Infinite Campus Parent FAQ's

What is Infinite Campus?

Infinite Campus is a secure online tool that Euclid City Schools uses to track and manage student information. It is the official grade book for all grade levels within the school district.

What is the Infinite Campus Parent Portal?

The Parent Portal is a confidential and secure website where you can get current information about your child's school attendance, behavior, and grades. The portal is where parents pay fees, as well as complete the required yearly **"Annual Update"**.

What information is included in the Portal? What do I use it for?

When you, as a parent or guardian, login you have access to information about all of the Euclid Students you are associated with.

- Class schedules, assignments, and grades can be viewed.
- E-mail hyperlinks facilitate communication with classroom teachers.
- Also, schools post important information on the home page, such as events, notices, etc. Attendance information is also available.

By using the Infinite Campus Online Parent Portal, Euclid City School District provides an online communication tool that can help you as a parent or guardian stay current with your student's Progress.

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

If you are newly enrolled, you will receive an activation key from the registration department after enrollment is completed. If you have not received an activation key or need assistance with creating your portal account email: **olrhelp@euclidschools.org.**

***Please include your name, student's name, student's school, and the student's grade level when requesting a parent portal.

What happens if I forget my ID/password?

Parents may recover their Username/Password by using the Forgot Username or Forgot Password recovery links found on the Campus Parent login page. The system will email Recovery instructions to the Account Security Email address on file in the Campus Parent Account Settings section.

Who can access the Parent Portal?

Only parents and guardians designated with legal rights to student records may receive a Parent Portal account with access to student information. Each parent/guardian with such rights receives their own separate account.

Can I access the Parent Portal from anywhere (e.g., home, work, library, etc.)?

Yes, as long as you have access to the internet and a properly functioning computer. You can also access the Parent Portal via the Campus Parent App which can be downloaded on your Apple or Android device.

How do I add/change/any of my contact information?

You can update your email address and phone number at any time using the Parent Portal. From the tool menu Click on **MORE > FAMILY INFORMATION** and select the sections that you would like to update. **Please Note:** To change your address, you must contact your student's school.

What if I have questions about my child's grades, assignments, etc., that are found in Infinite Campus?

Please contact your child's school and speak with their teacher or guidance counselor.

How often is information updated in the Campus Parent/Student?

Please contact your child's school and speak with their teacher or guidance counselor.

Do I need any special software?

1. Internet Access.
2. Computer with a processor speed of 500 MHz or better (MAC or PC).
3. Web Browser - we suggest Chrome or Firefox.
4. Adobe Reader - This is a free document reader available for download on the web.

How can I get help navigating this system?

For assistance with navigating the parent portal contact the Euclid City School District Technology Department via olrhelp@euclidschools.org.

How do I report problems, comments, or suggestions?

If your issue relates to your student's grades or other classroom information please contact your student's teachers. Any problems, comments, or suggestions regarding Infinite Campus email: **olrhelp@euclidschools.org.**