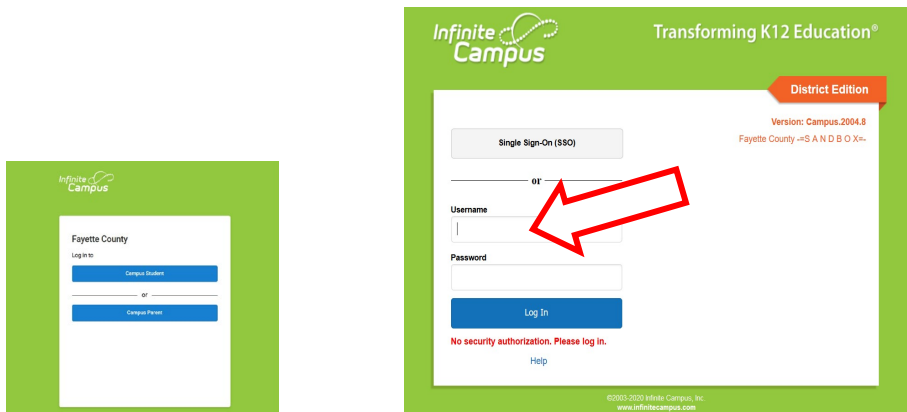


## What is Campus Parent/Student?

Campus Parent/Student is a confidential and secure website where users access current academic information. Parents and Students can view class schedules, assignments, attendance information, test scores and links to Teacher email addresses. Parents and Students each have their own accounts. Student accounts are maintained at the school. If your child is having trouble accessing their Campus Student account, have them talk to a staff member at their school or email [parent.portal@fayette.kyschools.us](mailto:parent.portal@fayette.kyschools.us)

## How do I locate Campus Parent/Student?

On the Fayette County Public Schools homepage ([www.fcps.net](http://www.fcps.net)) an “ IC Portal “Icon is located in the **POPULAR LINKS** section on the bottom of the main page.



## Campus Parent Support Tool

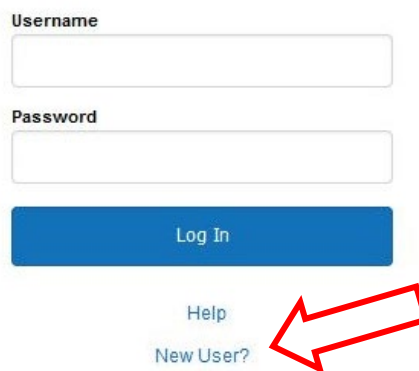
We now have an IC Campus Parent Support tool: <https://apps2.fcps.net/ic-support>. This tool has three main features:

- Register – Request an Activation Key to create a new Campus Parent account
- Get My Credentials – Reset your password or retrieve your username
- Help! – Request extra assistance

## How do I receive a Campus Parent account?

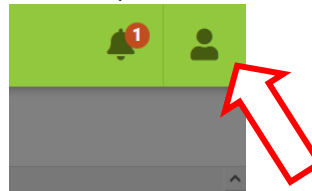
If you are new to the district:

- ✓ Visit the school for your neighborhood to and complete all registration requirements.
- ✓ After registration requirements have been completed and your application has been processed, you should receive an email with your personal activation key and directions on how to access Campus Parent/Student. Please have patience as this process can take longer at the beginning of the school year.
- ✓ If your application has been processed and you have not received an email with your personal activation key, please visit <https://apps2.fcps.net/ic-support/register>
- ✓ To enter the activation key, visit the Campus Parent Login Page and click *New User?*



## How do I navigate Campus Parent?

If you have more than one student in your household, choose the student you wish to view



under the icon of a head, **“Select a Student.”**





The menu on the left side of the webpage displays options for viewing.

How do I view assignments and scores?

To view assignments and scores associated with each course, click on the Schedule option, and then **click the link** (title of course) next to the grade book icon.

