



Kimberly Area School District

425 S. Washington Street • PO Box 159 • Combined Locks, WI 54113
(920) 788-7900 • FAX (920) 788-7919 • www.kimberly.k12.wi.us



Parent Infinite Campus FAQ


Q1. What is Infinite Campus?

A1. A website for parents and students to view students' attendance, grades, schedules, and receive messages from schools.

Q2. I am having a problem logging into my account. How do I get further assistance?

A2. Please click [here](#). You will now be on the Parent Infinite Campus log on page. Underneath the area you would enter your username and password, there are a number of blue links. Find the one that is pertinent to your log on issues and click the link for further direction. If you do not find the assistance you need from these links or the FAQs below, you will need to contact helpdesk@kimberly.k12.wi.us so that someone in the IT department can be of further assistance.

Note: If you try to reset your username and/or password via one of the links mentioned on the parent sign in page, and you do not receive an email with information to assist you, please check to confirm the email did not go to your Spam folder. If you do not see the email there, once you are able to log back into your parent account, please confirm that your account security email is correct. The account security email is the email address that your username and/or password reset information was sent. You can check this account security email by

clicking on the person icon  in the top right corner of the screen. From the drop down menu that appears, choose Settings. Then click the Account Settings option. Confirm the email in the "Account Security Email" area is in fact the email address where you would like reset information to be delivered. If this is not the correct email, click the Update button and proceed with the instructions to change this to the correct email address.

Q3. How do I install the Infinite Campus mobile app?

A3. Please go to [this KASD website page](#). Go to the section labeled "Infinite Campus Mobile Apps" for links to the mobile app installs. Note: the link you choose will vary depending upon if your device is an Android or Apple model. Also, make sure you click on the **parent** link not the student option under the particular device type. Once you have installed the mobile app and launch it for the first time, you will be asked for the District Name and State, please enter "Kimberly" for the District Name and choose "Wisconsin" from the State drop down menu. Then click the Search District button. A window should appear that says "Select Your District". Please tap on Kimberly Area School district to select it, and you will be brought to the KASD Parent Infinite Campus log on screen.



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Q4. My mobile app is no longer working. How do I troubleshoot fixing it?

A4. First confirm that your username and password are in fact correct. Please go to [this link](#) and sign in with the username and password that you believe are current. If you are unsuccessful signing into your account via this link, please go to Question 2 above for assistance resetting your username and/or password. Once you are positive you have the correct sign in information, try logging on the mobile app again with the corrected information. If you still are having issues logging in via the mobile app, uninstall the app from your mobile device and power the phone down for a minute or two. Then power the phone back on and reinstall the mobile app (go to Question 3 above if more install assistance is needed). Once the app is reinstalled, entering the username and password that you confirmed were correct should now get you back into your parent account.

Q5. How do I add money to my child(ren)'s hot lunch account?

A5. Log into Infinite Campus either by mobile app or computer web browser [here](#). Once you are logged into your account, a menu of options will appear. To place money in a hot lunch account, click on the Food Service option. You will now see all your children who attend Kimberly Area School District listed in the main window along with each of their account balances. Click on Pay in the bottom left corner of the main window. Under the Amount column next to each child, add the amount of money that you would like to deposit into each child's account and click Add to Cart. When you are done adding money to your child(ren)'s account, click on My Cart  My Cart and proceed with the payment process.

Q6. How to view a child(ren)'s report cards?

A6. [Sign into Infinite campus](#). Once logged in, click on the Reports link in the left menu. If the menu is not present, click on the hamburger icon  to make it visible. (Note: if you have more than one student in the district, make sure the name and/or picture of the child whose report card you want to view is visible in the top right hand corner. If it is not the correct child, click on the student name and/or picture to see a drop down menu appear where you can select a different child). Once the appropriate child is selected, click on the link for the report card you would like to view.

Q7. I have followed the directions above about viewing report cards, and I am unable to find the Reports tab in the menu choices.

A7. If you have a child at the Elementary or Intermediate level, you will be unable to see the Reports tab during the grading window - the time period teachers are actively entering grades and comments for students, please check back after the quarter end or contact the specific school to find out when parents will again be able to see this tab.



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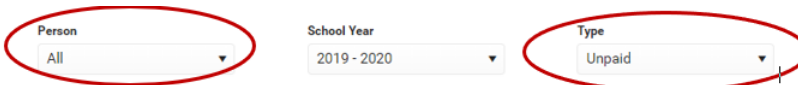
Q8. How long are report cards able to be viewed once an existing school year ends?

A8. Report cards for all buildings are only able to be viewed for a few weeks after the last day of school. Once the grades have been archived, they are no longer viewable via the portal. You will then need to contact the school office and ask them to mail you a hard copy.

Q9. How do I pay my child(ren)'s school fees, including optional fees if desired, via Infinite Campus?

A9. [Sign into Infinite campus](#). Once logged in, click on the Fees link in the left menu. If the

menu is not present, click on the hamburger icon  to make it visible. In the window that opens, look at, and appropriately adjust if needed, the top three menu items listed as Person, School Year, and Type. Most people like to pay all their children's required fees so the Person selection would then be set to "All" and the Type selection would be set to "Unpaid".

