



Tip Sheet – Infinite Campus Parent Portal – Helping Parents to Access their Codes and More....

Activation Code for New Parents/Guardians:

Before providing an Activation Code for New Parents/Guardians in WCSD, please verify with your secretary or registrar that the parent has portal - guardian rights in Infinite Campus. You can search for portal and guardian rights by doing the following:

1. Click on the "Search" tab.
2. Search for "All People" in the drop down box
3. Type in the name of the parent or guardian
4. Click on the Index tab
5. Click on "Census" then on "People"
6. On the right-hand side, click on the "Relationships" tab
7. Portal access should be checked. If you are not a Registrar, Secretary, Counselor or Administrator, please do not provide a parent access to the portal without documenting permission from the student's guardian.

Introduction Letter:

You can download a copy of the IC **Introduction Letter** for the Parent Portal in English and Spanish at <http://www.washoe.k12.nv.us/parents/parent-involvement/school-resources>

1. Save it to your shared drive or hard drive for future use.

To find a GUID (Activation Code) for Parents, do the following:

1. Open Infinite Campus
2. Click on the "Search" tab.
3. Search for "All People" in the drop down box
4. Type in the name of the parent or guardian
5. Click on the correct name under the search results
6. Click on the Index tab
7. Double Check that the parent's name is in bold in the grey section above the tabs and below the school dropdown.
8. Click on "Census" under student information and then on "People" on the left-hand side.
9. The "Person GUID" is also the Parent Activation Key.
10. Copy the person GUID by highlighting it in Infinite Campus, copying it using "ctrl + c" or copy under the "edit" menu and then paste it into the letter using "ctrl + v" or paste under the "edit" menu.

What do I do if the parent keeps receiving an error message that they have the incorrect GUID?

1. Ensure that the parent is typing their code correctly into the system. Look for common mistakes such as entering the letter "O" instead of the number zero or vice versa.
2. Check their GUID against the GUID in Infinite Campus. They may have smudged the letter or are reading it incorrectly. If you are talking to them over the phone, ask them to read you what they have on their letter while you are looking at their GUID in the system.
3. If it is still not working, ask their permission to enter it yourself and have them provide you a user name and password that they would like to use.
4. If none of the above help to correct the problem, a staff member should call the IT Help Desk at 789-3456 and ask to have the parent's account manually created. Before calling the IT Help Desk, ask the parent to provide you a suggested user name and password.

What do I do if the parent keeps receiving an error message stating that the GUID has already been used?

1. If the parent is also an employee in the school district, they have already been established in the system. Their log-in name is the first part of their Groupwise email address. For instance: if the staff member's email address is jsmith@washoe.k12.nv.us then the Infinite Campus user name is "jsmith" The password is their employee number. Ask them to look on a pay stub if they are unsure of their employee number.
2. If the parent is NOT an employee, but is receiving the error message that the GUID has already been used, ask your building coach to look at the parent account first. If they cannot correct the problem, a staff member should call the IT Help Desk at 789-3456.

What do I do if a parent has used another household member's GUID to create a user name and password and now needs to reset the GUID for the household member?

Ask your building coach to look at the parent account first. If they cannot correct the problem, a staff member should call the IT Help Desk at 789-3456.

What do I do if a parent has tried to log-in to the system too many times and is now locked out of the system?

A staff member should call the IT Help Desk at 789-3456.