

## My Campus Mobile App is Crashing!

This problem may occur if the app didn't install or update properly. The first step is to ensure that the user's District ID, Username and Password are accurate. If all login information is correct, proceed to the following:

1. Uninstall the app
2. Power off the device
3. Power on the device
4. Reinstall the app from the app store (Mahopac's District ID is: **ZNFJVP**)

If this does not resolve the issue, please submit a ticket to Campus Support. The information below will be needed to submit a ticket. Students and parents can submit a support ticket here:

<https://g3.infinitecampus.com/mobile/supportRequest>

Required Information	Example
Account Username	Username: S05654
Device Type (iOS or Android)	Device Type: iOS
Device Name (e.g., iPhone 4S or Samsung Galaxy S3)	Device Name: iPhone 4S
OS Version (e.g., 6.1.3 or 4.2 Jelly Bean)	OS Version: 6.1.3
App Version (e.g., 2.1.0)	App Version: 2.1.0
Replication Steps for the issue	Replication: Mobile app > Sign in
Error message that presents (if any)	Error Message: "Could not authenticate user"
A screen shot, if possible	

### Is the Mobile Portal Supported on My Phone?

The following table defines current support for the Mobile Portal app.

As of the 2014-2015 school year, Campus will only support iOS 6.0+ and Android 2.2+.

Device	Minimum OS
Apple Mobile Devices (iPod Touch, iPhone)	iOS 6.0+
Apple Tablet Devices (iPad, iPad Mini)	iOS 6.0+
Android Mobile Devices (Phones)	Android 2.2+
Android Tablet Devices	Android 2.2+

Note: The first generation of the iPhone and iPod Touch is not supported. Also, BlackBerry and Windows-based mobile phones are not supported.