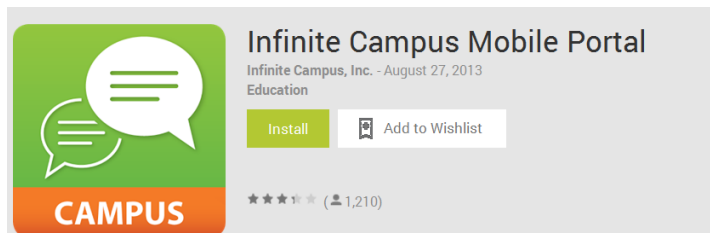# APS CAMPUS PORTAL FOR PARENTS

MOBILE APPLICATION

REQUIREMENTS

- You must have an active Campus Portal account.
- You must have a supported iOS (iPad, iPhone, iPod Touch) or Android device.

Infinite Campus Mobile Portal
Infinite Campus, Inc. - August 27, 2013
Education

Install   Add to Wishlist
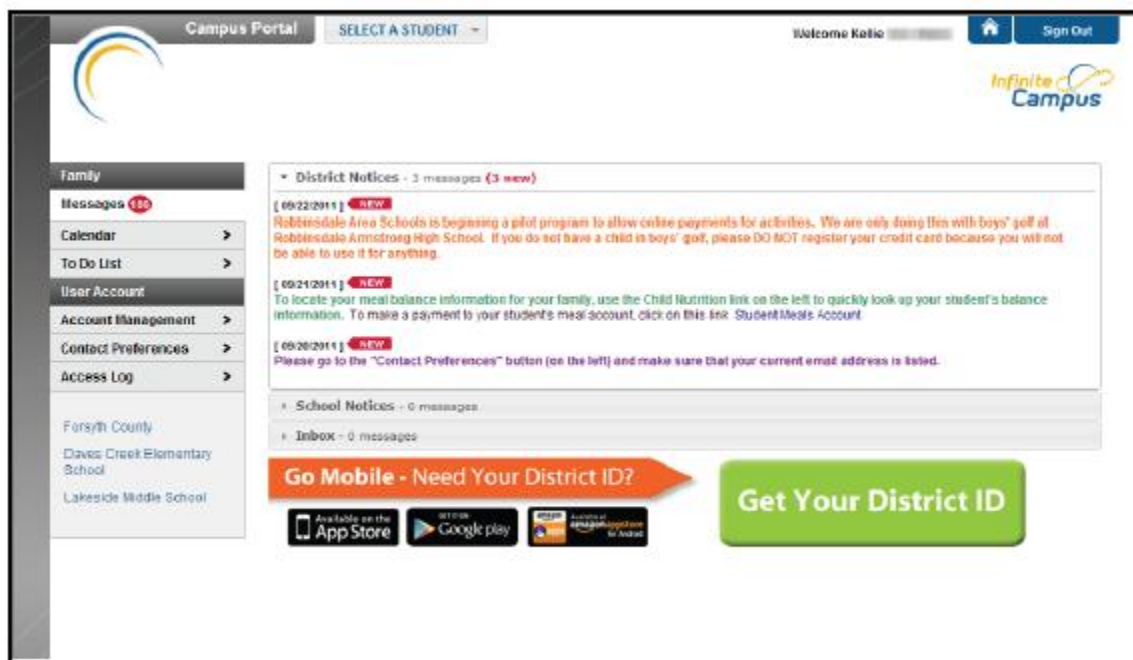
★★★☆ (👤1,210)

WHERE CAN I GET THE MOBILE APP

The iOS app can be downloaded from the iTunes store.
The Android app can be downloaded from Google Play and Amazon App Store.

DISTRICT ID

Parents and students need a District ID in addition to their normal login information used to access the Campus Portal. This 6-digit access code can be found by logging into the Campus Portal via the internet and clicking on the **Get Your District ID** button.

1. Log into the **Campus Portal** from a web browser. Passwords are case sensitive.
2. Click the **Get Your District ID** button that displays under the Process Inbox. A new browser page called **Campus Mobile Portal Installation** displays. This installation page provides information on connecting your device to the Mobile Portal app.
3. Note the District ID that displays. You'll need this information later. If you have already downloaded the app, open it and view the Settings options. Proceed to Step 6.
4. Select the appropriate app store image. This takes you to the appropriate app store.
5. Download the app. When it opens, the **Settings** option displays.
6. Enter the 6-digit **District ID** number previously found in the **District ID** field.
7. Enter your Campus Portal username and password.
8. Press **Go** or **Sign In**. Data will begin to download.

