Cleveland Heights – University Heights City Schools
Infinite Campus Parent Portal FAQs

What is Infinite Campus?
Today, all K-12 school districts use some sort of database system for managing student information and maintaining their records. Infinite Campus is a district-wide student information system designed to manage attendance, grades, schedules, test scores, and other information about the students within the Cleveland Heights-University Heights City School District.

What is the Infinite Campus Parent Portal?
The Parent Portal is a confidential and secure Web site where you can get current information about your child's school attendance and grades.

What information is included in the Portal? What do I use it for?
When you log-in (as a parent or guardian), you have access to information about all of the students for which you are associated. Class schedules, attendance and grades can be viewed. In addition, schools post important information on the home page, such as events, notices, etc. The Parent Portal also allows report cards to be viewed online and printed.

Who can access the Parent Portal?
Parents and guardians of K -12th grade students designated with legal rights to student records may receive a Parent Portal account. Each parent/guardian with such rights receives their own separate account.

Will students have access to the Parent Portal?
All K-12 students have access to the portal to view their information. Students will use their CH-UH username and password to log onto the portal using the same link as parents.

When can I access the Parent Portal?
Right now. To access the Parent Portal, visit the CH-UH website, www.chuh.org , and click on the *Infinite Campus* link in the Popular Links menu or go to https://campus.chuh.org/campus/portal/CHUH.jsp.

How do I create a user account so I can use the Parent Portal?
Each school office can provide your activation code to you. By using this code and following the instructions in the letter you received, you can set up your own account for the Parent Portal.

How often is information updated in the Parent/Student Portal?
Information is updated in real time; however, please allow 24 to 48 hours for the Attendance Office to reconcile the student attendance record.

How can I get help navigating this system?
For step-by-step directions on how to use the Parent Portal, visit the Cleveland Heights-University Heights City School District website at http://www.chuh.org or contact your child's school's office.

Do I need any special software?

       To effectively access your Infinite Campus Portal account you need:

1. Internet Access - minimum dial-up modem speed of 56Kbs — a slower connection works but not as well.
2. Computer with a processor speed of 500Mhz or better (MAC or PC).
3. Web Browser — we suggest Microsoft Internet Explorer 6.0 or better for PC and Firefox for Mac.
4. Adobe Reader™ — This is a free document reader available for download on the Web at http://get.adobe.com/reader/. There are some Infinite Campus reports that require the Adobe Reader.

What happens if I forget my ID/password or lost the letter with the activation key?

       For account related or other technical issues only, please contact the Information Technology department at ICPortal@chuh.org. Please allow up to 48 hours for a response.

Can I access the Parent Portal from anywhere (e.g., home, work, library, etc.)?

       Yes, as long as you meet the minimum computer and Internet access requirements. See minimum requirements section.

How do I add/change/correct my email address?

       You can update your email address at any time using the Parent Portal.

How do I add/change/correct my telephone numbers?

       To add/change telephone numbers, contact your child's school.

How do I change/correct my residence address?

       To change your address, you must come to the Board of Education, Registration Office, with proof of residence.

What if I have questions about my child's grades, assignments, etc., that are found in Infinite Campus?

       Please contact your child's teacher or guidance counselor.

Who can I talk to regarding attendance related issues?

       Call the Attendance Office at your child's school. Please allow 24 to 48 hours for the office to reconcile attendance before you call to report any errors.

I tried to login but my account has been disabled. What should I do?

       For account related or other technical issues only, contact the Information Technology department at ICPortal@chuh.org. Please allow up to 48 hours for a response.

How do I report problems?

       For account related or other technical issues only, please contact the Information Technology department at ICPortal@chuh.org. Please allow up to 48 hours for a response.