

INFINITE CAMPUS: TROUBLE SHOOTING GUIDE

Problem	Fix
1. Hide/Unhide my students that are not in my class now	Click on the person icon, top right corner of the screen (User Menu). Click on Account Settings. Check/Uncheck the SHOW ACTIVE STUDENTS ONLY option
2. My grades totals aren't showing in Grade Book!	1. In grade book, click on the SETTINGS chevron above the student's names in your Gradebook. This opens a menu. Click on GRADE CALC OPTIONS. Select a GRADING SCALE. SAVE! ((didn't work? Try step # 2)) 2. In grade book, click on the chevron GRADE TOTALS (to the right of the SAVE button). Toggle it once or twice. Are the grade totals showing now?
3. One of my student's grades TOTALLY disappeared!	Go see that particular student's counselor. They may or may not be able to recover the grades. If they can't, you will need to use your most recent grade book back up files to reenter/import the grades.
4. I received a transfer student and need to put his/her incoming grade into IC.	Make a comment on the assignment given the day the student was admitted to your class. It should say something like, "all grades prior to this day were created to show an incoming grade of 72%". Then create grades in all previous open grade slots, watching the total percentage. When you have created a total percentage of 72% and all grade slots prior to the day of admittance are filled, your student will be starting with a 72% average. If you have weighted categories, make sure that the heaviest weighted category shows 72% as well.
5. I am locked out! I tried to remember my password, but tried too many times! What do I do now?!	Contact your IC Coach and they will get in touch with the SIS department to get your password reset.
6. I had a student that left before the end of the semester and now	1. Click on the person icon, top right corner of the screen (User Menu). Click on Account Settings.

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I need to put a grade in but I can't even see him on my roster!	Check/Uncheck the SHOW ACTIVE STUDENTS ONLY option. - Click on the Grid Menu next to the person icon and select INSTRUCTION - Go to the section with the student that will receive a grade, enter and post grades.
7. It is the end of the semester and I have a student with a passing score with excessive absences. How do I change their score to a "NC" for No Credit?	- In the POSTED section, click on the grade to be changed - A drop-down menu of grades will appear - Select NC - In the comments type "Excessive Absences" - Save - Post grades
8. I forgot how to back up grades!	Either - save/print a copy of the REPORT called SECTION SUMMARY - go to REPORT and EXPORT GRADE BOOK