



INFINITE CAMPUS PORTAL USER GUIDE

Is Your Parent Portal Account Activated? Stay engaged in your child's education by setting up and signing into the Columbus City Schools Parent Portal. Through the Parent Portal, you'll be able to securely access valuable information on your student(s) enrolled in Columbus City Schools for which you are marked as guardian:

- Teacher Contact
- Daily Attendance
- Update Contact Information
- Paperless Applications for: School Choice, Summer School, and Career Tech
- Grades and Course Schedules
- Missed Assignments
- Pay Fees

New User Activation

Access the portal using this link:

<https://campus.columbus.k12.oh.us/campus/portal/columbusCity.jsp>

In order to complete your registration, you will need:

1. Your Parent Activation number (a 16-digit alpha/numeric code): Please contact your child's school if you do not have your Activation Key. You will be asked to provide proper identification before receiving the key. Each parent/guardian has their own individual Activation Key to create their account. It is not necessary for Parent/Guardians to share Portal Account information.
2. A personal email address

Infinite Campus

New User?

Activate your Campus Portal account by entering the activation key sent to you by your district.

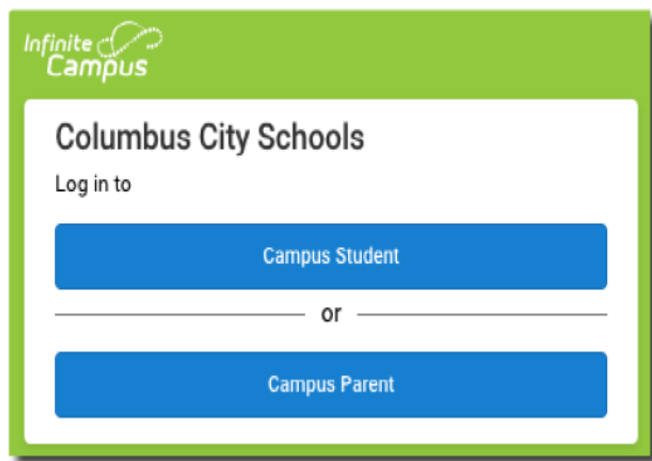
If you do not have an activation key, please contact your district to obtain one.

Activation Key *


Submit

[Back to Login](#)

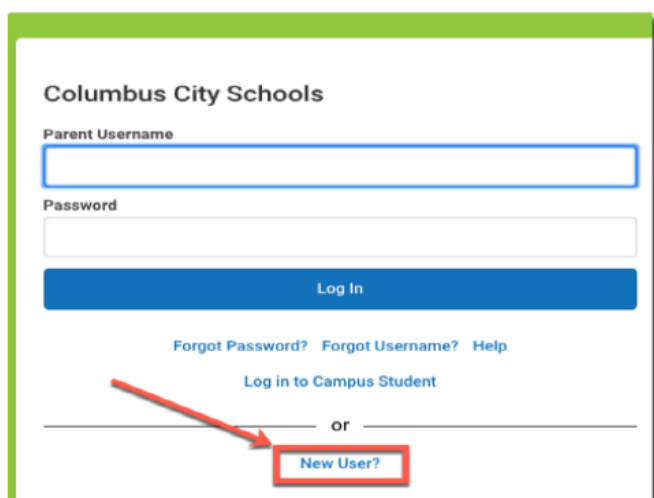
You will be prompted to connect to Campus Student or Campus Portal, click the appropriate button



The image shows the login screen for Columbus City Schools. At the top left is the 'Infinite Campus' logo. Below it, the text 'Columbus City Schools' is displayed. Underneath, it says 'Log in to'. There are two blue buttons: 'Campus Student' and 'Campus Parent', separated by a horizontal line with the word 'or' in the middle.

