

# Richmond County School System Infinite Campus Parent Portal

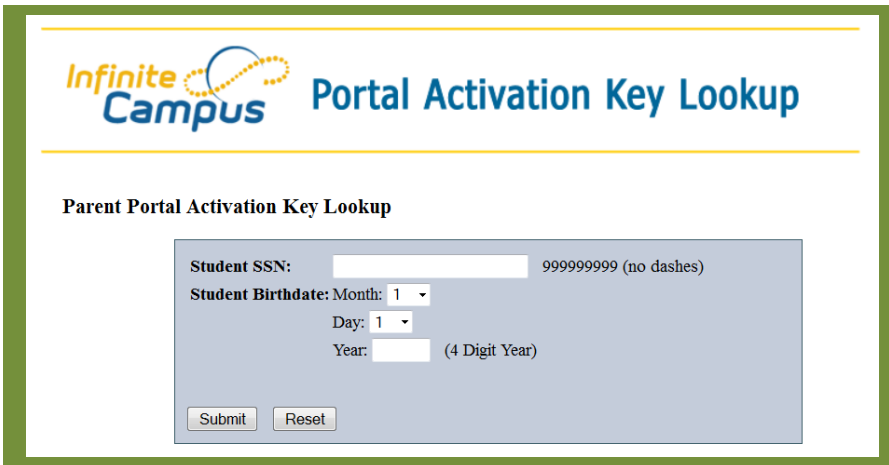
The Infinite Campus Parent Portal provides families in the Richmond County School District online information about their child's achievement.

## Navigate to the Infinite Campus Portal Activation Key Lookup.

1. Click on link

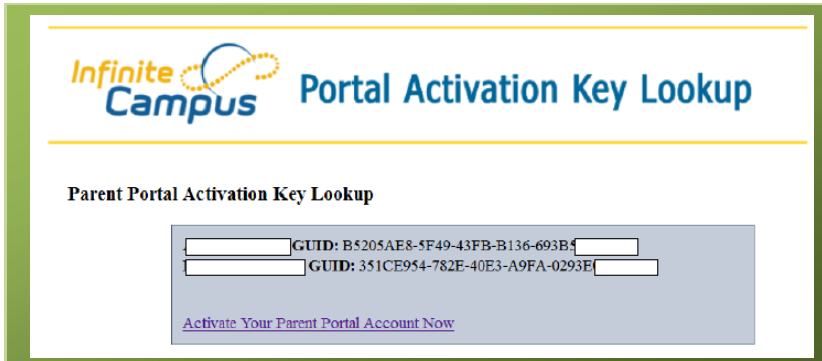
[https://campus.rcss-k12.org//K12\\_Custom/cparent/index.jsp?appName=richmond&version=2&rel=hhchk](https://campus.rcss-k12.org//K12_Custom/cparent/index.jsp?appName=richmond&version=2&rel=hhchk)

Enter your child's Social Security Number in the appropriate space with no dashes, then the child's date of birth in the appropriate fields. **NOTE:** Only one account per parent/guardian is needed regardless of the number of children attending our schools.



The screenshot shows the 'Parent Portal Activation Key Lookup' form. At the top left is the 'Infinite Campus' logo. The title 'Portal Activation Key Lookup' is on the right. Below the title is the form content: 'Parent Portal Activation Key Lookup' followed by a light blue box containing input fields for 'Student SSN' (with a placeholder '999999999 (no dashes)'), 'Student Birthdate' (with dropdowns for Month: 1, Day: 1, and Year: (4 Digit Year)), and 'Submit' and 'Reset' buttons.

1. Click **Submit**.
2. The next screen provides the activation keys for all parents or guardians identified for the household. We recommend that you print or save this information on your computer. **NOTE:** If you have a parent, guardian, or other person not associated with your household included on this screen, immediately contact your children's school.
3. Click [Activate Your Parent Portal Account Now](#) to take you to Campus Portal for parents and student.



The screenshot shows the 'Parent Portal Activation Key Lookup' form after submission. It displays two GUIDs: 'GUID: B5205AE8-5F49-43FB-B136-693B5' and 'GUID: 351CE954-782E-40E3-A9FA-0293E'. Below the GUIDs is a purple link that says 'Activate Your Parent Portal Account Now'.

