

## PORTAL ACCOUNT GUIDELINES AND SYSTEM REQUIREMENTS

**Web Address** <https://grandrapidsmn.infinitecampus.org/campus/portal/grandrapids.jsp>

**Username/Password will be provided via email**

### User Guidelines

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- Keep this information in a safe place. You will need it if you forget your username or password.
- Portal users create a unique password the first time they log in. Passwords must meet the following strong password criteria:
  - **Content** – *It could use a short two- or three-word sentence.*
  - **Length** -- *It must be a minimum of 10 characters long.*
  - **Combination** – *It should include letters, punctuation, symbols, and numbers.*
  - **Uniqueness**-- *It should not use the username or words found in the dictionary.*
- Portal passwords are created by users and cannot be disclosed by district personnel.
- Portal users agree not to share usernames and passwords with anyone else.
- Parents and students have separate Portal accounts and should not share accounts.
- Parent Portal accounts allow a legal parent or guardian to view information for all of his or her children enrolled in Grand Rapids Area Schools with one account using one login.
- The information provided in the Portal is entered by teachers or school administration staff. If you have questions about the accuracy or timeliness of this information, please contact the school.

### Instructions

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- The **Parent Portal Access Agreement** must be completed to create an account.
- Using a recommended computer browser (see **Computer Requirements**), enter the Web Address from the top of this page into a browser address line and click **Go**. Or, go to the District's website, [www.isd318.org](http://www.isd318.org) , and click on the **Campus Parent** link in the upper right area.

## Computer Requirements

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- Internet connection.
- Minimum operating system:
  - Windows XP, Vista, Windows 7 or Windows 8.
  - Macintosh OS X 10.5.x
- Supported browsers on a PC platform: FireFox, Chrome, and Edge
- Supported browsers on a Macintosh platform: FireFox, Chrome and Safari
- Mobile Portal access can be set up on your smartphone by downloading the app from the AppStore, Google Play, or Amazon AppStore. Type in Grand Rapids and choose Minnesota from the list of states.

## Security Features

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- Three unsuccessful login attempts will disable the Portal account.
- After multiple failed attempts to log into the Parent Portal you may be requested to enter CAPTCHA

characters (for example:



- You will automatically be logged off if you leave the Portal open and inactive for too long.
- All attempts at logging into the system are recorded and monitored.

## Support Information

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- Students may contact the school office or computer lab for help with their Portal.
- Parents may contact their child's school office or Campus Administrator (see below). Please include your name, your phone number and a brief description of the question or problem in your request for help.
- Parents may expect an answer within 48 hours on regular business days (Monday through Friday, 8:00 AM to 4:00 PM).

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