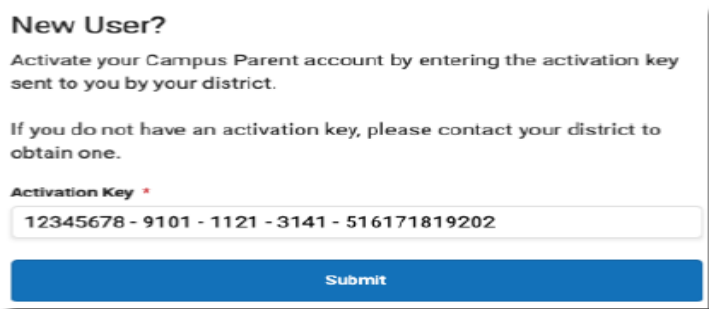
 If you already have an account, simply enter your username / password and log in

If you do not have an account, click the **New User?** link at the bottom




The image shows the login form for Columbus City Schools. It has a green header with 'Columbus City Schools'. Below the header are two input fields: 'Parent Username' and 'Password'. A blue 'Log In' button is below the password field. Below the button are three links: 'Forgot Password?', 'Forgot Username?', and 'Help'. Below these links is a link that says 'Log in to Campus Student'. At the bottom, there is a horizontal line with the word 'or' in the middle, and a red box around the text 'New User?'. A red arrow points from the 'Log in to Campus Student' link to the 'New User?' link.

Enter the Activation Key (16 digit alphanumeric) provided by your school:



The image shows the 'New User?' activation form. It has a green header with 'New User?'. Below the header, it says 'Activate your Campus Parent account by entering the activation key sent to you by your district.' Below this, it says 'If you do not have an activation key, please contact your district to obtain one.' Below that is a label 'Activation Key *' and a text input field containing the alphanumeric string '12345678 - 9101 - 1121 - 3141 - 516171819202'. At the bottom is a blue 'Submit' button.

Create a Portal Username and Password when prompted

 DO NOT use a space in your username or password. Your account will not work correctly if either contains a space.

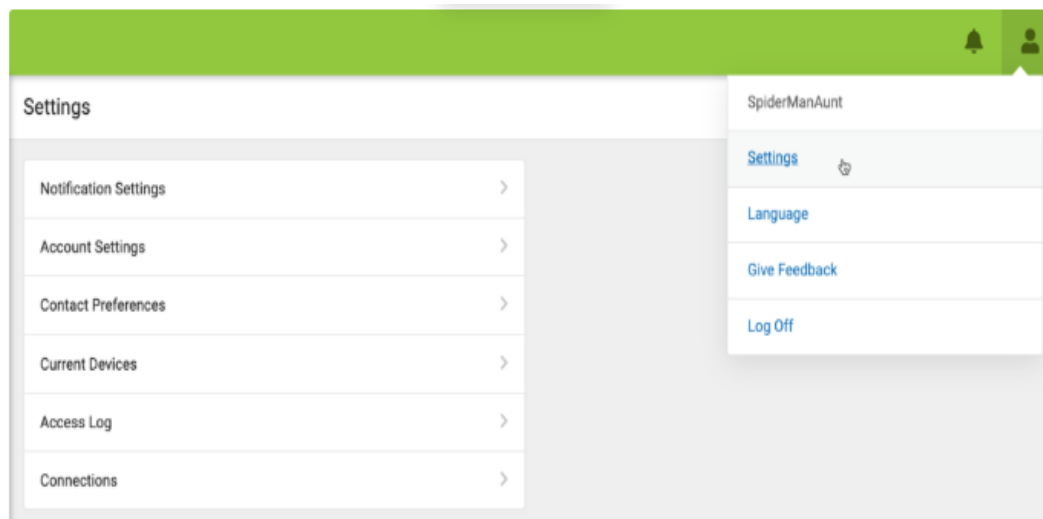
- DO NOT SHARE YOUR USER ID OR PASSWORD!
- DO NOT POST THEM IN A VISIBLE LOCATION!
- Do not ask a portal user for their username and /or password!
- Do not use another person's account or password or provide your username or password to another person.

Once logged into the Parent Portal, the **Account Settings** tool allows users to set preferences for email, password and E-Signature Pin.

