

Infinite Campus - Parent/Student Portal FAQs

Portal Overview

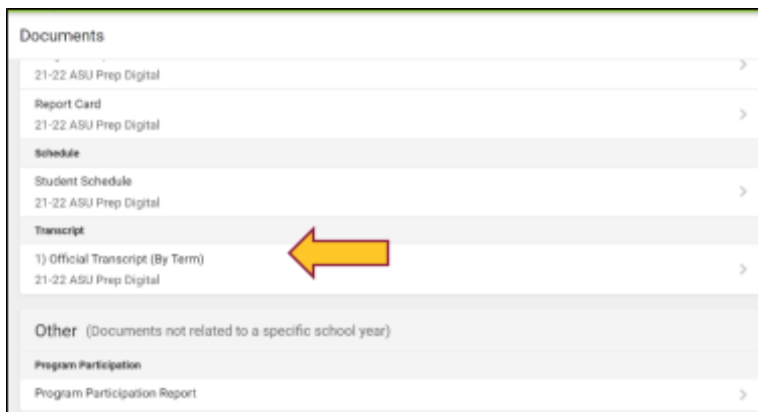
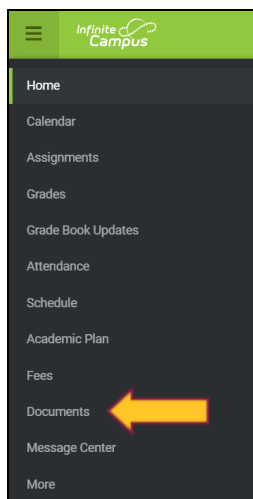
**Portal display will vary by school & grade level*

-  Infinite Campus - Digital Parent Portal
-  Infinite Campus - Immersion Parent Portal

Frequently Asked Questions (FAQs)

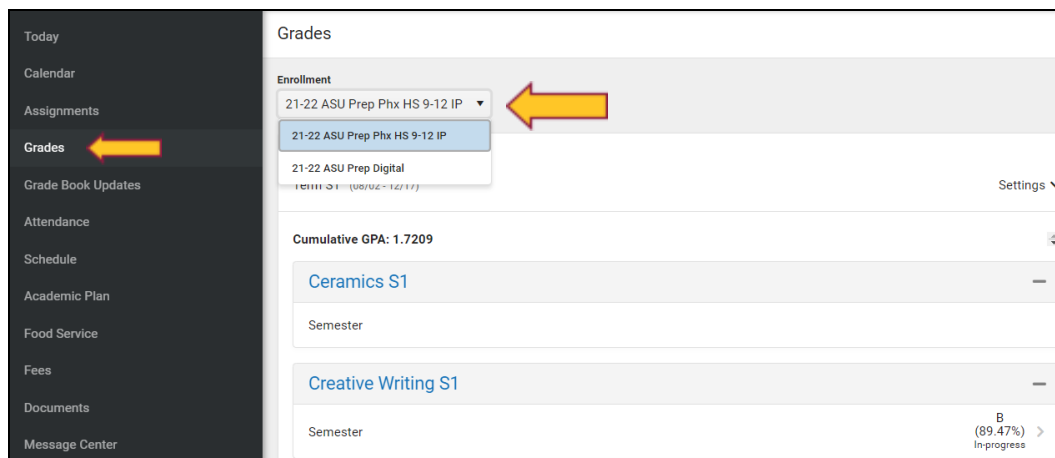
1. Where can I access my student's transcript?

- [Log in to your Parent Portal](#) using your unique username and password
- Navigate to the **Documents** section
- Scroll down to the section titled Transcripts > click on section to produce PDF of transcript
 - Note this is “unofficial” transcript as there is no signature
 - Official transcripts can be order through Parchment



