

PORTAL ACCOUNT GUIDELINES AND SYSTEM REQUIREMENTS

Web Address <https://arcc.infinitecampus.org/campus/portal/grandrapids.jsp>

Activation Key or Username/Password will be provided via email

User Guidelines

- Keep this information in a safe place. You will need it if you forget your username or password.
- Portal users create a unique username and password the first time they log in. Passwords must meet the following strong password criteria:
 - **Content** – *It could use a short two- or three-word sentence.*
 - **Length** -- *It must be a minimum of 10 characters long.*
 - **Combination** – *It should include letters, punctuation, symbols, and numbers.*
 - **Uniqueness**-- *It should not use the username or words found in the dictionary.*
- Portal usernames or passwords are created by users and cannot be disclosed by district personnel. If a username or password is forgotten, the account is deleted so that the Activation Key can be re-used to create a new username and password.
- Portal users agree not to share usernames and passwords with anyone else.
- Parents and students have separate Portal accounts and should not share accounts.
- Parent Portal accounts allow a legal parent or guardian to view information for all of his or her children enrolled in Grand Rapids School District with one account using one login.
- The information provided in the Portal is entered by teachers or school administration staff. If you have questions about the accuracy or timeliness of this information, please contact the school.


Instructions

- The Acceptable Use Form must be signed in order to receive an **Activation Key**.
- Using a recommended computer browser (see **Computer Requirements**), enter the Web Address from the top of this page into a browser address line and click **Go**. Or, go to the District's website, www.isd318.org, and click on the **Parent Portal** link in the left column.
- Under the orange **HELP** button on the login screen, after the statement, "If you have been assigned a Campus Portal Activation Key," click on the blue [click here](#) link.
- Your Activation Key will be provided. Follow the on-screen instructions to create an account.

Computer Requirements

- Internet connection.
- Minimum operating system:
 - Windows XP, Vista, Windows 7 or Windows 8.
 - Macintosh OS X 10.5.x
- Supported browsers: Internet Explorer, FireFox, Chrome, or Safari.
- Mobile Portal access can be set up on your smartphone by downloading the app from the AppStore, Google Play, or Amazon AppStore. Obtain the required **District ID** by logging into the Campus Portal and clicking on the **Get Your District ID** button.

Security Features

- Three unsuccessful login attempts will disable the Portal account.
- After multiple failed attempts to log into the Parent Portal you may be requested to enter CAPTCHA characters (for example: ). Please contact the Campus Administrator at the email address below if that happens.
- You will automatically be logged off if you leave the Portal open and inactive for too long.
- All attempts at logging into the system are recorded and monitored.

Support Information

- Students may contact the school office or computer lab for help with their Portal.
- Parents may contact their child's school office or Campus Administrator (see below). Please include your name, your phone number and a brief description of the question or problem in your request for help.
- Parents may expect an answer within 24 hours on regular business days (Monday through Friday, 8:00 AM to 4:00 PM).

Lyn Rajala, Campus Administrator

Grand Rapids School District

Student Information & Services Coordinator

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