**Print, copy  
or write  
down your  
GUID**

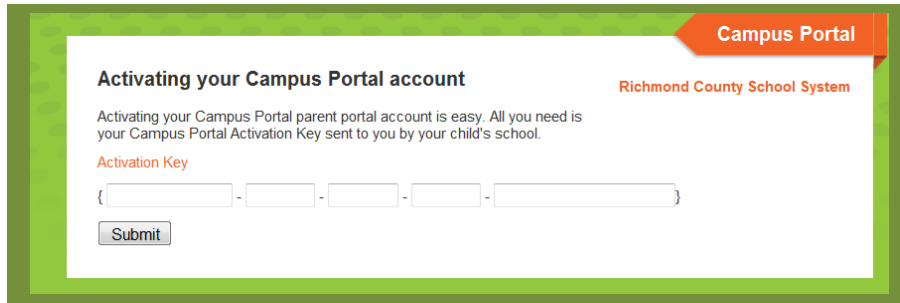
**Note:** If you did not receive your activation key or if you have not provided the School System with a Social Security Number for your child, please contact your school for assistance.

4. A login screen will appear. Click on **Help**.

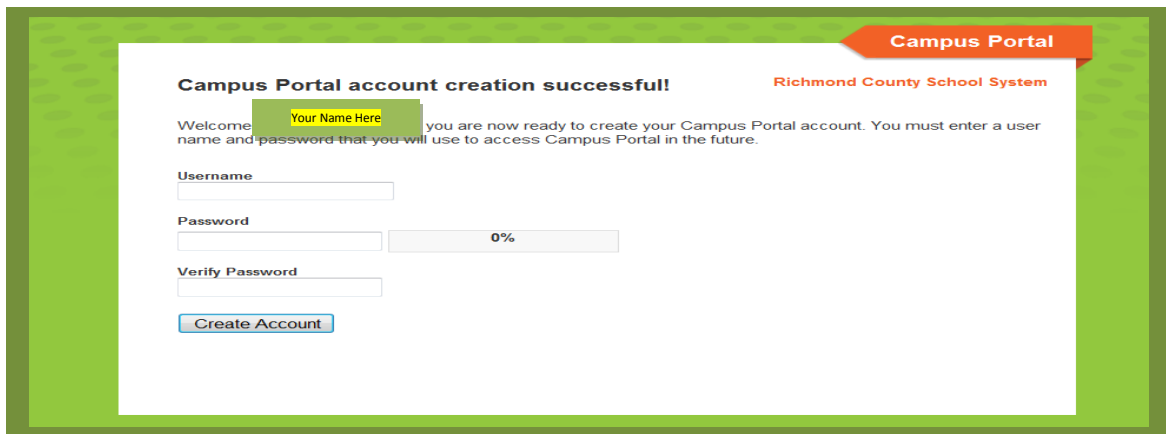
The previous process provided you with your activation key.



5. Enter your Activation Key



6. If you entered the **Activation Key** properly, the following screen will display. Select a **User Name** and **Password** for your Portal account.



7. Click **Create Account**.

Campus Parent Portal Link

<https://campus.rcss-k12.org/campus/portal/richmond.jsp?status=portalLogoff&lang=en>

### \* *Infinite Campus Mobile Application*

*Infinite Campus has a mobile application available for both Android and IOS mobile operating systems*

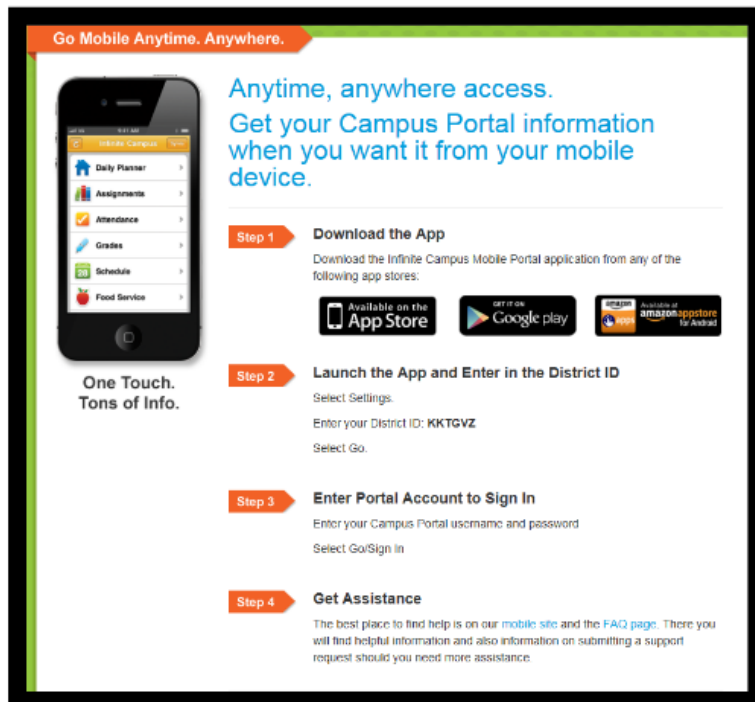
#### Parent or STUDENT Mobile App

A parent can download a mobile app to their smart phone if their phone uses iTunes, Google Apps or Amazon app store. The details for the parents on how to install, setup, etc are found in the Infinite Campus parent portal.