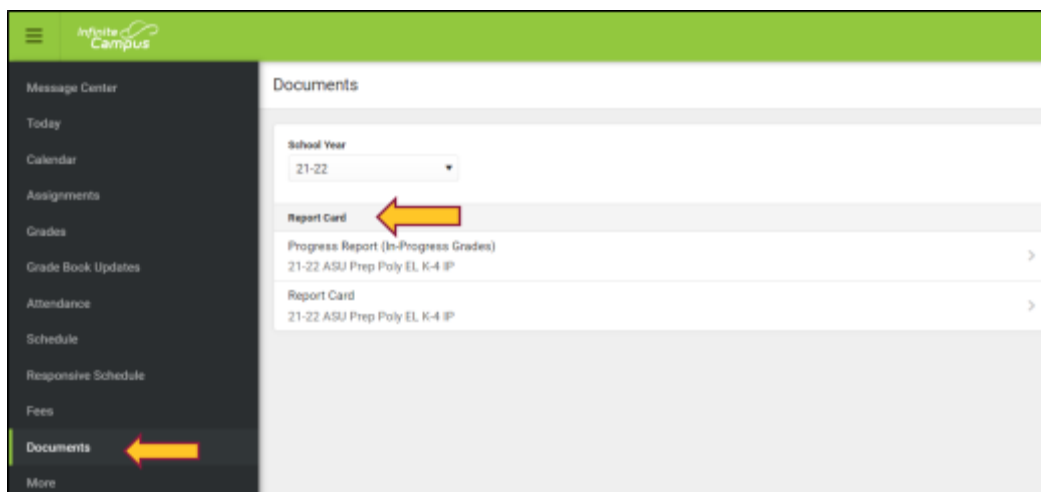
2. How do I view my student's grade for Digital class in Portal?

- Navigate to the **Grades** section of the Portal
- If your student is enrolled at a school site it will default grades for that school site. For example: ASU Prep Phx HS 9-12
- If your student is taking online Digital class, you will need to select **ASU Prep Digital** from the **Enrollment** drop-down to see grades earned in the online Digital class



3. How can I access report cards or progress reports?

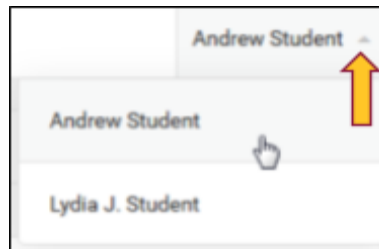
- [Log in to your Parent Portal](#) using your unique username and password
- Navigate to the **Documents** section
- Scroll down to the section labeled **Report Cards**. Click to view.
 - PDF of document will display



4. I have more than one student enrolled at ASU Prep. Can I see all my student's information in the IC Portal under one account?

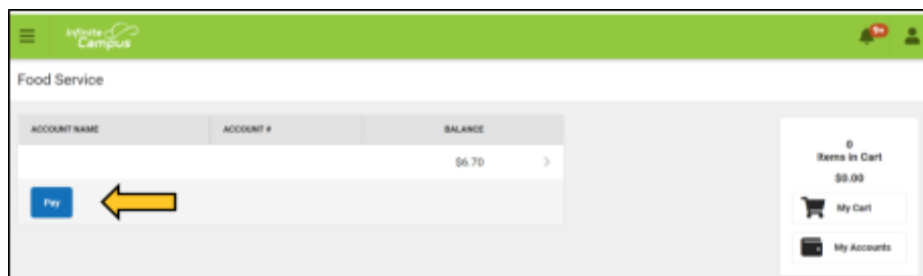
- Yes! Portal tools such as **Grades** and **Schedule** are specific to your students

- b. If you have multiple students enrolled - a student dropdown list displays in the top right corner of Portal to switch between student's info
 - i. If you are not seeing all of your enrolled students in the Portal, please submit ticket to support@asuprep.org