## What if I have questions about my students’ grades, assignments, etc.?

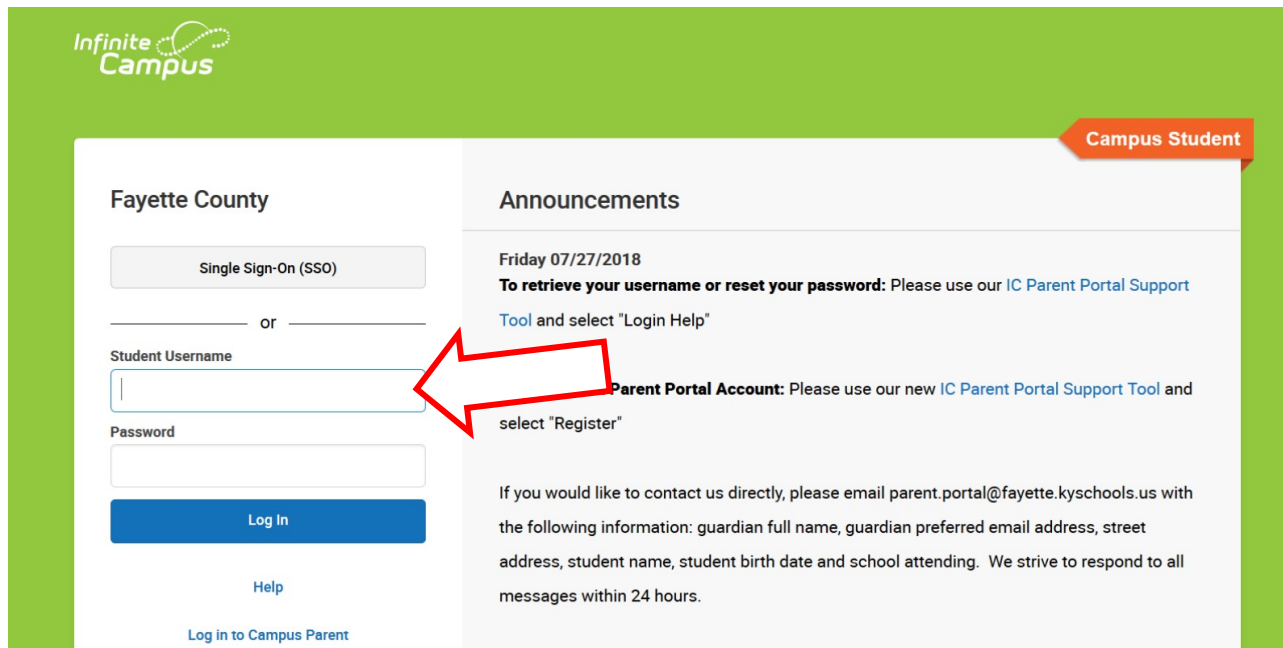
Contact your student’s teacher by clicking on the **email icon** on the Schedule screen or by clicking the teacher’s name then email address on the Grade screen.

Term Sem 1 (08/16 -12/31)	
1	 <b>61109.1407S1-1 Spanish 2</b>  Gomez, A Rm: 2
2	 <b>230170.3162S1-1 Academy AP Seminar</b>  Behler, J Rm: 4

## Who should I contact regarding attendance related issues?

Call the Attendance Office at the school where your child is enrolled.

## What does my Student's Login screen look like?



## What should I do if I forget my username and/or password?

Parents/Guardians should visit our IC Campus Parent Support site:

<https://apps2.fcps.net/ic-support/register> and click "Get My Credentials".

If you continue to experience problems, please email: [parent.portal@fayette.kyschools.us](mailto:parent.portal@fayette.kyschools.us).

When emailing include your name, the names of your students, their dates of birth, their current address, and the schools they attend.

## What should I do if my student has a problem with their Campus Student account?

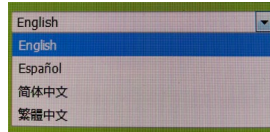
Students should contact a staff person at their school for Campus Student login assistance.



