

Infinite Campus will serve the same functions as PowerSchool did in the past

1. When do we go live with Infinite Campus in CMS?

- a. We are excited to announce that we will officially go live with our new Student Information System, Infinite Campus, in mid-July.

2. How do I access Infinite Campus?

- a. **As a Teacher:** NCEdCloud
- b. **As a Guardian/Parent:** Infinite Campus Parent Portal
- c. **As a Student:** ClassLink & NCEdCloud

3. When do I get access to Infinite Campus?

- a. **Data Managers, Attendance Managers, Admin & District Depts get access** - July 9, 2025
- b. **All teacher/staff get access** - July 24, 2025
- c. **Students & parents get access to Infinite Campus Parent Portal** - Aug 4, 2025

4. How do I access training on Infinite Campus?

- a. The Canvas Course is linked on the Infinite Campus Intranet Page

5. How will families create their Parent Portal?

- a. The district will send out step by step directions SOON!

6. What can families see in the new Infinite Campus Parent Portal?

- a. Grades
- b. Attendance
- c. Schedules
- d. School Information
- e. Important Links
- f. Annual Updates

7. How will the implementation of Infinite Campus affect integrations?

- a. PSUs will continue to use ECATS.
- b. CMS will continue to use Elevation for ML.
- c. CMS will continue to use Branching Minds for MTSS.
- d. CMS will continue to use SuccessEd for 504s.

8. Does Infinite Campus work with Educator's Handbook?

- a. CMS will continue to utilize Educator's Handbook in the same fashion as previous years.

9. How will families enroll their students?

- a. All enrollment will move online beginning mid-July. The Student Placement office will enroll all students.

10. How will families complete yearly documents and forms?

- a. Families will receive the documents digitally through the IC Parent Portal.

11. Will we continue to use Canvas as our LMS?

- a. Yes, we will integrate the LMS into Infinite Campus and it will function the same as it did with PowerSchool.

12. For attendance, is the default present, and only gets changed if you go in and switch to absent/tardy? Or do you have to mark something for each student?

- a. Default is present. Teachers only need to mark absent or tardy.

13. What modules will **not be used during the 2025-2026 school year?**

- a. Fees
- b. Transportation
- c. Health
- d. K-2 Report Cards

14. Can staff alternate between teacher and parent accounts if they have students within the PSU?

- a. Staff members would need a teacher account and a separate parent account. However, both accounts can be tied to the same person of record within the system.

15. Does this program work with ClassLink?

- a. Yes, will continue to use ClassLink.

16. Can chronic absenteeism be easily calculated & monitored?

- a. Yes, this information is available on the student's Attendance screen.

17. Can families upload documents through their parent portal? Like birth certificates?

- a. Yes, this is possible through the Online Registration application.

18. How do student records get transferred between PSUs?

- a. Infinite Campus provides a student records exchange tool for transferring records between PSUs.

19. Will state reports be built into Infinite Campus?

- a. NCDPI will push down reports to CMS and our state reporting will be inside of Infinite Campus as it was with PowerSchool.

20. Is there a translation available?

- a. Yes, canned translations exist as well as the ability to create and support our own within CMS.

21. Is there a Mobile App?

- a. Yes, we offer a mobile app for parents and students: Campus Parent & Campus Student. These are available for Apple and Android devices

22. Will CMS use ParentSquare or Infinite Campus to communicate with parents?

- a. ParentSquare will continue to be our main source of communication.
- b. ParentSquare data will be updated with the 25/26 SY on August 4th.

23. Who do I contact for support?

- a. School staff will contact their data manager, admin team or put in a help desk ticket.
- b. Data Managers, Attendance Managers, Master Schedulers & Admin will contact the SIS team through a Help Desk ticket.
- c. Families will contact schools or Student Placement.

24. Will anyone (staff, students, families) still be able to use the PowerSchool Parent Portal to see their student's grades and attendance?

- a. No, CMS (& the entire state) will only be utilizing Infinite Campus starting the 25/26 school year.

25. Why did CMS change to Infinite Campus?

- a. The state of North Carolina moved to Infinite Campus. The state was looking to modernize its student information system (SIS) with a platform that offers more advanced features, improved data analysis capabilities, and streamlined communication tools for parents and educators.