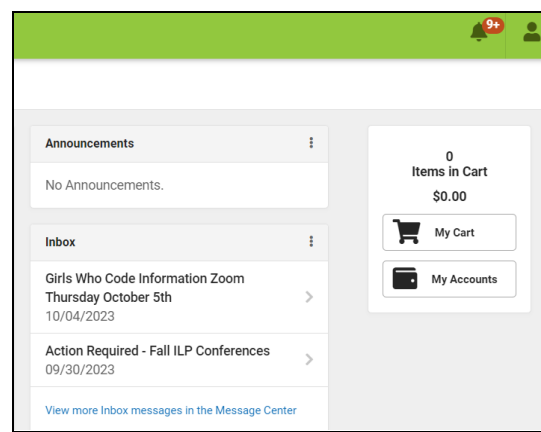
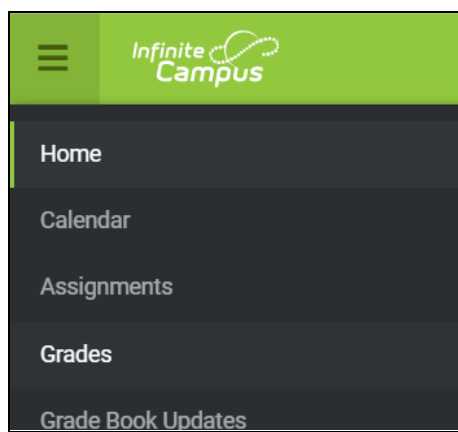
5. How do I add money to my student lunch account?

- a. [Log in to your Parent Portal](#) using your unique username and password
- b. Navigate to the **Food Service** section
- c. Review Food Service account balance and/or click **Pay** to add money to account

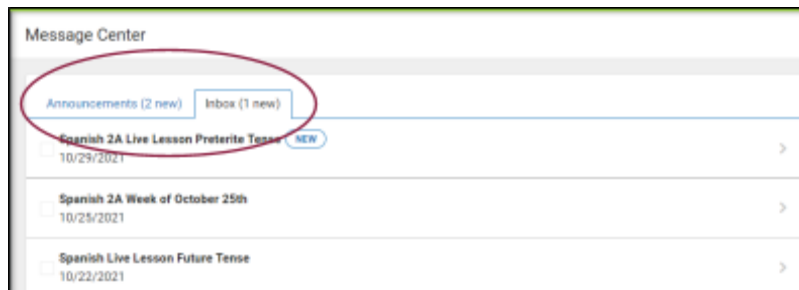
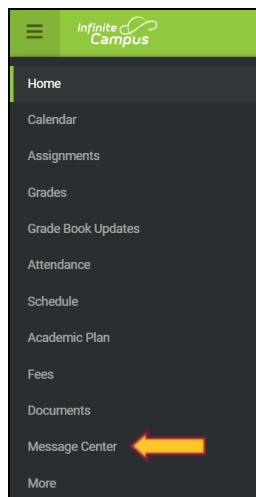


6. Where do I find important messages/announcements in Portal?

- a. From **Home** page > navigate to far right of the page for:
 - i. **Announcements:** Displays messages posted for entire School
 - 1. Example: Clubs, Activities, Important Events
 - ii. **Inbox:** Displays messages sent directly to a parent regarding a student from Teachers relevant to classes, assignments, grades, etc.
- b. Please review regularly

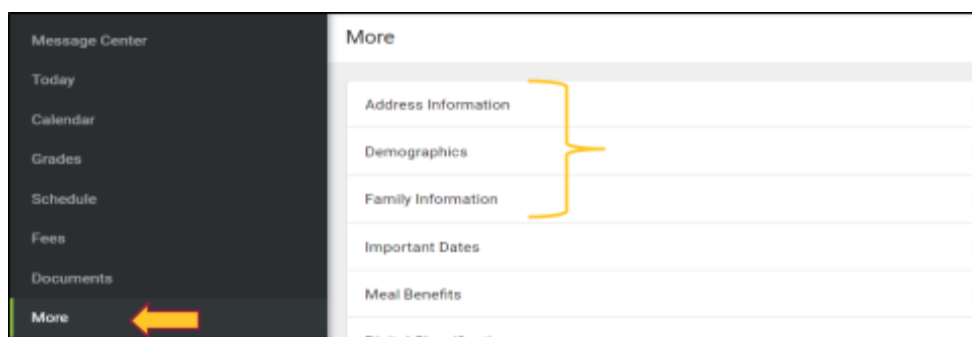


- c. If you navigate to the **Message Center** you will also see the same **Announcements & Inbox**