## Campus PARENT / STUDENT Information

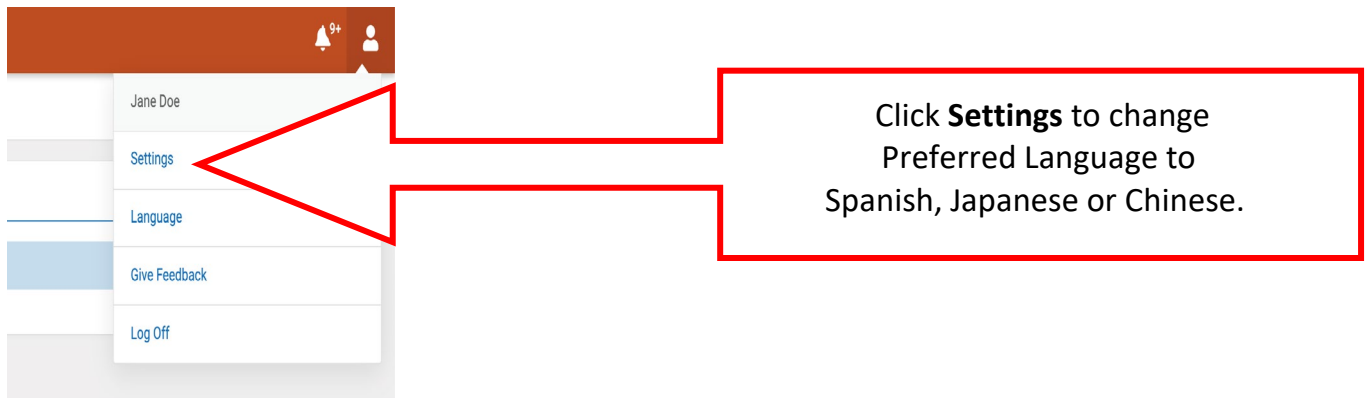
### Can I view the Campus Parent / Campus Student in other languages?

You can view the Campus Parent/Student in Spanish, Japanese, and Chinese by choosing the language at the bottom of the logon screen.

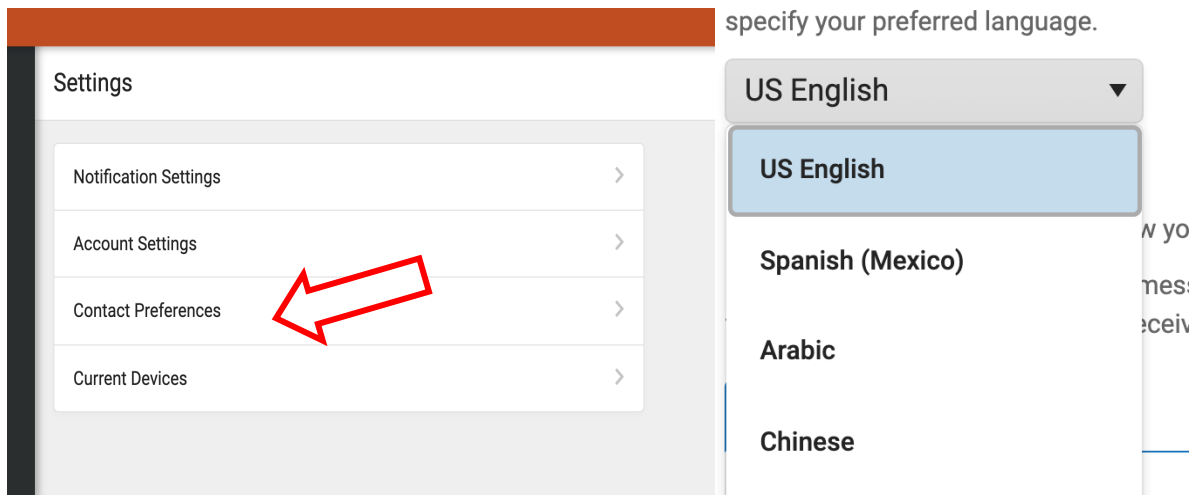


## How can I change my Preferred Language in Campus Parent?

This setting effects how you receive communications. Login to Campus Parent, Click the Person Icon in the upper Right-hand corner of Campus Parent. Select Settings. Then select Contact Preferences, Select Preferred Language.

