JPPSS Parent Portal FAQs

What is Infinite Campus?

Today, all K-12 school districts use a database system for managing student information and maintaining their records. Infinite Campus is a district-wide student information system designed to manage attendance, grades, schedules, and other information about the students in the Jefferson Parish Public School System.

What is the Infinite Campus Parent Portal?

The Parent Portal is a confidential and secure Web site where you can get current information about your child's school attendance and grades.

How secure is the information contained in the Portal?

Infinite Campus uses a 32-bit, secure socket layer (SSL) encryption technology to protect information. The technology is similar to that used in other industries such as health care and banking.

What information is included in the Portal? What do I use it for?

When you, as a parent or guardian, log-in you have access to information about all of the students for which you are associated. Attendance, class schedules, assignments, grades, and assessment results can be viewed. E-mail hyperlinks facilitate communication with classroom teachers. In addition, schools post important information on the home page, such as events, notices, etc. Attendance information and standardized test results are also available.

By using the Infinite Campus Online Parent Portal, JPPSS provides an online communication tool which can help you as a parent or guardian stay current with your child's progress. From an Internet connection at home, the workplace or any public library, you can view up-to-date information about your student's attendance and grades.

Who can access the Parent Portal?

Only legal guardians/parents may receive access to Parent Portal accounts.

When can I access the Parent Portal?

Once you complete the parent portal forms with your child's school and receive your Activation Key.

How do I create a user account so I can use the Parent Portal?

Your child's school provides you with a Parent Portal activation code. By using this code and following the instructions in the Parent Portal User Setup Guide you can setup your own account for the Parent Portal. The Activation Key (GUID number) is unique to you and not your child.

The Infinite Campus Parent Portal is located at:

https://campus.jppss.k12.la.us:8443/campus/portal/jppss.jsp

We recommend you "bookmark" this location after you get your account enabled and working. After you go through the process of creating your user name and password, write them down and keep them in a place where you can refer to them at a later date. The user name and password will allow you to see student information, only for those children for whom you are a legal guardian/parent.

Do I need any special software?

To effectively access your Infinite Campus Portal account you need:

- ✓ Internet Access. A minimum dial-up modem speed of 56Kbs — a slower connection works but not as well.
- ✓ Computer with a processor speed of 500 MHz or better (MAC or PC).
- ✓ Web Browser — we suggest Microsoft Internet Explorer 7.0 or below for PC and Firefox for Mac.
- ✓ Adobe Reader™ — This is a free document reader available for download on the web at http://get.adobe.com/reader/. There are some Infinite Campus reports that require the Adobe Reader.

What happens if I forget my ID/password?

Please select "Problems logging in" on the parent portal site and follow the steps indicated.

I didn't receive or lost the letter with the activation key. What should I do?

Contact your child's school to receive a new copy of your activation key.

How often is information updated in the Parent/Student Portal?

Information is updated in real time. However, the attendance, while done each morning, may take more time depending on the receiving of parent absent notes, doctor excuses, or other various sources in order to update the student attendance record.

Can I access parent portal from anywhere (e.g., home, work, library, etc.)?

Yes, as long as you meet the minimum computer and Internet access requirements. See minimum requirements section.

How do I add/change/correct my email address?

To add, change or update your email address, contact your child's school. If you have more than one child you need only contact the school of your oldest child.

How do I add/change/correct my telephone numbers?

To add/change telephone numbers, contact your child's school. If you have more than one child you need only contact the school of your oldest child.

How do I change/correct my household address?

To add/change the household address, contact your child's school. If you have more than one child you need only contact the school of your oldest child.

How can I add/delete additional contacts?

You need to stop by the school office with your ID and update your household information with them.

What if I have questions about my child's grades, attendance, assignments, etc., that are found in Infinite Campus?

Just as in the past, the first contact is your child's teacher or guidance counselor.

Who can I talk to regarding attendance related issues?

Call the school office at your child's school, but give them 24 to 48 hours before you call to report any errors.

Can anyone else see my student's attendance, grades, etc.?

Keep your username and password safe. If you think someone else knows your username or password, go to Change Account Information on the left side of your information page and change it. All attempts at logging into the system are recorded and monitored.

Can I stop my username and password from being automatically entered into the Campus login area when logging on?

Window PC Users: (Turn off your Auto Complete)

1.   On your browser toolbar go to TOOLS, INTERNET OPTIONS, CONTENT TAB.
2.   Click the AUTO COMPLETE button. Only the top box should be checked.
3.   Click the CLEAR FORMS button and then OK.
4.   Click on the CLEAR PASSWORDS button and then OK.

MAC Users: (Turn off your Auto Complete)

1.   On your browser toolbar go to EDIT, PREFERENCES, FORMS AUTOFILL, FORMS AUTO COMPLETE.
2.   Select DISABLED and the click OK.

How can I make sure I am seeing an updated version of my Campus page?
Setting up your Page Refresh option provides an updated version of your Campus session when changes are made. For example, when changes are made to a student's report card, changes are saved. This procedure only has to be done once.

Window PC Users: (Setting up Page Refresh option)

1.   On Internet Explorer 4.0, select VIEW from the toolbar.
2.   On Internet Explorer 5.0 or higher, go to TOOLS, INTERNET OPTIONS, and GENERAL TAB.
3.   Select the SETTINGS button.
4.   Under "Check for new versions of stored pages" select "Every visit to the page."
5.   Click the OK button.

MAC Users: (Setting up Page Refresh option)

1.   On your browser toolbar go to EDIT, PREFERENCES, WEB BROWSER.
2.   Check the box "Every visit to the page" or it may say "Update pages always."

Is there a way to view the portal in other languages?
At this time, Campus has provided a Spanish language version of the portal. While we do realize there are more languages than Spanish and English spoken among JPPSS student households, the Portal has not been translated into other languages by the software company.

I tried to login but my account has been disabled. What should I do?
After three unsuccessful login attempts, Infinite Campus disables your account for security purposes. In such cases contact your child's school.

What can I do to try to resolve the message, "Page cannot be displayed?"
Check the URL and make sure it is correct: https://campus.jppss.k12.la.us:8443/campus/portal/jppss.jsp
(make sure the _s_ is behind the http.)

How do I report problems, comments or suggestions?
If your issue relates to your child's attendance, grades, or other information please start your inquiry with your child's teachers, as you normally would.