

Infinite Campus Communication and Contact Preferences For Parents/Guardians

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Infinite Campus Messenger and Best Practices for Parent/Guardian Communication

Infinite Campus Messenger is the district's communication system for delivering emergency alerts, general information updates, and status notifications to parents, guardians, students, and staff. Voice and text messages are sent through a third-party provider, while emails are delivered using a mass-mailing service. This document explains how to configure your communication preferences in the Parent Portal and outlines best practices to ensure you receive all messages reliably.

Setting Your Communication Preferences

When you login to Parent Portal, click on the user icon in the upper right corner. Select the **Settings** link under Profile Options. Under **Settings**, click on the **Contact Preferences**. Here you can set the following contact methods:

- **Cell Phone** – cell phone number and texting.
- **Work Phone** – work phone number. It is not generally recommended to use a work phone unless it is a direct line to a personal phone at work and if the place of work allows these types of calls.
- **Other Phone** – you can specify another phone number if needed.
- **Email Address** – primary email address. **NOTE:** If you are a staff member of the district, please keep this as your district email address as it is used for other systems.
- **Secondary Email Address** – secondary email address to get messages at such as a personal email address other than your district email address as your primary email.
- **Preferred Language** – which language is your preference. **NOTE:** The district would need to send a separate message in the language that you specify and may not apply.

Once those are set, you can select the different contact types for each phone number including text (SMS) messages and Email preferences. The options are as follows:

- **Priority** – for general informational messages with priority importance.
- **Attendance** – for messages about attendance such as the attendance messenger which will call and/or email you when your student is absent if the district is using the Attendance Messenger features.
- **General** – for general informational messages.
- **Behavior Messenger** – for behavior messages.
- **Emergency** – for emergency informational messages.

IMPORTANT: Not all schools in the district use every messaging feature or calling option. It is recommended that you enable all applicable message types, as doing so will not interfere with the delivery of other message categories.

Schools may update certain settings at the start of the school year, particularly for new families. Be sure to review your Contact Preferences early in the year to ensure they are configured according to your needs.

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Cell Phone

(269) X

Work Phone

(269) X

Other Phone

() - X

Email Address

@gmail.com

Secondary Email Address

user@example.com

Preferred Language

Your district may send some communications in i preferred language.

US English

Message Preferences

School districts use Infinite Campus to send notifications to students and their families and contacts. Messages can be as simple as announcing a holiday concert, posting grades or declaring a snow emergency. By selecting text for any of the options below, you are consenting to receive text messages from your school district. Standard message and data rates may apply. Message frequency can vary.

To opt out of receiving texts, uncheck the Text boxes below at any time. You can also opt out of ALL text messages from your district with your phone by replying STOP.

Please read the [Terms of Service](#) prior to opting into text messaging.

Use of this service is subject to our Privacy Policy located at: <https://www.infinitecampus.com/policies/privacy-policy>

Phone

Email

	HOUSEHOLD PHONE	VOICE	TEXT (SMS)
(269) X			
Priority		☒	☐
Attendance		☒	☐
General		☒	☐
Behavior Messenger		☒	☐
Emergency		☒	☐

	CELL PHONE	VOICE	TEXT (SMS)
(269) X			
Priority		☒	☐
Attendance		☒	☐
General		☒	☐
Behavior Messenger		☒	☐
Emergency		☒	☐

Phone

Email

	PRIMARY EMAIL ADDRESS	EMAIL
	@GMAIL.COM	
Priority		☒
Attendance		☒
General		☒
Teacher		☒
Behavior Messenger		☒
Emergency		☒

Best Practices and Information About Message Delivery

The voice, text, and email messaging systems make every effort to deliver communications to all contacts with valid information. However, message delivery can be affected by various factors outside the district's control, including differences in phone and email providers. The following guidelines outline recommended steps and best practices to help ensure your Contact Preferences are set correctly and messages are delivered successfully.

