



## Infinite Campus FAQ

### What is Infinite Campus?

Infinite Campus is a district-wide student information system used by the South Euclid Lyndhurst Schools to manage grades, schedules, fees, and other important student information.

### What is the Infinite Campus Parent Portal?

The Parent Portal is a secure and easy to navigate website that provides parents/guardians the ability to locate important student information such as grades, schedules, fees, and communications from their building.

### What information is available in the Portal?

Parents/Guardians can log-in to the Parent Portal to access the following information associated with their child:

- School building communications (located in Message Center), such as events, notices, etc.
- Class schedules, attendance, and grades
- Food Services (deposit money or create recurring payments)
- Fees - All student fees are managed and paid online
- Update contact information
- View and print report cards/transcripts (current year only)

### Who can access the Parent Portal?

Parents and guardians of K -12 students designated with legal rights to student records may receive a Parent Portal account. Each parent/guardian with such rights receives their own separate account. Parents may share a login if they wish.

### Will SEL students have access to the Parent Portal?

All 6-12 students will have access to the portal to view their information. Students will log onto the portal using the same link as parents.

### When can I access the Parent Portal?

The Parent Portal can be accessed anytime by visiting the South Euclid Lyndhurst City Schools website ([www.sel.k12.oh.us](http://www.sel.k12.oh.us)), locating the QUICK MENU section and selecting it to view the drop down list of options. Select Parent/Student Portal.

### How do I create a user account to access the Parent Portal?

If you are newly enrolled, your activation code will be included in your email confirming the enrollment. For assistance with creating your portal account, please email [ichelp@sel.k12.oh.us](mailto:ichelp@sel.k12.oh.us).

### How often is information updated within Infinite Campus?

Information is updated in real time, however, please allow 24 hours before contacting the school concerning missing information within Infinite Campus. If the situation is urgent, please contact the building's main office.

### How can I get help navigating the Parent Portal system?

Step by step directions for how to navigate the Infinite Campus portal are available on the SEL Schools website by visiting the Parent/Student Portal link under the QUICK MENU drop-down menu. For additional assistance, please contact your child's school office or the Technology Department at [ichelp@sel.k12.oh.us](mailto:ichelp@sel.k12.oh.us).



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### Is any special software required?

The following resources are recommended to easily access your Infinite Campus Portal account:

1. Internet Access
2. Computer with a processor speed of 500 Mhz or better (MAC or PC)
3. Web Browser (Chrome or Firefox recommended)
4. Adobe Reader - a free document reader available for download at <https://get.adobe.com/reader/>. Some Infinite Campus reports require this software.

### What if I forgot my ID/password or lost the mailed letter containing the activation key?

For account related or other technical issues only, please contact [ichelp@sel.k12.oh.us](mailto:ichelp@sel.k12.oh.us) and allow 24 hours to receive a response.

### Can I access the Parent Portal from any location (i.e., home, work, library, etc.)?

The Parent Portal can be accessed from anywhere with an internet connection and a properly functioning computer. The portal can also be accessed via an App for Infinite Campus on your Apple or Android device.

### How do I add/update my contact information?

You can update your email address at any time using the Parent Portal by selecting MORE> and then selecting the specific information that needs to be updated. **IMPORTANT** - To change your address, you must come to the Board Office located at 5044 Mayfield Rd in Lyndhurst with proof of residence.

### Who do I contact if I have a question regarding my child's grades, assignments, etc., posted in Infinite Campus?

Please contact your child's school and speak with their teacher, building administrator, or school counselor.

### Who do I contact regarding attendance related issues?

Please contact the main office at your child's school.

### I attempted to login but my account has been disabled. What should I do?

For account related or other technical issues only, please contact [ichelp@sel.k12.oh.us](mailto:ichelp@sel.k12.oh.us) and allow 24 hours to receive a response.

### How do I report problems with my account?

For account related or other technical issues only, please contact [ichelp@sel.k12.oh.us](mailto:ichelp@sel.k12.oh.us) and allow 24 hours to receive a response.