Infinite Campus FAQs

Q. What is Infinite Campus?
A. Infinite Campus is North Carolina's Student Information System (NCSIS). A comprehensive web-based system that provides real-time access to your child's academic information. Parents can view grades, attendance, assignments, and schedules, while students can track their own progress and stay organized with upcoming assignments.

Q. I forgot my username and password. How do I reset it?
A. You can visit Campus Student or Campus Parent (Web Portal or Mobile App) and click "Forgot your password/username." Select the Forgot Your Password? link and an email will be sent to the address on record. If you don't see this option, contact your child's school.

Q. Can I update my contact information through Infinite Campus?
A. Yes! Log into your parent portal account and select "Household Information" from the index to update your household phone number. Select "Family Members" to update contact phone numbers for any members in your household.

Q. How do I view my child's grades and assignments?
A. Log in to your Campus Parent account and select "Grades" or "Schedule" from the left navigation menu. Select the class name you'd like to view. This will take you to a page that shows the scores achieved in the class, organized by term. You can see individual assignment scores, missing assignments, and current averages.

Q. How do I set up the App?
A. Download the App, search for your district name and state, select your district, then enter your username and password (provided by your school/district). If using a secure, private device, mark Stay Logged In to receive mobile push notifications, if enabled by your school.

Q. How do I get my Parent Portal Activation Code?
A. You can either stop by your child's school and get a Parent Portal Activation Letter or use the Self-Service option: NCSIS Parent Portal Activation Code Lookup. If you use this option, you will need your child's student number.