After a parent or student logs into their portal, they see this below their inbox:



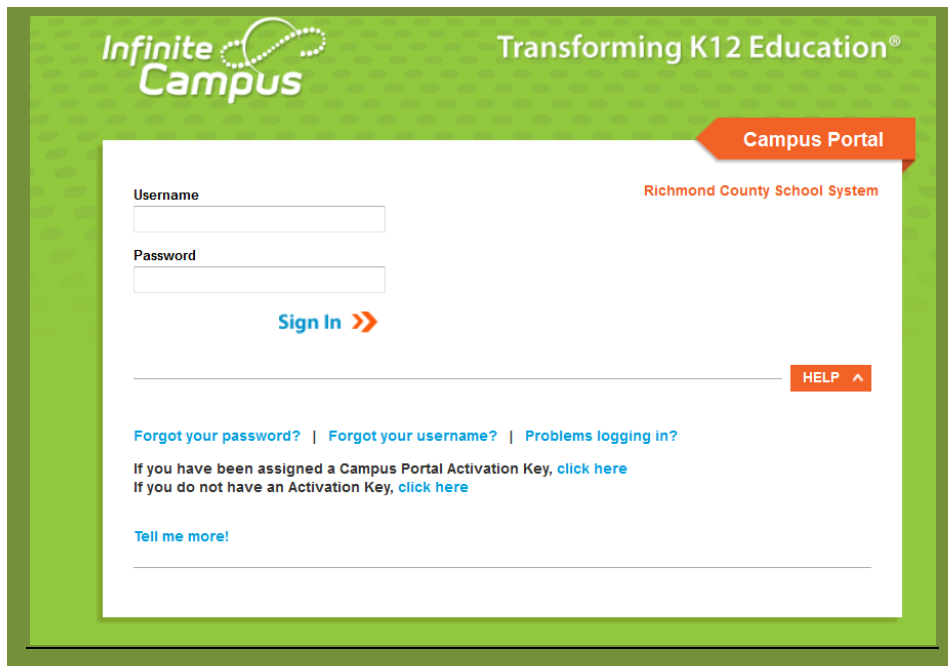
They click on the "Get Your District ID" button and another page with ALL the details they need appears. Remind them that the username and password should be THEIR PARENT USERNAME and password. Students can also use this app on their devices but they should enter their STUDENT USERNAME and password.

A screenshot of a mobile app landing page. At the top, it says 'Go Mobile Anytime. Anywhere.' in a blue banner. Below this is a smartphone showing the app's main menu with options like 'Daily Planner', 'Assignments', 'Attendance', 'Grades', 'Schedule', and 'Food Service'. To the right of the phone, the text reads 'Anytime, anywhere access. Get your Campus Portal information when you want it from your mobile device.' Below this is a list of four steps: 'Step 1: Download the App' (with app store logos), 'Step 2: Launch the App and Enter in the District ID' (with instructions to select Settings and enter District ID: KKTGVZ), 'Step 3: Enter Portal Account to Sign In' (with instructions to enter username and password), and 'Step 4: Get Assistance' (with a note about finding help on the mobile site and FAQ page).

## **LOGIN ISSUES**

**Parent password problems** - at the parent portal login screen click the down arrow next to the orange help button. Enter the email address you have in your portal account. The system will send your user name and password to the email account on record. Each guardian must have a unique email - if two guardians have the same email this process will not work. Please contact your child's school if you have not provided them with an email address.

For all other login issue please contact your child's school.



The image shows a screenshot of the Infinite Campus login interface. The background is green with the Infinite Campus logo and the tagline "Transforming K12 Education®". The main content area is white and contains the following elements:

- Username** and **Password** input fields.
- A **Sign In >>** button.
- A **HELP** button with a downward arrow.
- Links for [Forgot your password?](#), [Forgot your username?](#), and [Problems logging in?](#)
- Text: "If you have been assigned a Campus Portal Activation Key, [click here](#)"
- Text: "If you do not have an Activation Key, [click here](#)"
- Text: [Tell me more!](#)

The page is titled "Campus Portal" and "Richmond County School System".