

Infinite Campus Frequently Asked Questions

1. What is Infinite Campus? What is used for?

Infinite Campus is the HIDOE student information system. It will provide parents with the ability to view their secondary school child(ren)'s academic information through the Infinite Campus Portal.

Logging into this web-based system will permit parents/guardians to view the following real-time information about your child.

v Attendance

v Grades

v Class Schedules v Assignments

The Portal will also contain a messaging function to help you communicate with your child(ren)'s teachers. The Portal will provide access to information on all of your secondary school children, no matter what school they attend, under one login.

2. How do I create an account?

Parents – you will need an activation code to create your account. Please contact Rolando Dace at 808-241-3200 or email: rolando.dace@k12.hi.us

Students – for first time users, you will need your 10-digit student number. Please see the [Student Activation Directions link](#).

3. What is the address for the portal?

<https://hawaii.infinitecampus.org/campus/portal/hawaii.jsp>

4. What is the District Name to use to access the mobile app?

The Hawaii State DOE schools have the same District Name: Hawaii

5. I'm trying to create my account on the mobile app but it's not working

You will need to create your account on the web portal first before accessing the mobile app.

6. I used to be able to login but now I can't!

If you never updated your recovery email, users are locked out and require a password reset. Please contact the Portal Manager for assistance.

7. Why isn't there a grade for a particular class? How often is this updated?

The teacher did not update the grade book. Certain substitute teachers do not have access to Infinite Campus. Infinite Campus is the official SIS and Gradebook for the HIDOE. Teachers are encouraged to use it on a regular basis.

8. I forgot my password

Go the web portal. Click on "Forgot your password?"

Enter your username and click "Continue"

A password reset link will be sent to the recovery email you entered at the time you created your account.

9. My child switched HIDOE schools. How do I request another account? Or do I need to?

If you had an Infinite Campus account and your child was in any HIDOE school, your account remains the same. You will continue to use the account username and password combination. Same username and password combinations for students moving from Elementary to Secondary schools as well.