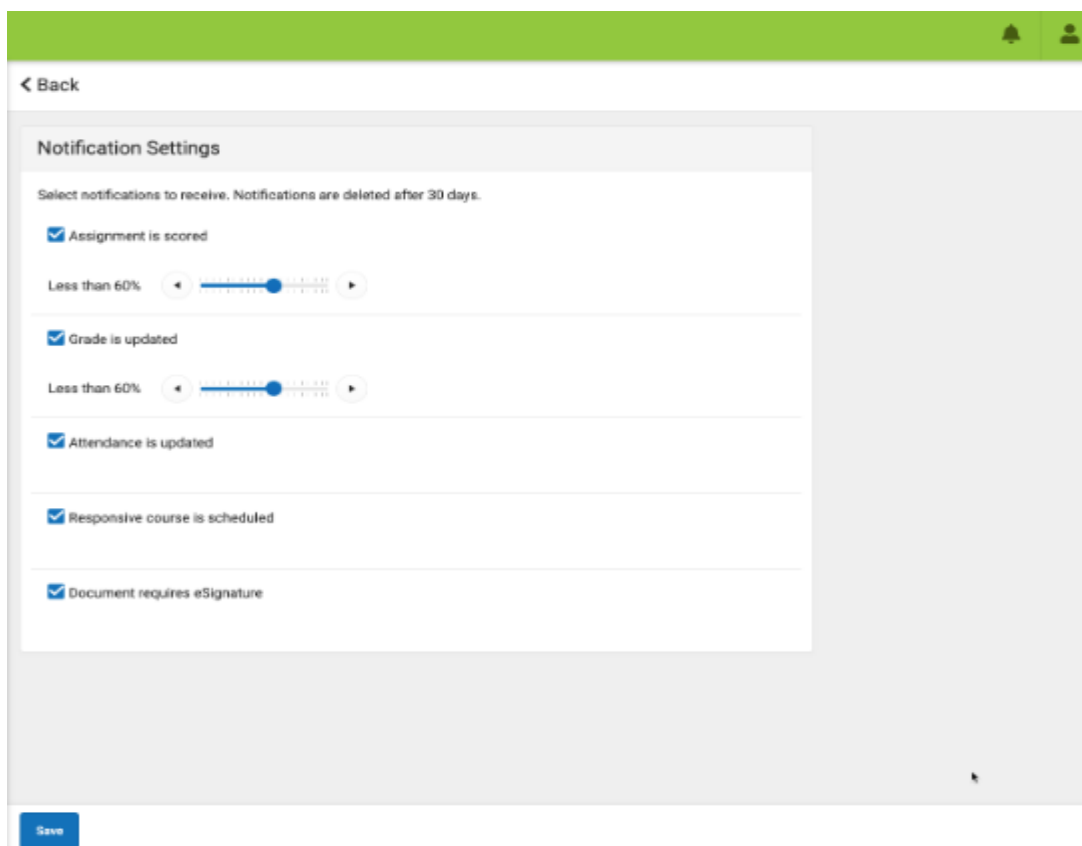
HOW DO I GET NOTIFICATIONS?

Notifications are available through the Campus Student and Campus Parent mobile apps.

1. Before you log in, mark **Stay Logged In** to receive notifications
2. Click the **user menu** in the top right and then click **Settings**, then click **Account Settings**



3. From there, indicate which types of notifications you'd like to receive (ie: Attendance, Missing Assignment, Grades) and set the threshold for notifications. For example, indicate if you only want to receive Assignment notifications if the score is below 70%



