

## Frequently Asked Questions about Tarrytown Schools Parent Portal

### What is Infinite Campus?

Today, all K-12 school districts use some sort of database system for managing student information and maintaining their records. Infinite Campus is a district-wide student information system designed to manage attendance, grades, schedules, test scores, and other information about students. The Public Schools of the Tarrytowns has used Infinite Campus since October 2007.

### What is the Infinite Campus Parent Portal?

The Infinite Campus Parent Portal is a confidential and secure Web site authorized parents/guardians can access school-related information about their children in real-time.

### How secure is the information contained in the Parent Portal?

Infinite Campus uses a 32-bit, secure socket layer (SSL) encryption technology to protect information. The technology is similar to that used in other industries such as health care and banking.

### What security features are in place?

The Infinite Campus Parent Portal incorporates the highest level of security. Parents and guardians can see only information related to the students they are authorized to view through the use of strong passwords, forced password resets and session timeouts.

Schools create households to which the student belongs, depending on the information provided about parent and guardian rights, living arrangements, etc. Parents and guardians will have access only to the links they have been given permission, to ensure student privacy.

The Infinite Campus Parent Portal users are forced to use strong passwords. This requires a password that is at least eight characters long, is case sensitive, and is made up of a combination of characters, numbers, and symbols. For more information about strong passwords, click: <http://www.microsoft.com/protect/yourself/password/create.aspx>.

Keep your user name and password safe. We advise that you do NOT write down your user name and password, however, we do recommend that you write down a hint which will help you remember your user name and password, but which would not allow anybody else to guess what they are. Do not set your browser to remember your user name and password.

If you think someone else knows your user name or password, go to Change Account Information feature in the Parent Portal and change your password.

All attempts at logging into the system are recorded and monitored. A full audit trail of when and from where users logged in is tracked. You can view the audit trail for your user account at any time by clicking on the View Access Log link on the left-hand side of the Parent Portal screen.

In addition, the district's administrator may force users to reset their passwords from time to time. By default, the system will automatically end any user session that has been dormant for an extended time.

Three unsuccessful login attempts will disable the Parent Portal user account. In order to use the portal again, parents will need to contact the district to have the account reactivated.

### Who can access the Parent Portal?

Only parents and guardians designated with legal rights to student records may receive a Parent Portal account. Each parent/guardian with such rights receives their own separate account. Accounts are NOT shared among more than one parent/guardian within households, i.e., there are no "household" accounts in

the Portal. Each parent/guardian Portal account provides access to information for those students for which the parent/guardian has legal rights to records.

### **How do I create a user account so I can use the Parent Portal?**

Each Parent Portal user must first agree to the terms of the Parent Portal User Agreement. Within 5-10 school days after you have submitted your acceptance of the agreement, the District will provide you with a Parent Portal activation key. You will need this code to setup your own user account for the Parent Portal.

### **How do I access the Parent Portal?**

A link to the Login Page of the Parent Portal is located on the Infinite Campus Parent Portal link which is accessible from the Public Schools of the Tarrytowns website.

We recommend that you "bookmark" this location after you get your account enabled and working. While we advise that you do NOT write down your user name and password, we do recommend that you write down a hint which will help you remember what user name and password you used, but which would not allow anybody else to guess your user name or password.

### **Do I need any special software?**

To effectively access your Infinite Campus Portal account you need:

- 1 Internet Access
- 2 Computer with a processor speed of 500 Mhz or better (MAC or PC).
- 3 Web Browser — we suggest Microsoft Internet Explorer 7.0 or better for PC and Firefox for Mac.
- 4 Adobe Reader™ — This is a free document reader available for download on the web at <http://www.adobe.com/products/acrobat/readstep2.html>. There are some Infinite Campus reports that require the Adobe Reader.

### **Can I access parent portal from anywhere (e.g. home, work, library, vacation, etc.)?**

Yes, as long as the computer you are using meets the minimum computer requirements and has internet access.

### **What happens if I forget my User name or Password?**

If you have forgotten your userid or password or if your account has been disabled, please use this [web based form](#) to request a reset.

### **My account is locked. What do I do?**

For security purposes, the Parent Portal will be disabled after three failed login attempts using an invalid password. If your account is locked, please contact [jobrien@tufsd.org](mailto:jobrien@tufsd.org)

### **I did not receive/lost my activation key. What should I do?**

If you are a parent/guardian and you have accepted the Parent Portal User Agreement more than 10 school days ago, but you have not yet received your Parent Portal Activation Key, please contact Jean O'Brien at [jobrien@tufsd.org](mailto:jobrien@tufsd.org)

**How often is information updated in the Parent Portal?**

Information is updated in real time. Attendance data takes time to reconcile and therefore may not accurately reflect the correct status of the absence. For example, a parent may have sent a note stating the reason for the absence, but the attendance clerk has not yet updated that information in the system.

**How do I add/change/correct my email address?**

You can update your email address at any time using the Change Contact Info feature in the Parent Portal.

**How do I add/change/correct telephone numbers, my address, or emergency contacts?**

To add/change telephone numbers or your child's emergency contacts, please contact your child's school. If you have moved, please contact Central Registration at 332-6272.

**Can I stop my user name and password from being automatically entered into the Infinite Campus login area?**

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 and then SETTINGS. Only the top box should be checked.
  - 3 Click on the GENERAL TAB and click the DELETE button under BROWSING HISTORY.
4. Click on DELETE FORM DATA and DELETE PASSWORDS buttons. MAC

Users: (Turn off your Auto Complete)

1. On your browser toolbar go to EDIT, PREFERENCES, FORMS AUTOFILL, FORMS AUTO COMPLETE.

**Who do I contact if I have questions about the information in the Parent Portal?**

If your issue relates to your child's attendance, grades, or other information please start your inquiry with your child's teachers, as you normally would. If your question, comment, or suggestion is in regards to the Parent Portal system, please send an email to [jbrien@tufsd.org](mailto:jbrien@tufsd.org) with your full name, your student's name, and the description of your comment or suggestion.