MOBILE PORTAL AREAS

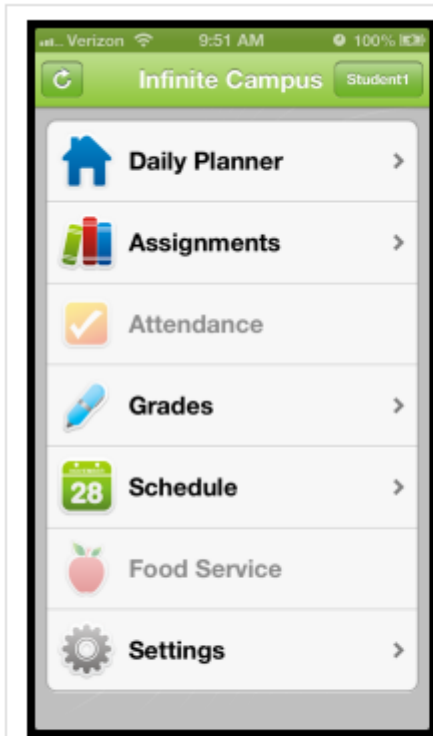The following areas are available to Mobile Portal users.
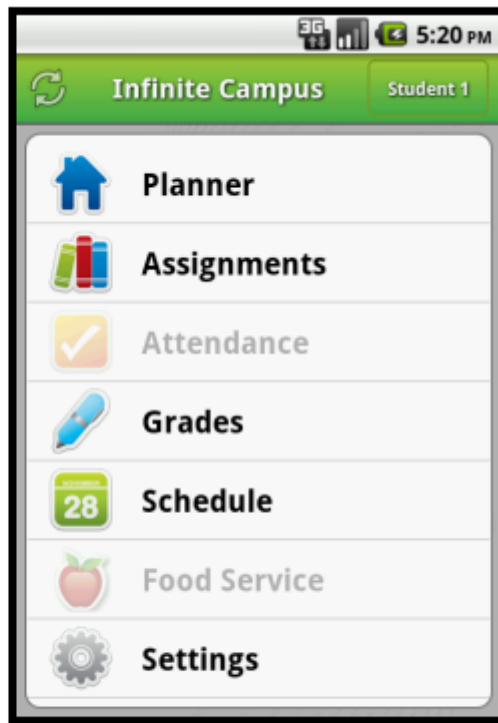

Image 1: iOS Campus Mobile Portal

Image 2: Android Campus Mobile Portal

WHAT IF I HAVE MULTIPLE CHILDREN?

To view information for multiple children, select the name of the student currently displayed and a list of other possible children displays. Select the desired child from that list. Only one account can be logged into the Mobile Portal at a time. If you have more than one Campus Portal account to view student information, consider contacting the school or district to combine the accounts into one. If you have multiple children in different districts, portal accounts cannot be combined.
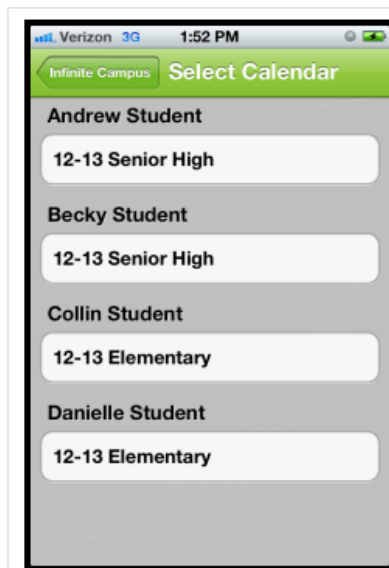

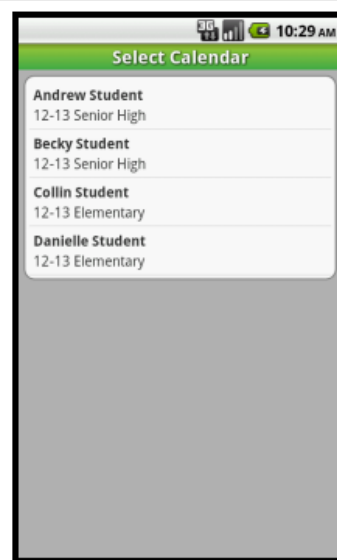
Image 5: iOS Student Selection

Image 6: Android Student Selection

MOBILE PORTAL SUPPORTED PLATFORMS

Campus Mobile Portal is an iOS and Android application. First generation of iPhone and iPod Touch is not supported. BlackBerry and Windows-based mobile phones are not supported. For Android users, Campus does not support screen sizes deemed too small for the Google Play store. As of the 2013-2014 school year, Campus will only support iOS 5.0+ and Android 2.3+.

The following devices are supported:

Device	Minimum OS
Apple Mobile Devices (iPod Touch, iPhone)	iOS 4.3+
Apple Tablet Devices (iPad, iPad Mini)	iOS 4.3+
Android Mobile Devices (Phones)	Android 2.2+
Android Tablet Devices	Android 2.2+

TROUBLESHOOTING

If you are having issues with the app, try rebooting the device first to see if that corrects the issue. You can also uninstall and reinstall the app.

Inactive areas? Disabled areas will appear as inactive menu items in the Mobile app. Districts and schools can choose which items to enable, so different information may be available for students in different schools. Be aware that schools may temporarily turn off options like grades or schedules during the summer or at the end of grading periods.

Issue and Description	Possible Solutions
Could not authenticate user. *Your username and password do not match a valid user account.*	Verify your username and password are correct. Reenter the District ID. If the password changed in the Campus Portal, change it on the app as well. Districts sometimes force a password change. Log into the Campus Portal and reenter the login credentials. If your username and/or password may have been disabled, contact your school for a reset.
Could not complete data retrieval. *You may not be connected to a network.*	Connect to a network and try again.
District ID is not recognized. *The 6-digit code you entered when accessing the app may be incorrect.*	Verify the entered District ID is correct. Connect to a network. The cloud service validating your District ID is down. Try again later.