

## **Parent Portal FAQs**

### **What exactly is Infinite Campus Parent Portal?**

The Infinite Campus Parent Portal is a parent-specific login to the shared, community-wide Infinite Campus student database. The Parent Portal presents information about students to authorized parents or guardians in real time with secure socket layer (SSL) encryption of the information that is being transmitted.

### **What happens if I forget my id/password?**

Send an email to [parentportal@commackschools.org](mailto:parentportal@commackschools.org) with your full name, your child's full name, your child's date of birth and the school they attend. If you enter the wrong password 5 times the system will automatically lock you out and you will have to contact the parent support email to re-enable your account.

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

Send an email to [parentportal@commackschools.org](mailto:parentportal@commackschools.org) with your full name, your child's full name, your child's date of birth and the school they attend.

### **How often is information updated in the parent portal?**

Information is updated in real time. However, the attendance office generally takes 48 hours to collect data from various sources to reconcile the student attendance record.

### **How do I make changes to the information posted on the parent portal**

Add/Change email Address: Please do this directly on the Portal

Other changes: Submit a Student Data Change Form :

<http://www.commack.k12.ny.us/forms/studentdatachangeform.pdf>

### **What if a report card shows an incorrect grade(s) for my child/children?**

Contact your child's Guidance Counselor for the secondary students and your child's teacher for elementary students.

### **Who can I talk to regarding Attendance related issues?**

Contact the Attendance Office at your child's school.

### **What does the small envelop next to the teacher name on my child's schedule mean?**

If you click on the teacher's name, an e-mail box will open for you to correspond with the teacher. If you are not using Outlook as your e-mail program, you can copy the teacher's e-mail address into your own e-mail account.

Please allow 48 hours for a response and do not use this system for any correspondence which requires same-day attention or to send absence notes. Use the school's main office or attendance office for such issues.