

District 54's Campus Portal FAQ

What is the District 54 Campus Portal?

The District 54 Campus Portal is a tool for District 54 parents and guardians to access instant, online, timely and secure student information including assignments, attendance, grades and discipline records.

What is the website URL for District 54 Campus Portal?

<https://campus.sd54.org/campus/portal/schaumburg.jsp>. This link is also available on the District 54 home page.

What are the minimum system requirements to view the District 54 Campus Portal on my computer?

For best results, we recommend viewing this web site using Internet Explorer 11 or higher, or Safari 9 or higher.

I'm on the District 54 Campus Portal website, but I don't have a portal activation key. How do I get one?

Only after families have enrolled their children in School District 54 will a parent/guardian and/or student be authorized to activate a portal account. Once a student withdraws, graduates or is expelled from School District 54, portal access will be inactivated. If you did not receive a portal activation key, please contact your school office.

Do I need a separate username for each of my students?

No. When you log in to the portal, you will see each student you are authorized to view. Please be sure when you are setting up your user name that you are using the portal activation key assigned to you. Each parent or guardian will receive his own activation key.

Who do I contact if I do not see my children after I login?

If your child is currently enrolled in District 54, contact the school secretary. You will not be able to see children who are younger or older.

I lost my portal activation key letter. How do I get a new one?

Contact your school office.

Can I create more than one user name with a portal activation key?

No, only one account can be created per portal activation key. Please be sure that you are using the portal activation key assigned to you.

I have my portal activation key letter. How do I create my account?

Go to <https://campus.sd54.org/campus/portal/schaumburg.jsp>. Left Click Help on the right hand side of your screen. Under Help, click “If you have been assigned a Campus Portal Activation Key, click here”. You will then be redirected to a screen where you can enter the Campus Portal Activation Key you received in the mail. From there, you will be able to create your own user name and password. Your password must be at least 8 characters long and must include both capital and lowercase letters as well as at least one number or special character.

I’m trying to create my Campus Portal account, but it says that the portal activation key has already been used. What is the problem?

Most likely someone else in your family has used your portal activation key to create an account. You will need to contact the Campus Portal helpdesk at portalsupport@sd54.org or (847) 357-5110. The Campus Portal helpdesk is available from 7:30 a.m. to 3:30 p.m. Monday through Friday except on holidays.

I have already created my Campus Portal account, but I can’t remember my password. How do I get that information?

Be sure that you have typed your login name and password correctly. If you forgot your user name or password and have an email address in campus, enter your email address at

<https://campus.sd54.org/campus/portal/schaumburg.jsp?section=problems> to send yourself a password reminder. Otherwise, contact the Campus Portal helpdesk at portalsupport@sd54.org or (847) 357-5110. The Campus Portal helpdesk is available from 7:30 a.m. to 3:30 p.m. Monday through Friday except on holidays.

When I attempt to log in to the portal, I receive a message that my account is locked. How did it get locked and how do I get it unlocked?

Your account gets locked when someone attempts to log in using the wrong password five times. You will need to contact the helpdesk at portalsupport@sd54.org or (847) 357-5110 to get your account unlocked. The helpdesk is available from 7:30 a.m. to 3:30 p.m. Monday through Friday except on holidays.

How do I change my password in Campus Portal?

Once logged into Campus Portal, click the tab on the left side menu called Account Management. On that screen, you can change your account password.

I found an error in my child's records. How can I correct it?

Information accuracy is the joint responsibility between schools, parents/guardians and students. School personnel will make every attempt to review information for accuracy and completeness. If a parent/guardian or student discovers any inaccurate information, it is that person's responsibility to notify the student's school immediately and provide proof of the inaccurate information.

Do I have to supply an email address for a Campus Portal Account? Where can I get an email account?

No. However if you wish to create an email account, you may get free email accounts from a variety of websites, such as mail.google.com or <http://www.yahoo.com/>.

Can I use the Infinite Campus mobile application (iOS iPad & iPhone and Android operating systems)?

Yes. You will need to enter the District 54 ID which is **QJPFDY**. You can download the apps and find out more, by clicking [here](#).

None of the above answers help me with my problem. What can I do?

Contact the District 54 Campus Portal helpdesk at portalsupport@sd54.org or (847) 357-5110 and the helpdesk will work with you to resolve your issue. The helpdesk is available from 7:30 a.m. to 3:30 p.m. Monday through Friday except on holidays. Email contact is preferred for security, documentation and accuracy purposes.

What is the District 54 Campus Portal helpdesk's support schedule?

The helpdesk is available from 7:30 a.m. to 3:30 p.m. Monday through Friday except on holidays. The helpdesk will respond to calls and emails typically within one business day, but responses may be delayed during busy times of the year such as the opening of the school year and the end of each trimester. Please include your name (please spell your last name if leaving a voicemail), your phone number, your email address (please spell the email address if leaving a voicemail), and your student's name, school and grade.