

1. If I am a parent (guardian) of a student(s) who attends the Des Moines School District, how do I get a Campus Portal account?

Answer:

- To receive a username and password for the Infinite Campus Portal, please call your student's school. You will need to provide an email address to be able to obtain a portal account.
- The person at the school will verify that you are the student's guardian, that you are set up correctly in the system and that we have the correct email address on file.
- Once the information is updated, you will receive an email within 2 business days. *(You only need to contact one building if you are the guardian of more than one child in the Des Moines School District)*

2. If I am a staff member for the Des Moines School District, how do I get an account?

Answer: Staff members already have an Infinite Campus account that works for the Campus Portal. To access the parent portal site:

- a. Log into Infinite Campus
- b. Click the Campus Portal link in the menu bar on the left side of the screen.

3. How can I change my email address in Infinite Campus so I receive email messages from the school?

Answer:

1. Login to Infinite Campus Portal
2. Select "Contact Preferences"
3. Edit your email address and click SAVE. This does **NOT** change your username for your portal account.

4. Do I have to supply an email address for a Campus Portal Account? Where can I get an e-mail account?

Answer: Yes, we require email addresses. This is to ensure a unique username for each parent guardian.

If you do not have an email account, you may get a free email account by visiting mail.google.com or www.yahoo.com and sign up for a free email accounts.

5. Who do I contact if I am having trouble logging into my portal account?

Answer: Please contact the building secretary.

6. Who do I contact if my phone number(s), address or other information is not correct?

Answer: Please contact the building secretary.

7. Who do I contact if I do not see my child(ren) after I login?

Answer: Please contact the building secretary.