Text Messaging

If you are paying for text messages, text messaging rates will apply. You **MUST** opt in in either the Contact Preferences or through a registration process to allow texting to your cell phone. If you no longer wish to receive text messages, you can reply "STOP" to the message and text messaging will be removed from your preferences.

[Text Notification Terms of Service \(scroll to the bottom of the page\)](#)

Call/Text Message Delivery

Voice and text messages are sent to the phone number(s) listed in your Contact Preferences. Because most home and voice lines now operate through mobile carriers, message delivery depends on your provider's network availability, device settings, and other factors outside the district's control. Delivery may also be affected by call-blocking or spam-filtering features offered by your phone or service provider.

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BEST PRACTICE: Ensure that your mobile device is configured to accept calls from school and district phone numbers. This may require adjusting spam-blocking or call-filtering settings provided by your mobile carrier or any third-party applications you use. Because these tools vary widely by provider and device, please review the relevant settings on your phone to confirm that school calls are not being blocked.

Receiving Voice Messages

When a call is initiated, the system attempts to deliver the voice message to all phone numbers listed in your Contact Preferences. If a number does not successfully connect, the system will continue to redial until the message is either confirmed or a successful response—such as an answering machine pickup—is detected.

To confirm a message, listen to the call and press “0” on your phone. This action notifies the system that the message has been received. **Once a call is confirmed**, the system considers the delivery successful and stops calling any remaining numbers. If the message is played **but not confirmed**, the system will continue attempting to reach the other voice numbers listed in your Contact Preferences.

Message confirmation and cancellation operate as follows:

- Recipients may confirm calls from **any** phone number, including numbers shared with other recipients.
- Calls **cannot** be confirmed on phone numbers that include an extension.
- Confirming a call on one number for a recipient **does not** cancel calls to any of that recipient’s numbers that contain extensions.
- If multiple recipients share a phone number but have selected different delivery methods (Voice/Text) for the same Messenger tool, confirming the voice message **will prevent** the text message from being delivered to the other recipient.

As a result, if a shared home phone receives a call and someone answers and confirms it, other voice devices listed for that household may not receive additional calls or text messages.

BEST PRACTICE: Ensure that everyone who shares a phone—such as a home phone—understands how the message delivery and confirmation process works. For example, if a student answers and confirms a call while a parent or guardian is away, the system will treat the message as delivered, and the parent or guardian may not receive the call on their work or mobile phone. It is important to communicate when a call is received or instruct students not to confirm messages so the system can continue attempting delivery to the appropriate contact.

Additionally, whenever possible, each parent or guardian should have their own phone number listed in the system for calls and texts. This helps ensure that multiple numbers are contacted as needed.

Receiving Email Messages

Emails are sent through a mass-mailing engine called **Mailgun**, which manages high-volume message delivery while minimizing the likelihood of messages being flagged as spam. Messages are delivered to your primary or secondary email address based on your Contact Preferences.

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You may not receive an email from the messaging system for several reasons:

- The email address on file is misspelled or contains extra characters.
- The message is flagged as spam by your email provider.
- Your email inbox is full, which is common with free services such as Gmail or Yahoo, will prevent new messages from being delivered.

BEST PRACTICE: Verify that your email address in Contact Preferences is spelled correctly. Extra spaces, incorrect characters, or punctuation will prevent messages from being delivered.

In your email client, ensure that the school's sending address is **whitelisted**. This typically involves adding the school's email address to your approved-sender or safe-sender list, so messages are not routed to the spam folder. If you find messages from the school in your spam folder, mark them as "**not spam**" to improve future delivery. Because spam-filtering tools vary by provider, review the appropriate settings for your email service. If you use a work email address, confirm with your employer that its spam-filtering policies allow school messages to be delivered through the corporate system.

Regularly check your email storage quota to ensure you have available space. If your inbox is nearing its limit, you may need to delete older messages or clear folders to prevent new emails from being blocked.

Conclusion

At the beginning of the school year, review and update your Contact Preferences and ensure that all preferred devices are maintained so important school communications can be delivered accurately and on time.

References

[Infinite Campus Parent Portal Guide](#)