

Quick Guide: Infinite Campus



What can I access using Campus Portal?

- » Announcements
- » Assignments
- » Attendance
- » Grades
- » Schedules



How can I get the Campus Portal App?

The apps are available to our parents and students at no cost and can be downloaded directly from the iTunes App Store or Google Play Store.



Why is my mobile app not working?

Ensure the Username and Password is accurate. If all login information is correct, do the following:

1. Uninstall the app.
2. Power off the device.
3. Power on the device.
4. Reinstall the app from the iTunes App Store or Google Play Store.



1. FAQ_CampusParent HCS

Q. How do I access the Campus Parent Portal?

A. <https://campus.henry.k12.ga.us/campus/portal/parents/henry.jsp> or from the *HCS home page* > *Parents* > *Campus Portal*.

Note: Recommended Browser: Google Chrome

Q. Do I need a code to create a Campus Parent account?

A. Every parent/guardian is given a unique activation key to access Campus Parent. If you have not been provided your activation key, please contact the Campus Liaison at your child's school.

A2. Parents may retrieve their **Infinite Campus GUID Activation Code** by clicking on the **IC Parent Account Info** link from the Campus Portal homepage and enter in the necessary information [See below].

Q. How do I create a Campus Parent account?

A. An account is created with your unique activation key received from your child's school. You will also receive step-by-step directions on how to create an account [Reference Campus Portal flyer].

A2. Do you have your activation key? If so, select the **New User** link at the bottom of the Campus Portal homepage.

Q. I forgot my password, whom should I contact?

A. If you have questions about logging into Campus Parent, or about the information you see in Campus Parent, please contact the Campus Liaison at your child's/children's school. The liaison can reset your account.

Q. Why can I not see my child(ren) in the portal?

A. Contact your child's school to verify household relationships and preferences checked. *Remember: To view information for a specific child (student), click the drop-down list in the upper right corner. The student drop-down list only appears when you select specific tools, such as: Assignments, Attendance, Grades, Grade Book Update, Schedule, etc.*

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2. FAQ_CampusStudent

Q. How do I access the Campus Student Portal?

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

or from the **HCS home page** > **Student** > **Campus Portal**.

Note: Recommended Browser: Google Chrome

A2. From their **HCS STUDENT LEARNING DEVICES**, students can access Campus Portal via their [Launchpad \(EmpowerHCS > Classlink\)](#).



Q. How do I create a Campus Student account?

A. An account is created upon the student's enrollment. Every student will be provided with their Username and Password to access Campus Student.

Q. What is my username and password for Campus Student Portal?

A. Network Credentials - (default student username and password)

Username : Student Number

Password : 1st character First Name (lowercase),
1st character Last name (lowercase),
Birthdate (mmddyy),
Pound Sign (#)

Q. I forgot my password or I am locked out of my account, whom should I contact?

A. For questions about your account, please visit your school's Instructional Technology Para (ITP). The ITP can assist in resetting your account.

Q. How can I change my password?

A. Student will maintain their own passwords. The ITP can assist if necessary. In Classlink, the student can click on HCS Password Reset button. This will take to them to <https://pwchange.henry.k12.ga.us/pwreset/> where they have the ability to self-service their own password.



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