and please do not try to fix the or restore the data.

Help Request

Request Type Application - Infinite Campus Deleted Enrollment/Schedule


Instructions

Use when student information has been deleted out of Infinite Campus. * fields are mandatory.

Request Detail

Course 480 Spanish section 26 was accidentally deleted. Please restore all data for all students.

Student ID

Date of deletion* 

Attachments Add File

15. **Duplicate Persons** — Use the enter the names of person records that need to be combined into one person. Make sure that you compare the data closely so that we are not combining twins or father and son. Check birth dates and middle and second names closely.

Help Request

Request Type

Application - Infinite Campus

Duplicate Persons

Instructions

Used for combining Person ID's. If there are more than two, please enter names and ID's in Request Detail. * fields are mandatory.

Request Detail

Persephone P Smith 10-22-63 There are duplicate households. Please dismantle duplicate missing parent Jacob.

Person 1 ID*

123456

Person1 Name*

Persephone P Smith 10-22-63

Person 2 ID*

234567

Person2 Name*

Persephone Smith

15. **Grade Book**—Make sure that you describe your problem completely in the **Request Detail**. Give the current term, the course name, section number, the teacher name, what is happening in the grade book, what is not happening in the grade book, etc. A good time to reach you is also a good thing to know.

Help Request

Request Type

Application - Infinite Campus

Grade Book

Instructions

Describe the problem in Request Detail. Include teacher's full name and contact phone number, as well as course and section detail below. *fields are mandatory.

Request Detail

Unable to set up my grade book. It states there are no grading tasks available.

Or:
I have entered grades in my grade book but there is no grades in progress. My phone number is xxx-xxxx and you may reach me between 2:00 and 2:45.

Teacher Name*

Ima Teacher

Course Name(s)

Algebra 3

Course Number(s)

Section

6

Track/Calendar

16. **Online Registration /Parent Portal** —used for issues with Online Registration or Parent Portal. Use if OLR is closed, unable to locate OLR applications, Parent Portal is locked, unable to change passwords, etc. Enter clear information in the Request Detail so it is possible to review the data. If the parent name is common, please include the person ID.

Help Request

Request Type

Application - Infinite Campus

Online Registration/Parent Portal

Instructions

Use for any issue with Online Registration or Parent Portal. *fields are mandatory.

Request Detail

Parent Name*

Student Name*

Student ID

Application number

Attachments

Add File

17. **Report Card/Academic Warning** —Use to notify IT when the school is ready to print. Please be on time we are on a schedule and must get them to the print shop on time to make our timeline! Include special instructions in the Request Detail.

Help Request

Request Type

Application - Infinite Campus

Report Card/Academic Warning

Instructions

Use only to notify IT when Report Cards/Academic Warnings are ready to print. Please include any special instructions in the Request Detail Field.

Request Detail

Report cards are ready for printing.

Period Sort

2nd period.

x

Attachments

Add File

18. **Reports** — Use for report errors on Infinite Campus reports. Please include any error messages that may appear. You may attach files if you wish. Please include the report location i.e.: Index > attendance > reports > Daily Attendance, etc. Give clear information on what happened in Request Detail.
19. Click **Save** to save the record.

Help Request

Request Type

Application - Infinite Campus ▾

Reports ▾

Instructions

Use for reporting errors or issues related to Infinite Campus. Please include any error messages or attach files if available. Please include reports location within Infinite Campus. * fields are mandatory.

Request Detail

Trying to run attendance report and we are unable to run the report. getting an error App server 1. May have entered incorrect data, please correct data or contact system administrator.
Index > Attendance > Reports > Daily Attendance

Report Name*

Daily attendance

Attachments

Add File