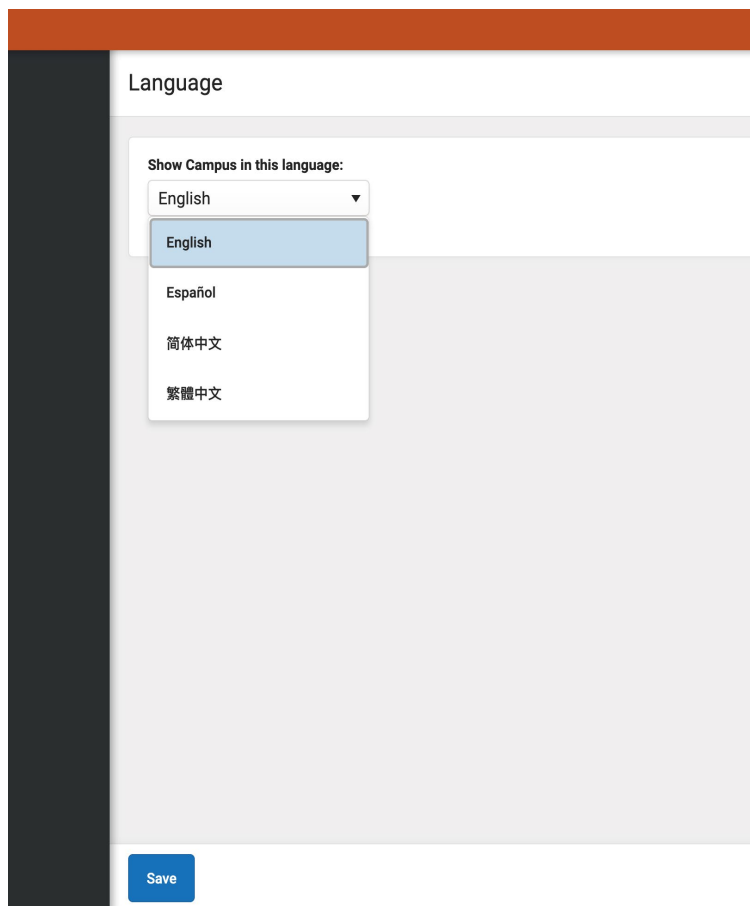
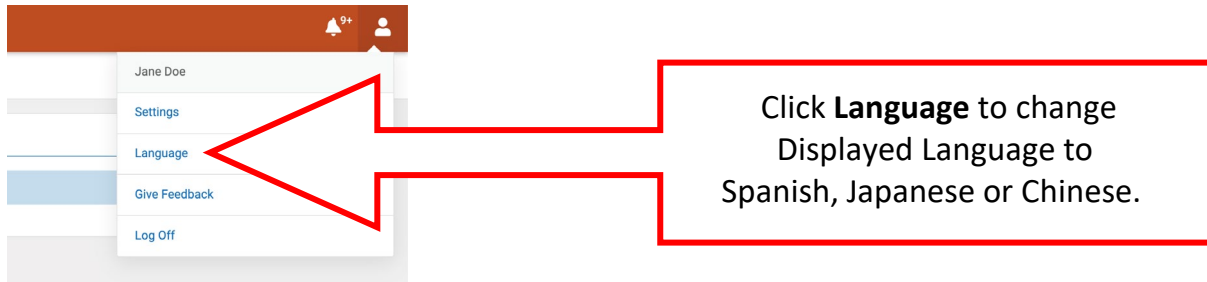


Click **Settings** to change Preferred Language to Spanish, Japanese or Chinese.



## How can I change my Displayed language in Campus Parent App?

Login to Campus Parent, Click the Person Icon in the upper Right-hand corner of Campus Parent. Select Language. Choose the specific language from Drop Down list. Click the blue 'Save' Button. This effects how the language choice displays in the Campus Parent app.

