

Infinite Campus

Parent Portal Access Information

Below you will find directions on how to access the Campus Portal so that you can view student grades and attendance. You will need an activation key if you are creating a new account. Please visit <https://campus.henry.k12.ga.us/cparent> to obtain your activation key. You will need to provide the student's social security number, birthday, and student number. If you already have an account, your username and password will remain the same. If you forgot your log on information, go to the portal website and click 'problems logging in' located next to the log in button. You will need to enter the appropriate email address and the system will email your log on information back to you. If you continue to have problems, please contact your child's school.

If you have any additional questions, please visit www.henry.k12.ga.us/campusportal. Here you will find a FAQ section and answers to other questions you may have.

Logging in to the Campus Portal

Using the Activation Key to Create Usernames and Passwords

The **Activation Key** is only needed the first time the user accesses the portal. After that, the activation key will not work, and the username that was created should be used to log into the Portal.

1. From the **Portal Login** page, select the **Click Here** link under the *First Time Use* heading. This option is only used the very first time the portal is accessed.
2. The *Click Here* link will display an **Activation Screen**. Users will have been given an activation key (their 32-character GUID) that is entered here.
3. Click the **Submit** button. The activation key will be verified and, when approved, will display a screen to create the **User Name** and **Password**.
4. Enter a **User Name**. It is best to use an alphanumeric (letters and numbers) user name.
5. Enter a **Password**. Again, it is best to use an alphanumeric password.
6. Enter the password a second time in the **Verify Password** field.
7. Click the **Create Account** button. This will create the username and password. The username and password will be verified, and upon approval the portal account will be created. Use the *Click Here* link on the account creation page to enter the user name and password to access the Portal information.

Student and Parent Portal FAQs

How do parents and/or students access the campus portal?

<https://campus.henry.k12.ga.us/campus/portal.henry.jsp>

How do parents and/or students obtain a GUID Activation Code to create an account of the portal?

Parents identified as the student's guardian can go to the following link to obtain a GUID activation code: <https://campus.henry.k12.ga.us/cparent>. The parent will need to provide the student's social security number, birthday, and student number. This will return the appropriate GUID activation code of record for parent to create portal accounts. Schools will have access to run an ad hoc report for student accounts.

What happens if a parent and/or student forgets their username or password?

If the parent forgets the log-on information, they can go to the portal website and click 'problems logging in' located next to the log in button. The parent will need to enter their appropriate email address and the system will email their log-on information back to them. If the parent still has problems, the school designee for resetting Infinite Campus passwords can look up parent usernames and reset passwords if necessary. The school designee can also look up student account information. The parent's guardianship must be identified by the registrar before the account information is provided to the parent. The following security questions should be answered correctly:

- What is the parent's name?
- What is the student's proper name?
- What is the mailing address?
- What is the home phone number:
- What is the student's social security number?

If the SSN is not available in Infinite Campus, the student ID number is required. If the SSN is not in Infinite Campus and the parent is not able to provide the student ID, the parent will be required to come into the building and show a valid ID.

What happens if a parent and/or student portal account is disabled?

The school designee for resetting Infinite Campus passwords can enable an account.

What if the parent cannot see their student/s on the portal?

The registrar will need to verify that the household is set up correctly and the parent is marked for portal access.

What if the parent does not see the correct students on the portal or is missing students?

The registrar will need to verify that the parents and students are associated correctly in the households. Also verify that the parent received the correct activation code. If the registrar has technical trouble correcting the household data (user permissions), then the school should submit a Technology work order. In the event of a technical problem with a parent account, please include detailed information regarding the parent's problem such as parent's name, student's name, and student number.