

Campus Parent/Student Portal FAQs

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General Information

Q. What is Campus Portal?

A. Infinite Campus is the Student Information System used by Fauquier County. It contains administrative records for students, including: contact information, schedules, official grades (report cards and transcripts), and attendance records. Campus Portal provides students and parents with access to their data, via a web site. (Note that Infinite Campus is different from Blackboard; Campus contains administrative records, while Blackboard is used for day-to-day instructional activities.)

Q. How do I access the Fauquier County Public Schools Campus Portal?

A. Enter: <https://fcps1.infinitecampus.org/campus/portal/fauquier.jsp> or <http://www.tinyurl.com/FauquierPortal> in your web browser and use the credentials provided to you by your school.

Q. What browsers are supported by Infinite Campus?

Campus supports the current and most recent previous version of Firefox and Chrome. Because Campus constantly works to add additional mobile/tablet friendly interfaces, feel free to use your tablet to access the Campus web application; however, due to the numerous inconsistencies among the mobile and tablet operating systems, devices, and browsers, Infinite Campus does not officially support the use of the Campus web application on mobile devices and tablets.

Q. I need more information – whom do I ask?

A. Please finish checking out these FAQs 😊 and if you have further questions

- If you need Portal credentials, contact your school: [List of Campus Portal Contacts](#).
- If you question grades or attendance shown in Portal, first contact the teacher who recorded them.
- If you need to update household information, contact your school: [List of Campus Portal Contacts](#).

Q. How often is information updated in the Campus Portal?

A. The information displayed to you in Campus Portal is always current. However, if you have requested an update via Portal or On-Line Registration (OLR), the school registrar must approve the change before it is officially recorded in the system.

Q. What is Campus OnLine Registration (OLR)?

A. On-Line Registration (OLR) is a subsystem that is accessible from within Campus Portal before school starts to update annual registration information. It is also used during Kindergarten registration and for families new to FCPS.

Q. What is the Mobile App?

A. Campus provides an alternative for accessing some of your student information: a mobile application which may be downloaded to iOS and Android devices at no cost. There is a mobile app is for parents and students, and it may not include all of the functions of the Portal. Because you must access your Campus Portal account from a web browser prior to accessing the Mobile App, you need to start with the Portal. The newest apps available are Campus Student and Campus Portal, look for these icons:



Family

Messages

Q. Who sends Campus Portal messages?

A. School administration or even teachers might post a message for you in Campus. Campus messages typically will relate to things you need to know when viewing information in Campus Portal.

Q. How are these different from other Fauquier County Public Schools messages?

A. At FCPS, voice and text messages are sent via a different messaging system – and your contact information is sent to that system from Campus. So you need to keep your contact information updated in Campus, and you may set contact preferences for phone calls and text messages in the messaging system. For more information about the messaging system, please see our web site.

Discussions

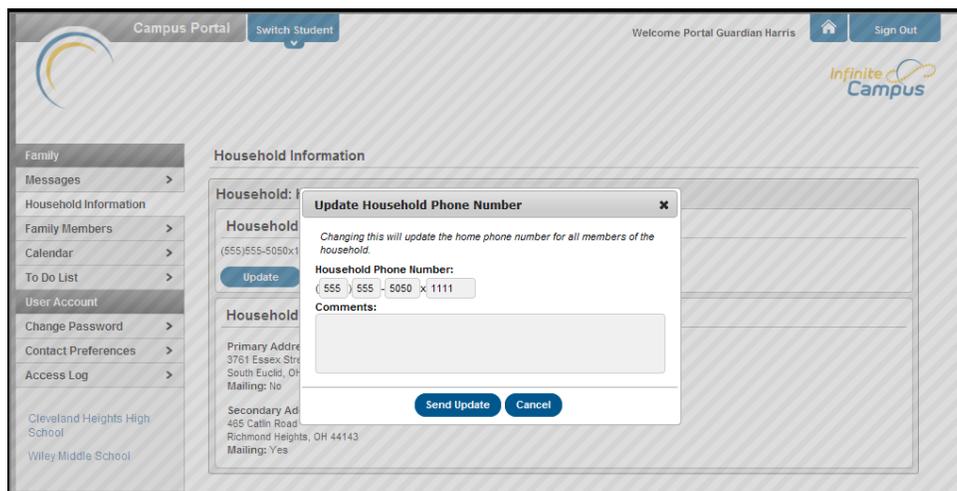
Q. Why do I have no discussions?