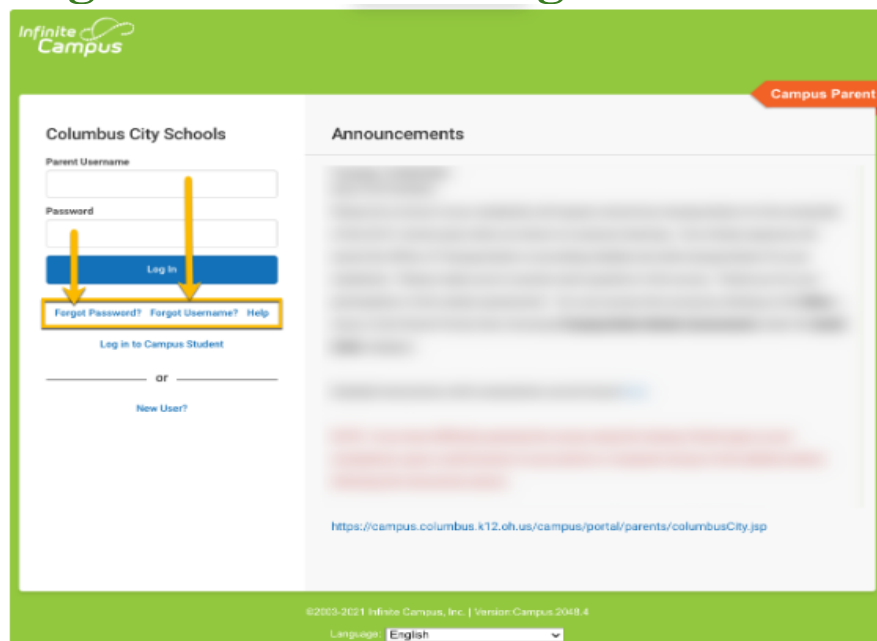
The image shows a 'Notification Settings' screen from a mobile application. At the top, there is a green header bar with a bell icon and a user profile icon. Below the header, a '< Back' button is visible. The main content area is titled 'Notification Settings' and includes a sub-header: 'Select notifications to receive. Notifications are deleted after 30 days.' There are five notification options, each with a checked checkbox and a toggle switch set to 'Less than 60%':

- ☒ Assignment is scored
- ☒ Grade is updated
- ☒ Attendance is updated
- ☒ Responsive course is scheduled
- ☒ Document requires eSignature

At the bottom left of the screen, there is a blue 'Save' button.

4. Click SAVE

Forgot Password? Forgot UserName?



The image shows the login page for Columbus City Schools, part of the Infinite Campus system. The page has a green header with the 'Infinite Campus' logo and a 'Campus Parent' badge. The main content area is divided into two sections: 'Columbus City Schools' and 'Announcements'.

The 'Columbus City Schools' section contains the following elements:

- Parent Username input field
- Password input field
- Log In button
- Forgot Password? Forgot Username? Help link (highlighted with an orange box and arrows)
- Log in to Campus Student link
- OR separator
- New User? link

The 'Announcements' section on the right is blurred. At the bottom of the page, there is a footer with the copyright notice '©2003-2021 Infinite Campus, Inc. | Version: Campus 2048.4' and a language dropdown menu set to 'English'.

If you forget your **username**, just click on “Forgot Username?” “Forgot Your Password?” and then enter your email address to begin the process.

CAMPUS PORTAL USERNAME AND PASSWORDS:

- Parents with an established Parent Portal Account that has been locked, or they have forgotten their username and/or password, must contact the Office of Customer Relations at 614-365-8888. Users will be asked to provide a picture ID by emailing it to parentportal@columbus.k12.oh.us together with their student’s name and student id#.

UPDATE CONTACT INFORMATION USING PARENT PORTAL

THE MOST UPDATE TO DATE CONTACT INFORMATION FOR YOUR CHILD IS NEEDED FOR THE DISTRICT AND SCHOOL(S) TO COMMUNICATE WITH YOUR FAMILY VIA PHONE, TEXT AND EMAIL. IT IS VERY IMPORTANT TO UPDATE YOUR CHILD’S CONTACT INFORMATION EVERY TIME YOU MOVE AND/OR GET A NEW PHONE NUMBER. YOU MUST USE ANNUAL UPDATE IN THE PARENT PORTAL TO CHANGE FAMILY INFORMATION, EMERGENCY CONTACT NAMES AND PHONE NUMBERS AND TRANSPORTATION (Yellow bus Opt-in/Opt-out).

