How to Confirm or Update your Contact Information in the Family Portal.

This document has instructions for updating information:

- online via the web portal
- In the Campus Parent App

Note: While schools are closed because of the COVID-19, contact the Family Information Center if you need an Activation Key: familyinfo@mnps.org

Instructions on pages 2 to 8

Instructions on pages 9 to 13
To Update Information Online:
1. Visit mnps.org/familyportal
2. Click “Link to Portals” on mnps.org/familyportal

SIGNING UP IS QUICK AND EASY. ACTIVATE YOUR ACCOUNT BY FOLLOWING THE STEP-BY-STEP INSTRUCTIONS:

1. Visit the Campus Parent Portal login page.
2. Click on the link marked “New User?”
3. Parents will receive this activation key from their student’s school. Parents will need to verify their identity to get this activation key from the school.
4. Follow the steps listed on the site to create a user ID and password.
   a. Use a personal email address as your login. This will secure a unique login name.
   b. To be as secure as possible, we recommend your password be at least 8 characters and contain a combination of letters, numbers, and special characters.

NOTE: After your initial login, you will be required to enter a recovery email address, which will allow you to reset your password on your own if you ever forget it.
3. Click “Campus Parent”
4. Enter Your Username & Password

If you forgot your Username or Password, follow instructions for resetting.
If you need help or are a new user and need an Activation Key:
• Contact your school
• Contact the Family Information Center, familyinfo@mnps.org or 615-259-4636
5. Click the little person icon in the top right.
6. Click “Settings”
7. Select Contact Preferences
8. Fill In or Verify Your:
- Telephone numbers
- Email address
- Preferred language

9. Select “Save”

Note: The Message Preferences section is for information you want to receive about your student and is in addition to school-wide or district-wide call-outs.
Instructions for: Campus Parent App

1. Visit mnps.org/familyportal for a link to download the app

We are excited to inform you Infinite Campus has a new look and two new and improved mobile apps:

- Campus Student
- Campus Parent

The new Campus Parent app allows for easier access for all of your children under one username, as well as the ability to manage family and emergency contact information such as phone numbers, emergency contacts, contact order and relationships. The Campus Student app does not have the ability to manage family/contact information.

NEW CAMPUS PARENT FEATURES

- Includes enhanced features to make it more useful, including a responsive design optimized for use on mobile devices and tablets.
- Grants additional access and modification capabilities that do not exist in the Campus Student account.
- Grants Parents access to a Self Service section to update household and emergency contact information, including many more features to come.
- Offers features that will not exist in Campus Student.

Parents, if you currently are using your student's login information, we strongly urge you to create your own Campus Parent account so that you will have access to all the new enhancements provided.

DOWNLOAD THE APPS

- Campus Parent: Google Play | iOS
- Campus Student: Google Play | iOS
2. Log in to the Campus Parent App

The app is available in:
- Google Play
- Apple App Store
3. Click the little person icon in the top right.

4. Click “Settings”
5. Click “Contact Preferences”

6. Enter Your Email and Phone Number/s

Select “Save”
7th and Last Step!

Select the kind of information you would like to receive about your student -- this is in addition to district-wide or school-wide call-outs.

And remember to select “Save”

Need Help?
Visit your school or contact:
Family Information Center
615-259-INFO
FamilyInfo@mnps.org
Infinite Campus help online