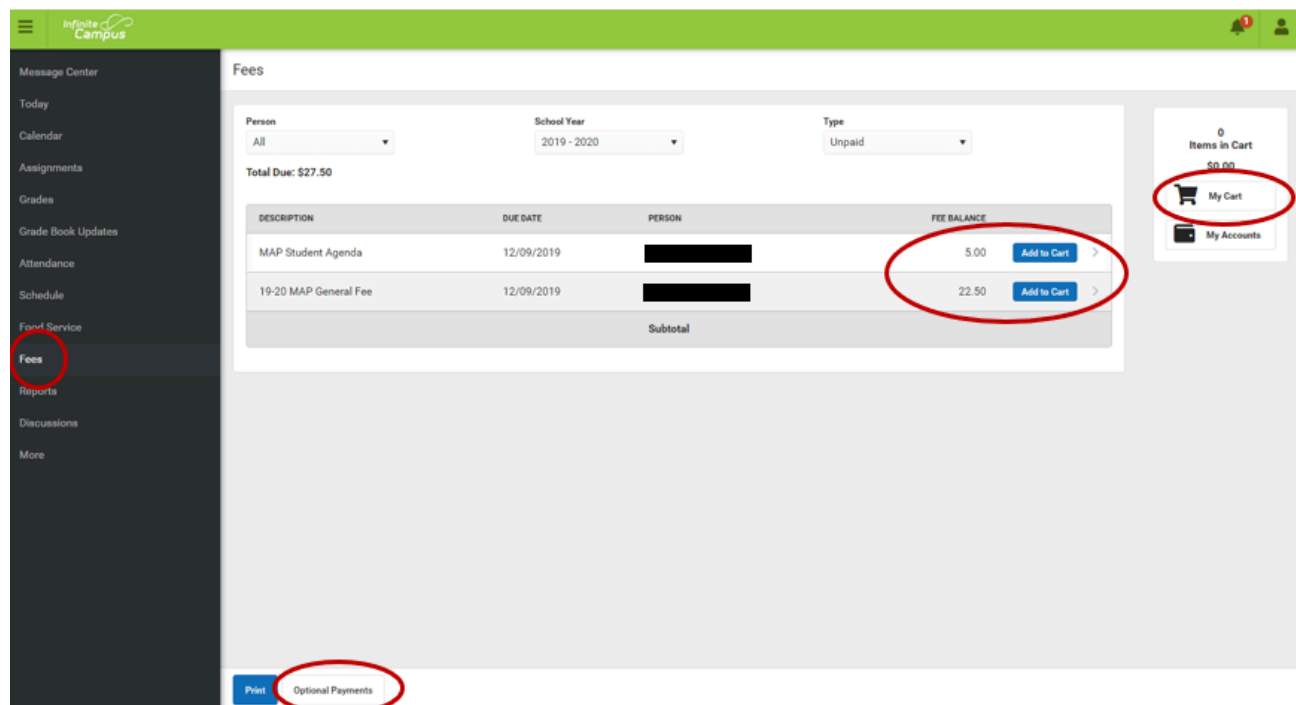


Click on the "Add to Cart" button after each of the items you would like to pay for. Once you have added all the unpaid items from the required fees area, please click on the Optional Payments choice on the bottom of this window if you are interested in possibly purchasing additional optional items. Depending upon the building your students are at, it could be such things as gym t-shirts, yearbooks, or CAPP classes. When all the items that you would like to pay for from both the fees and optional fees have been added. Please click on My Cart



My Cart

to proceed with payment.



DESCRIPTION	DUE DATE	PERSON	FEE BALANCE
MAP Student Agenda	12/09/2019	[REDACTED]	5.00
19-20 MAP General Fee	12/09/2019	[REDACTED]	22.50
Subtotal			




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Q10. I am unable to view my child's schedule?

A10. Please [sign into Infinite Campus](#). Once logged in, you should see a Schedule tab on the left side menu. If the menu is not present, click on the hamburger icon  to make it visible. (Note: if you have more than one student in the district, make sure the name and/or picture of the child whose schedule you want to view is visible in the top right hand corner. If it is not the correct child, click on the student name and/or picture to see a drop down menu appear where you can select a different child). Once the appropriate child is selected, his or her schedule will appear in the main window to view. If the Schedule tab is not visible in the menu options before the start of an upcoming schooling year, certain buildings may still be scheduling classrooms, teachers, etc. Often times, the individual schools will have sent out previous emails, newsletters, or website updates to let parents know when schedules for the new school year will be posted in Infinite Campus. Please try to reference those to locate the date that schedules will be viewable for that particular building. If you cannot locate schedule information via previous school correspondence, please contact the particular school for this information.

Q11. How do I set up notifications for attendance, grades, assignments, and/or low lunch balance on my mobile app?

A11. Launch your Campus Parent app. Click on the person icon  in the top right corner of the screen. From the drop down menu that appears, choose Settings. Then click the Notification Settings option button. In the window that opens, turn on or off the type of notifications you wish to receive. Certain notification categories can be adjusted (assignments, grades, low lunch balance) so that notifications are only sent when a score, grade, or balance reaches a particular threshold (ex. Grade is at 60%). Note, the "Lunch balance is low" category is standardly set to \$100. Most parents prefer to adjust this to a much smaller amount so that they are not constantly being notified when there is sufficient funds in a student's account. When you have completed setting up your notification selections, please hit the Save button in the bottom of the window to confirm your selections.

Q12. How do I update my household address or household phone number?

A12. Please [sign into Infinite Campus](#). Once logged in, you should see a More tab on the left side menu. If the menu is not present, click on the hamburger icon  to make it visible. Then click on Address Information. Please click the update button after the section that you need to change and enter the correct information when prompted. Once you submit your updates, they will then need to be processed by the KASD registrar. You will be notified via email if/when approval for the change is granted.