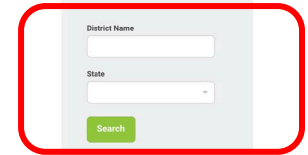


## Can I download a Campus Parent or Campus Student app for my smartphone?

- Yes, mobile applications are available for your iPhone and Android. Search for “Campus Parent”.

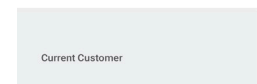


- When setting up the app, enter the District Name “Fayette” and State “Kentucky”.
- The mobile app cannot be used to *activate an account or reset passwords*.



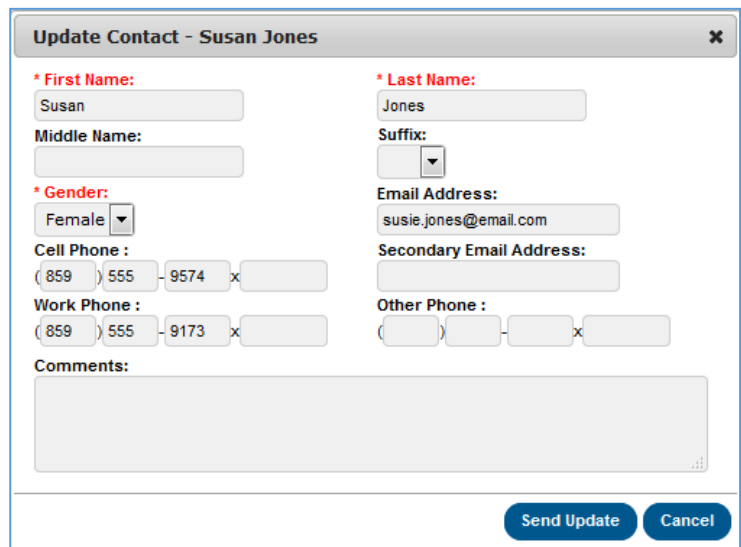
Infinite Campus has created a video that is very useful in understanding the Campus Parent/Student and the Mobile App. Visit this site:

<https://www.infinitecampus.com/video/mobile-apps>



## How do I change my email and phone numbers?

1. Log in to Campus Parent on a desktop computer or laptop. Change requests cannot be made through the Campus Student App.
2. There are two places where change requests can be submitted:
  - a. Household Information
    - i. Click: **Update**
    - ii. Make corrections as needed
    - iii. Click: **Send Update**
  - b. Family Members
    - i. Under the name of the person you wish to update, click: **Update**
    - ii. Make corrections as needed
    - iii. Click: **Send Update**
3. The request will be sent to our Infinite Campus processing staff



## How do I change my address?

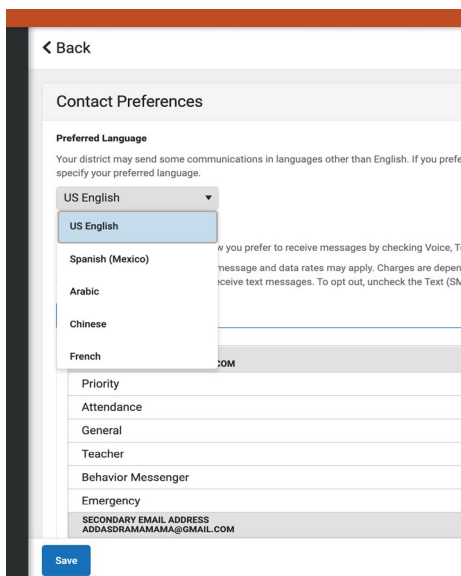
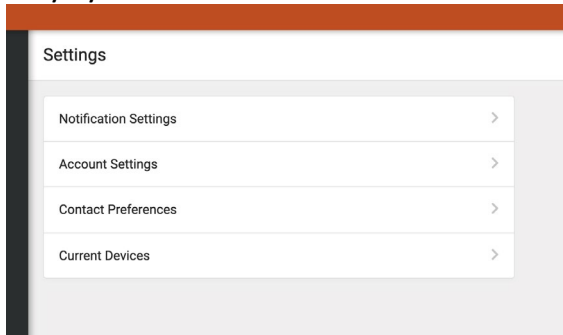
Address change request must be made at the school level. Please visit the Registrar at your child’s school for more information.

