

Accessing Campus from Mobile and Tablet Devices

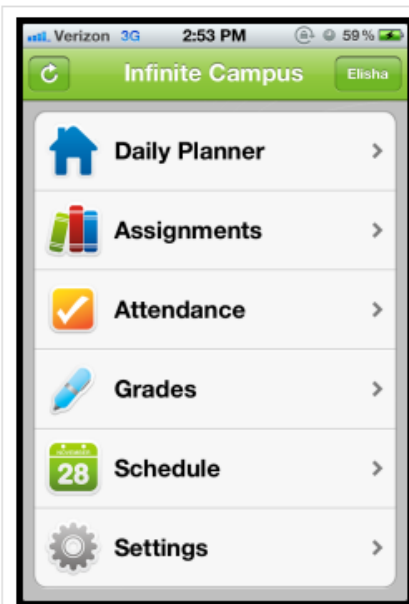


Image 1: iOS Campus Mobile Portal

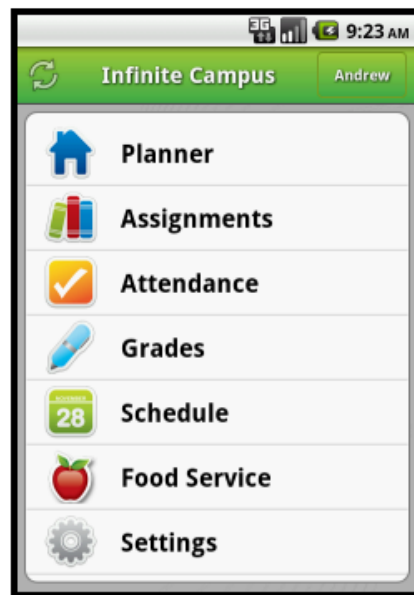


Image 2: Android Campus Mobile Portal

Supported Platforms

The Campus Mobile Portal is an iOS and Android application for parents and students.

⚠ First generation of iPhone and iPod Touch is not supported. BlackBerry and Windows-based mobile phones are not supported.

For Android users, Campus does not support screen sizes deemed too small for the Google Play store.

ℹ As of the 2013-2014 school year, Campus will only support iOS 5.0+ and Android 2.3+.

The following devices are supported:

Device	Minimum OS
Apple Mobile Devices (iPod Touch, iPhone)	iOS 4.3+
Apple Tablet Devices (iPad, iPad Mini)	iOS 4.3+
Android Mobile Devices (Phones)	Android 2.2+
Android Tablet Devices	Android 2.2+

District ID

Fairfield's district ID is GRQDNG

Parents and students need a District ID in addition to their normal login information used to access the Campus Portal. This 6-digit access code can be found by logging into the Campus Portal and clicking on the **Get Your District ID** button.

✔ Network Connection

A connection to a network is necessary for initial use of the application for user authentication and initial download. Once the initial download has happened, the app can be used without a network connection. Being connected to a network displays the most current information available.

1. Log into the **Campus Portal** from a web browser. Passwords are case sensitive.
2. Click the **Get Your District ID** button that displays under the Process Inbox. A new browser page called **Campus Mobile Portal Installation** displays. This installation page provides information on connecting your device to the Mobile Portal app.
3. Note the District ID that displays. You'll need this information later. If you have already downloaded the app, open it and view the Settings options. Proceed to Step 6.
4. Select the appropriate app store image. This takes you to the appropriate app store.
5. Download the app. When it opens, the **Settings** option displays.
6. Enter the 6-digit **District ID** number previously found in the **District ID** field.
7. Enter your Campus Portal username and password.
8. Press **Go** or **Sign In**. Data will begin to download.



Image 3: Locating the District ID

Student Information

Schools can choose to display the following information on the Mobile Portal:

- Daily Planner
- Assignments
- Attendance
- Grades
- Schedule

Not Seeing Information?

- Schools can choose to not display certain areas. This means if you have students in different school buildings, you may see different information for each student.
- Be aware that schools may temporarily turn off options like grades or schedules during the summer or the end of grading periods.

