Katonah-Lewisboro School District
Campus Parent
Frequently Asked Questions

What is Campus Parent?
Infinite Campus is the student information system used by the school district to collect and manage student data. This system stores student's demographic, attendance, grades, schedule, New York State Assessment test scores and other information about students. Campus Parent (formerly Parent Portal) provides a window to viewing some of that information, establishing an additional line of communication between the school district and parent/guardians.

How do I get started?
There are a few steps to getting your Campus Parent account set up:
- Download the Campus Parent Agreement from the District website, at www.klschools.org. Select Departments>Technology, and scroll to the **Campus Parent** (formerly parent portal) tile.
- Please review, complete and sign page 4 of the Campus Parent Agreement. Each parent/guardian requesting access must complete his/her own Agreement Form, but you are also welcome to share an account within the same household. Adobe Acrobat Reader is needed to open the Agreement.
- Scan/email the signed agreement to parentportal@klschools.org, or bring the completed Agreement to the main office of your child's school. Once the information on the Agreement is verified, and it is confirmed that you have legal rights to the requested students' records, you will be provided with a unique Activation Key.

How do I access Campus Parent?
Once you have completed the "How do I get started?" steps above, and have received your activation code, go to https://icampus.klschools.org/campus/portal/parents/katonah.jsp, and follow the steps outlined for activating an account. Detailed steps are in the "Account Activation" document on the District website, at www.klschools.org, under Departments>Technology.

How can I get help navigating this system?
For step-by-step directions on how to use the Parent Portal, refer to the "Navigation Guide", available on the District website, at www.klschools.org, under Departments>Technology.

How often is information updated in the Campus Parent?
Information is updated in real time. However, some of the attendance codes that are viewed are yet to be resolved or confirmed. Therefore, please allow 24 hours for (HS only) attendance codes to be considered final.

What security features are in place?
Only parents and guardians with legal rights to student records may receive a Campus Parent account. Each parent/guardian is provided with his/her own unique portal activation key for creating a user login and password, and accessing his/her own student's information. It is recommended that each parent/guardian change his/her password on a regular basis, and not share their password information with anyone outside their immediate household. The system will automatically end any user session that has been dormant for an extended period time. We do not recommend setting your browser to remember your username and password. After three unsuccessful login attempts, the Campus Parent user account will become disabled. In order to use their account again, parent/guardians will need to contact the district to have it reactivated. Finally, all attempts at logging into the system are recorded, and an audit trail is created. Parent/guardians themselves can view this audit trail for their own account.

I have lost my activation key. What should I do?
If you've misplaced your activation key, please send an email to parentportal@klschools.org.

Can I change my own password?
Yes, users can change their own password by logging into their Campus Parent account, clicking on the profile icon on the top right of the screen, selecting Settings, and then Account Settings. Select **Update** to the right of **Password** in order to enter a new password. In fact, to improve the security of your account, it is recommended that you do this on a regular basis.

What do I do if I have forgotten my user ID or password?
If you do not remember your ID or password, please email the district at the following email address: parentportal@klschools.org. Please include the following information in your request: name, Campus Parent userID, description of the problem or your request, and home phone number. Please allow 24-48 hours for a response.

My account is locked. What do I do?
For security purposes, your Campus Parent account will be disabled after three failed login attempts. If your account is locked, please email the district at the following email address: parentportal@klschools.org. Please include the following information in your request: name, Campus Parent userID, description of the problem or your request, and home phone number. Please allow 24-48 hours for a response.

How do I add/change/correct my personal information including email address or telephone numbers?
Campus Parent allows you to update parent/guardian phone numbers or email addresses. Please refer to the "Electronic Data Change Requests" document, available on the District website, at www.klschools.org, under Departments>Technology The system will not accept parent/guardian physical/mailing address changes. If you need to change your physical/mailing address you need to schedule an appointment with our district registrar, Erin McMahon.

What if all of my children are not showing up in the Campus Parent?
If you are missing one or more of your students in your Campus Parent view, please contact the secretary in the Main Office of the school that your student is attending.

Who can I talk to regarding Attendance-related issues?
As in the past, please call the Main Office at your child's school to report attendance issues. Keep in mind that some of the attendance codes that are viewed are yet to be resolved or confirmed. Therefore, please allow 24 hours for attendance codes to be considered final.

Why doesn't my child's Progress Report/Report Card show up in the Campus Parent from time to time? During the time when teachers are preparing their Progress Report/Report Card term grades, the ability to see them on the portal is disabled. This gives building staff time to finalize and confirm the accuracy of the grades that have been submitted before they are released to the parents.

Who do I contact if I have additional questions about the information in the Campus Parent? If your issue relates to your child's attendance, grades, or other information please start your inquiry with your child's teachers or school's Main Office. If a question, comment, suggestion or problem relates to the operation of the Campus Parent, please email the district at the following email address: parentportal@klschools.org. Please include the following information in your request: name, Campus Parent userID, description of the problem or your request, and home phone number. Please allow 24-48 hours for a response.