Clark County School District

Mobile App FAQs

Campus Parent/Student

Mobile App FAQs

The purpose of this document is to provide answers to frequently asked questions related to the Campus Parent/Student mobile app.

How do I find my Username and/or Password?

Parents/Guardians can contact their student's school Campus Liaison for assistance. Alternatively, if they have previously set up an Account Security Email address, they may use the **Forgot Username** or **Forgot Password** recovery links found on the Campus Parent login page. If they use these links and do not receive an email, they should contact their student's school Campus Liaison in person to reset their password.

Current students have the option to reset their password or retrieve their current CCSD Standard User ID (Campus Student username) by visiting https://myaccount.ccsd.net. Select **Reset Your Password or Retrieve Your Current CCSD Standard ID** and follow the prompts. Students may visit https://stutech.ccsd.net for more information.

NOTE: Setting up an Account Security Email address in the Account Settings tool does not set the contact email found in the Contact Preferences tool.

Why do I only see the Settings tool, or get logged off when I attempt to sign into the Campus Parent/Student Mobile App?

To view student data within the Campus Parent/Student mobile app, the user must be a student or have guardianship rights assigned to the student within Infinite Campus. Contact your student's school Campus Liaison to verify household relationships and preferences.

Why am I receiving multiple notifications for the same event?

This issue may occur if similar events are updated and cause notifications to appear as duplicates (e.g., teachers entering scores/grades at the same time, thus triggering several notifications).

Why can I no longer view certain data within the Campus Parent/Student Mobile App?

Schools may temporarily turn off the **Grades** or **Schedules** tools at specific times of the year (e.g., during the summer, end of grading period, etc.). If you have concerns with the information in these areas, please contact your student's school Campus Liaison.

Why does my data look wrong?

The user may be looking at a term that is not current. The Campus mobile app can display data for multiple terms and users may view current, past, or all terms.

Why am I receiving the error message "Incorrect Username/Password"?

This error may appear when a user attempts to sign into the app using the following:

- An incorrect Username and/or Password
- A disabled Campus Parent/Student account

Why am I not receiving notifications?
Users with an Apple iOS (iPad/iPhone) device can turn on System Notifications:

- Select the **Settings** app > Select **Notifications** > Select the corresponding app > Select **Allow Notifications**.

Users with a Google Android device can turn on System Notifications:

- Select the **Settings** app > Select **Notifications** > Select **App notifications** > Choose which apps are allowed to send notifications.

Users can turn on In-App notifications for the Campus Parent/Student mobile app:

- Open Campus Parent/Student > Select **User Settings** in the upper right corner > Select **Settings** > Select **Notification Settings >** Select which types of information/notifications to receive.

Why is my Campus Parent/Student Mobile App crashing?
The first step is to ensure that the Username and/or Password are correctly entered. If the login information is correct, follow these steps:

1. Uninstall the app.
2. Power off the device.
3. Power on the device.
4. Reinstall the app from the Apple App Store or Google Play Store.