What is the Infinite Campus Parent Portal?
Infinite Campus is the student information system used by the school district to collect and manage student data. It is this system which stores demographic, attendance, grade, schedule, test score and other information about students. The Infinite Campus 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 Parent Portal account set up:

- Download the Parent Portal Agreement from District website, at www.klschools.org, within the District Resources – Technology tab. Review it and complete the Parent Agreement Form on Page 4. Each parent/guardian requesting access must complete his/her own Agreement Form. You will need Adobe Acrobat Reader in order to read the Agreement.
- Bring the completed Agreement and a government issued photo identification to designated school events. Each parent/guardian requesting access must present his/her own identification.
- 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 the new Infinite Campus Parent Portal?
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/katonah.jsp, and follow the steps outlined for activating an account. Detailed steps are provided in the "Activating a Parent Portal Account" document on the District website, at www.klschools.org, within the District Resources – Technology tab.

How can I get help navigating this system?
For step-by-step directions on how to use the Parent Portal, refer to the "Portal Navigation" document, available on the District website, at www.klschools.org, within the District Resources – Technology tab.

Can I access the Parent Portal from anywhere?
Yes. As long the machine you are using meet the minimum computer and Internet access requirements. See minimum requirements section.

How often is information updated in the Parent Portal?
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 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 Parent Portal 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 user name and password. After three unsuccessful login attempts, the Parent Portal 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.

Do I need any special software?
To effectively access your Katonah-Lewisboro School District Parent Portal account you will need the following:

1. **Internet Access:** A minimum dial-up modem speed of 56Kbs is recommended. A slower connection works but not as well.
2. **Processor**: a computer with a processor speed of 500Mhz or better (MAC or PC) is recommended. The computer should also have Windows XP or newer platform.
3. **Web Browser**: we suggest Internet Explorer 7.0 or better for a PC, and Firefox for a MAC.
4. **Adobe Reader**™: Adobe Acrobat Reader 7.0 or higher should be installed on your machine. If you do not have Adobe Acrobat Reader software installed on your computer, it can be downloaded at the following website: http://get.adobe.com/reader/

I have lost my activation key. What should I do?
If you've misplaced your activation key, you will need to re-visit your school with your photo ID. To protect student confidentiality, activation codes will not be provided to parent/guardians via email or over the phone.

Can I change my own password?
Yes, users can change their own password by going to the Change Account Info feature in the Parent Portal. 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@klsd.lhric.org. Please include the following information in your request: name, portal 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 Parent Portal account will be disabled after three failed login attempts. If your account is locked, please email the district at the following email address: parentportal@klsd.lhric.org. Please include the following information in your request: name, portal 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 address, email address or telephone numbers?
As in the past, please notify your child's school for any change of information. The Portal is intended as a viewing tool only, and does not accept parent/guardian updates to information.

Why do all of my family members appear twice on the Family display?
If you have one physical address and one mailing address stored in Infinite Campus, each will be displayed with its current household members.

What if all of my children are not showing up in the Parent Portal?
If you are missing one or more of your students it is likely the portal access option was not properly checked in our system. 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 Report Card show up in the Parent Portal from time to time?
During the time when teachers are preparing their Report Card term grades, the ability to see the Report Cards 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.

Why doesn't the "Click on Class Name for Current Assignments and Scores" icon work?
This icon works only in the Teacher GradeBook function is enabled, which is not the case at this time for Katonah-Lewisboro. Currently, we display term grades, via the Reports function. Please check your school's eChalk website to see if assignments are posted there for your child.

Who do I contact if I have additional questions about the information in the Parent Portal?
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, as you normally would.

If a question, comment, suggestion or problem relates to the operation of the Parent Portal, please email the district at the following email address: parentportal@klsd.lhric.org. Please include the following information in your request: name, portal userID, description of the problem or your request, and home phone number. Please allow 24-48 hours for a response.