## What are contact preferences?

You can receive information about school and district happenings and closings by phone call, text or email. Contact preferences determine which types of messages should be directed to each phone or email address.

## How do I change my contact preferences?

1. Log in to Campus Parent on a desktop computer or laptop
2. Under “User Account”, click “Settings”, and then choose “Contact Preferences”
3. The different types of messages that may be sent are listed in the gray bar (See the next page for an explanation of the types of messages). Some boxes have been preselected, but you may change those settings by clicking on the boxes to either add or remove the ways you would like to be notified. **Be sure to SAVE your selections!**





**Family**

Messages >

Household Information >

Family Members >

Calendar >

Fees >

**User Account**

Account Management >

Contact Preferences

Access Log >

### Message Contact Preferences

Successfully saved contact information.

Email Address:

Secondary Email Address:

Instructions:

For each type of message (Emergency, Attendance, Behavior, General Notification, Priority Notification, Teacher) you may select to receive a message on more than one device. To change or add a phone number you will need to contact your school's administrative offices.

Please check the Text(SMS) check box if you would like to receive text messages sent by the school. If Text (SMS) option is enabled message and data rates may apply. Charges are dependent on your carrier to send and receive these text (SMS) messages.

- To opt out uncheck the text (SMS) box anytime.
- For support contact your district.

		Emergency	Attendance	Behavior	General Notification	Priority Notification	Teacher
Cell Phone (555)255-1996	Voice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Text (SMS)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email (email@infinitecampus.com)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

† Your district may send some communications in languages other than English, if you prefer to be contacted in a another language please specify your preferred language.

For weather-related announcements

**You can update phone numbers and email addresses! Click the “Family Members” option. Infinite Campus will automatically send an email notification of any phone number or email address change.**

## What do the different message types mean?

- Emergency – Used in an extreme case of a health or safety emergency. By default, all boxes except “Work” will always be checked. In the event of a crisis that would warrant using this method of communication, we would reach out to you in every way we have available.
- Attendance – Used to make you aware that your child is not at school or has missed one of their classes at school.
- Behavior – Some schools use this message type to alert parents about behavioral situations their children may encounter at school.
- General Notification – Used for routine announcements or special messages from your school or the district.
- Priority Notification – Used for snow calls and notifications about weather closings, delays or early dismissals. **If a decision is made the day before, calls will go out then. If the decision is made the day of, the call will go out at 5:30 a.m.** All boxes you check will receive the call or text; you can decide if you want to receive only a text to a cell phone, or whether you want every phone in your house to ring. If you uncheck all the boxes, you will not receive any notifications about weather closings, delays or early dismissals.
- Teacher – Used only for email contacts from your child’s teacher or teachers.

## What does this message mean?



**In addition to entering your username and password, please enter the letters and numbers shown. Do not enter spaces. Letters shown are case sensitive.**

After several unsuccessful attempts to log into Campus Parent, you may receive a security CAPTCHA (example pictured above). The CAPTCHA must be typed exactly as it appears using upper and lower case letters and the numbers without spaces. The CAPTCHA above would be entered as: nekhf. If you still have problems go through the support tool <https://apps2.fcps.net/ic-support/register> and click “Get My Credentials”.



## Campus PARENT / STUDENT Information

### Other Helpful Tips

IC suggests the following if experiencing problems with the Mobile App:

1. Uninstall the app
2. Power off the device
3. Power on the device
4. Re-install the app from the app store

If problems still persist with the Mobile App:

5. Verify you are connected to a network
6. Verify the District Name is "Fayette"
7. If the cloud service validating your Campus Parent/Student is down please try again later.