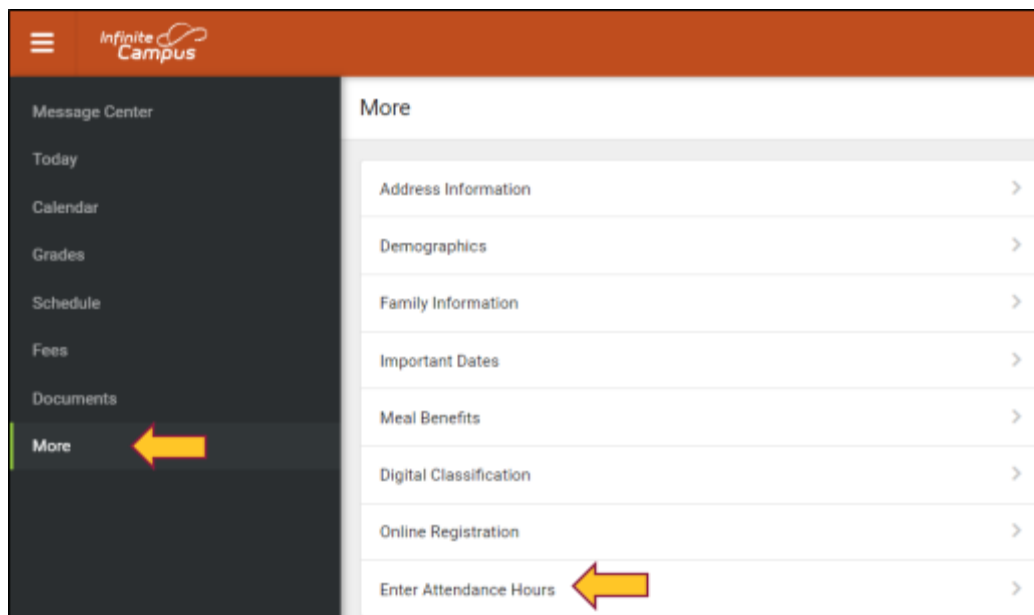
7. How do I update contact/family information in the Portal?

- Navigate to the section labeled **More**
- Click category to update relevant information
 - Address Information** – requires submittal of new proof of residency
 - Demographics**
 - Family Information**
- Note some updates will not be updated automatically as the request for change in the information will be submitted for review/approval



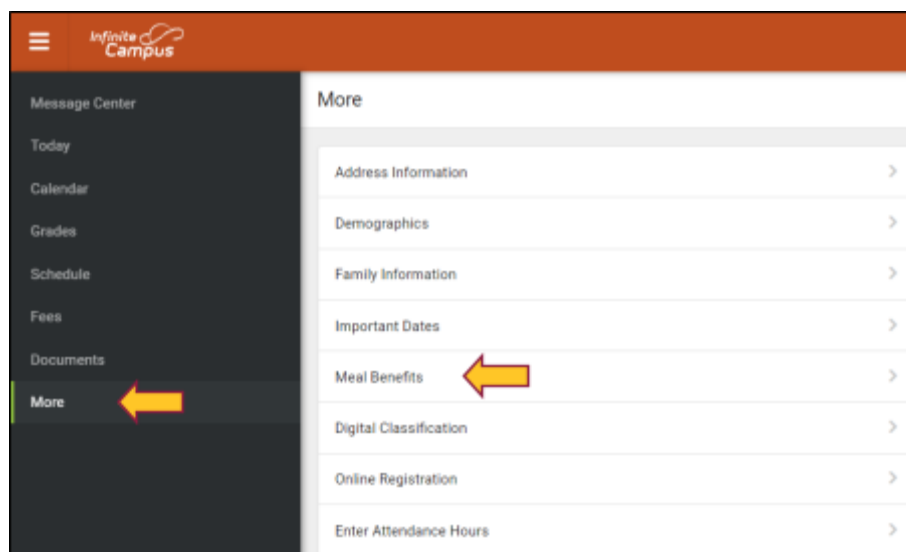
8. I need to enter attendance for my online Digital student. Where do I go in the Portal to log attendance?