Multiple Children

To view information for multiple children, select the name of the student currently displayed and a list of other possible children displays. Select the desired child from that list.

Only one account can be logged into the Mobile Portal at a time. If you have more than one Campus Portal account to view student information, consider contacting the school or district to combine the accounts into one. If you have multiple children in different districts, portal accounts cannot be combined.

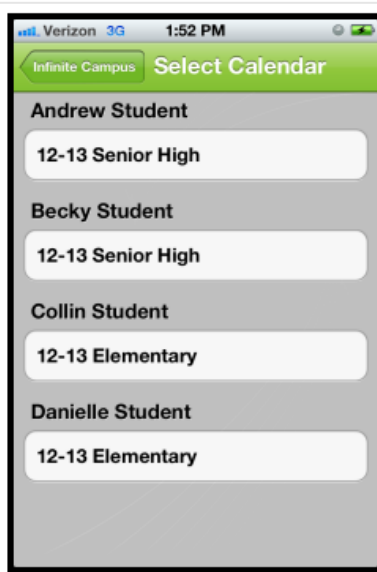


Image 5: iOS Student Selection

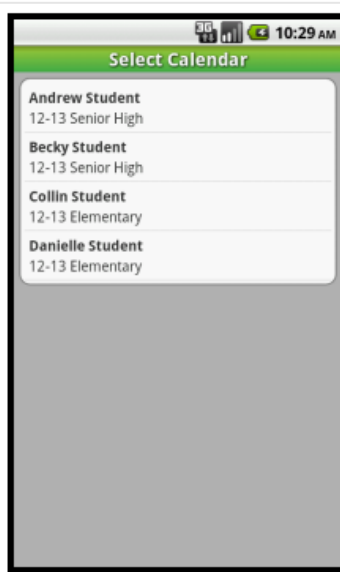


Image 6: Android Student Selection

Updates and Notifications

Notifications alert you to a change in your student's data. An alert is sent (if your school has turned on the Notification option) for attendance changes, grade postings and assignments. Your device will receive alerts as changes occur. For example, if your student is marked absent by the teacher, you will receive a notification alerting you to the attendance event.

A manual refresh of data can be done by selecting the Manual Refresh button in the upper left corner of the screen.

- For iOS users, updates occur automatically every 15 minutes when you are logged into the app. If you close the app or are not logged into the app, there is no refresh that occurs and notifications are not sent.
- For Android users, a manual refresh is required, or log out of the app and log back in.

Data Storage

Data is stored on your device. The data you see in the app is stored locally on your device for offline use. When you log out of the app, data is removed. It is recommended a password or other form of security to access your device is used.

- ✓ For iOS users, see the information about [Passcodes](#).

Troubleshooting

If you are having issues with the app, try rebooting the device first to see if that corrects the issue. You can also uninstall and reinstall the app.

Not seeing information?

- Food Service information will not display if your district is not using Campus Food Service.
- Schools can choose to not display certain areas. This means if you have students in different school buildings, you may see different information for each student.
- Be aware that schools may temporarily turn off options like grades or schedules during the summer or at the end of grading periods.

Issue and Description	Possible Solutions
<p>Could not authenticate user.</p> <p><i>Your username and password do not match a valid user account.</i></p>	<ul style="list-style-type: none">• Verify your username and password are correct.• Reenter the District ID.• If the password changed in the Campus Portal, change it on the app as well.• Districts sometimes force a password change. Log into the Campus Portal and reenter the login credentials.• If your username and/or password may have been disabled, contact your school for a reset.
<p>Could not complete data retrieval.</p> <p><i>You may not be connected to a network.</i></p>	<p>Connect to a network and try again.</p>
<p>District ID is not recognized.</p> <p><i>The 6-digit code you entered when accessing the app may be incorrect.</i></p>	<ul style="list-style-type: none">• Verify the entered District ID is correct.• Connect to a network.• The cloud service validating your District ID is down. Try again later.