A. Teachers have the ability to post discussions related to their class, however, typically teacher discussions will be found in Blackboard.

Household information

Q. Information on the portal is not correct; how do I change it?

A. Guardians are able to make update requests within portal for household phone number, their own email address and personal phone numbers. If information is updateable in Portal, you will see an update button, e.g.,



If changes need to be made to emergency contact information, address, or other information for which you see no update button, please contact the appropriate registrar: [List of Campus Portal Contacts](#). If **your** (guardian) contact information has changed, one school can make the change; but if information related to individual students has changed (e.g., emergency contact information), each of your children's schools need to be contacted. To make it simple for you, you may send one email to the registrars of all schools.

Q. Why am I able to update my household phone number but not my address?

A. A proof of residency will need to be provided to the school before an address change is made.

Family Members

Q. Can I change my contact information in Portal?

If there is a blue update button, you may request an update.

Cell Phone :	Email :
Work Phone :	Secondary Email :
Other Phone :	

Demographic information for enrolled students can be viewed and modified in the Demographics area of the Campus Portal.

Cell Phone :	
Work Phone :	Other Phone :
Email Address:	Secondary Email Address:
Comments:	

Q. How do I remove people who are listed in my household that should not be there?

A. Annually, guardians will be able to update student registration information using OnLine Registration (OLR). During other times of the year, please contact your child's school registrar and request the change: [List of Campus Portal Contacts](#).

Student information

Grades

Q. Why are my child's grades not displayed in Campus Portal?

A. Official grades are shown in Campus Portal: report card grades and final grades. During the year, when schools are working on recording these grades, they will be hidden from Portal until grades are finalized. Grades for individual assignments are not shown in Campus; they are in Blackboard.

Schedule

Q. Why is my child's schedule not displayed in Campus Portal?

A. When schools are working on finalizing schedules, they may be hidden from Campus Portal.

Attendance

Q. Why is my child marked "ABSENT – UNKNOWN" when (s)he is in school?

A. Attendance is taken in each class, where the teacher indicates in Campus whether the student is Present, Absent, or Tardy. **A student absent from class may be present in the building**, e.g., make-up testing in the library, meeting with guidance, on a field trip, or in the clinic. The Campus system records all teacher-marked attendance with an excuse type of "unknown", which remains until the Attendance Officer indicates the type and excuse for the absence. **So, the excuse may be "unknown" to the Campus software, while it is perfectly well known to the teacher and office staff!** When the office confirms the attendance mark, the system will designate the absence or

tardy more specifically, e.g., “AE: ABSENT Excused (not in school)” or “xE: MISSED CLASS - ABS Field trip”. Note that when parents notify the school of absences in advance, the office staff may be able to mark the specific code prior to the class occurring. You may view all attendance marks on the calendar in Campus Portal.

Q. Some courses are missing from the attendance section; why?

A. The course summary section of attendance will only show courses that have attendance marks. In the Spring, for example, before your child has been absent, no summary will be visible for Spring courses. The system shows total number of periods missed, but the course summary will not display a course that has all counts = 0.

Emergency Contacts

Q. Why is the Emergency Contacts tab missing?

A. If no emergency contacts are recorded in Campus, the Emergency Contact tab will be missing. Please contact your child’s school registrar to update emergency contact information: [List of Campus Portal Contacts](#).

User Account

Notification Settings

Q. Why are there notification settings for Grades and Assignments?

A. The Infinite Campus grade book is not used by Fauquier County Public Schools. Setting “grade changes” and “assignment scores” is not useful in Campus Portal, as these are recorded in Blackboard. If you choose to be notified of attendance marks, you will see a notification bell appear on the upper right side of the Portal welcome page.

Notification Settings

Check each notification that you want to receive. Unchecking the box will stop the notification. A notification is deleted after 30 days.

Parents - Settings changes will apply to all students in the household and affect only your parent notifications. Students make their own settings changes to affect their own notifications.

Students - Your settings changes will apply to your notifications only.

Attendance (Notifies you when there is an absence or tardy)

Grade Changes (Notifies you when a grade is changed)

Assignment Scores (Notifies you when an assignment is scored)

Save