- [Log in to your Parent Portal](#) using your unique username and password
- Once in your Parent Portal, click on **More**
- Click **Enter Attendance Hours**
- For more details on how to enter attendance please review <https://www.asuprepdigital.org/attendance/>



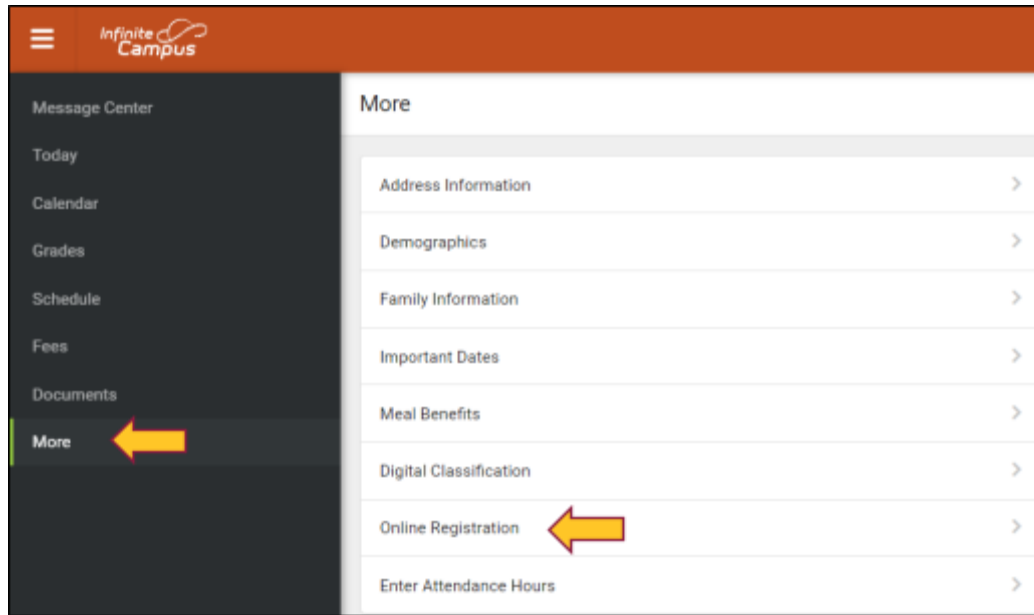
9. How do I access the Meal Benefit Application?

- a. [Log in to your Parent Portal](#) using your unique username and password
- b. Once in your Parent Portal, click on **More**
- c. Click **Meal Benefits** to complete application



10. How do I access Online Registration?

- a. [Log in to your Parent Portal](#) using your unique username and password
- b. Once in your Parent Portal, click on **More**
- c. Click **Online Registration** – review instructions & complete application

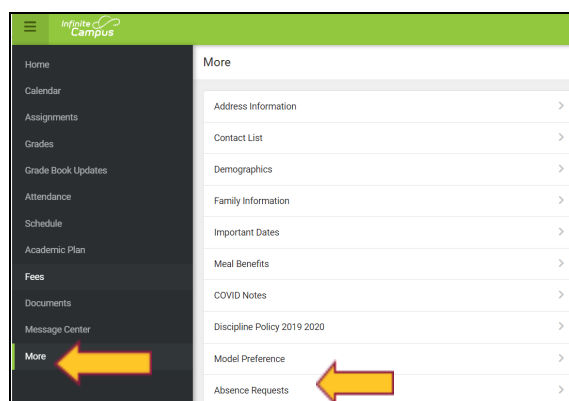


11. Where do I go to pay tuition for my student?

- a. [Click here for additional details](#)

12. How do parents submit absence requests via the Parent Portal? (Immersion)

- a. Log into the IC Parent Portal
- b. Navigate to the **More > Absence Requests**
- c. Select student(s) for which absence requests apply:
 - i. Select **"Excuse"** from dropdown menu
 - ii. Select **"Absence Type"** - details that need to be entered will vary by the Absence type
 - iii. Enter **Absence dates**
 - iv. Enter **Comments**
 1. Visible to the Admin that processes absence request
- d. Click **Submit**
 - i. Once submitted the request will show status of pending, until the request is processed & approved by front office
- e. If needed click **"View Requests"** to see history of requests & status



< More | Absence Requests

Select the students you wish to submit an absence request for

☒ Cambrielle Sanders
☒ Kassidy Sanders

Excuse *

FAMILY VACATION: Vacat ▾

Absence Type *

☒ Full Day Absence
☐ Arrive Late
☐ Leave Early

First Day *

12/01/2021 📅

Last Day *

12/01/2021 📅

Comments *