Hopkins County School District
Acceptable Use Policy/User Guidelines for the *Infinite Campus Parent/Guardian Portal*

Section I: User Expectations

The *Hopkins County School District* supports access by parents/guardians, teachers, and administrators to resources that will improve participation in a child's education and improve communication between parents/guardians and the student's teacher(s).

The *Hopkins County School District* will make electronic student records available for viewing to authorized parents/guardians through a secure connection over the Internet. All eligible parents/guardians will comply with the district's Internet use regulations and all technology regulations/procedures, as well as all other district policies that may apply.

Electronic Access to Student Information Regulation
The *Hopkins County School District* uses a secure Internet site to enable electronic access to student information; enhancing communication between our parents/guardians, teachers, and administrators.

Rights and Responsibilities
Access to the Infinite Campus Parent Portal is a free service offered to all active parents/guardians of the *Hopkins County School District*. Once a student withdraws or graduates from the district, the parent account will be inactivated if there are no other active students in the household.

Information Accuracy Responsibilities
Information accuracy is the joint responsibility between schools, parents/guardians, and students. Each school will make every attempt to ensure that information is accurate and complete. If parent/guardians discover any inaccurate information, they will notify their school immediately.

The district makes no guarantee that the information in the portal will be error-free or without defect. The district will not be responsible or liable for any damage a student and/or parent/guardian may suffer as a consequence of using the portal. The district reserves the right to revise this policy at any time, with or without notice, and for any reason the district deems appropriate.

Information Accessible
The *Hopkins Count School District* reserves the right to add, modify or delete features viewed via the Infinite Campus Parent Portal at any time without notice.

Electronic Web Access Eligibility
Each parent/guardian of students who are currently enrolled in grades K -12 are eligible to apply for access to the Infinite Campus Parent Portal. Each parent/guardian who requests an account must sign a *Portal Agreement* form. After verification of household information, directions will be provided for creating a portal account.

Use of the System
Parents/guardians are required to adhere to the following guidelines:

1. Parents/guardians will act in a responsible, ethical and legal manner.
2. Parents/guardians will not attempt to harm or destroy the school or the district's data or networks.
3. Parents/guardians will not attempt to access an account assigned to another user.
4. Parents/guardians will not use the information on this portal for any illegal activity, including violation of Federal and State Data Privacy laws. Anyone found to be in violation of these laws may be subject to Civil and/or Criminal prosecution.
5. Parents/guardians who identify a security problem within the portal must notify the Director of Technology immediately, without demonstrating the problem to anyone else.
6. Account holders are responsible for protecting their passwords. Parents/guardians will not share their password with anyone, including their own child/children or spouse.
7. Parents/guardians will not set their computer to automatically login to the Internet site.
8. Parents/guardians identified as a security risk will be denied access to the site.

Security Features
1. Access is made available with a secure Internet site.

2. Three unsuccessful login attempts will disable the user's account. Until the school has verified the assigned user to the locked account, the account will remain locked. In order to use the account again the user will need to submit an Online Request Form.
3. Users will be automatically logged off if they leave their web browser open and inactive for a period of time
4. The student's account will be deactivated when the student withdraws or graduates from the *Hopkins County School District*.
5. The Parent/guardians account will be deactivated when they no longer have a child actively enrolled in the *Hopkins County School District*, or a court action denies the parent/guardian access to the student's information. Proof of legal action is to be provided to the district for deactivation.

Limitation of School District Liability
The District will not be responsible for actions taken by the parent/guardian that would cause a breach in confidentiality of their child's information.

Section II: System Requirements and Support

System Requirements
The portal may be accessed from any computer with Internet connectivity and an up-to-date web browser. The portal is best accessed from a PC computer with a Windows XP or newer platform. Infinite Campus recommends Microsoft Internet Explorer 6.0 or higher for PCs and Mozilla Firefox for Macintosh computers. You will also need Adobe Acrobat Reader 7.0 or higher.

Parent Portal Help Desk
For portal assistance, submit an **Online Request Form** (http://www.hopkins.kyschools.us/ICforms/portal/OnlineRequestForm.htm). Please do not call the school district directly for telephone support. The district will contact you for clarification/support, if needed.

Section III: Parent Portal Access and Use

Initial Account Request and Setup

For Parents/Guardians new to the District:

- After enrolling the student, the parent may visit the district website to view information about the parent portal.
- The Parent Portal Request for New Students Form can be submitted to request an account.
- The district will contact you to verify information.
- Directions on account creation will be mailed to your mailing address.

For Parents/Guardians who have a child already enrolled:

- One parent/guardian will verify their household with the school.
- Each parent/guardian needs to complete one *Portal Agreement* form for all children in their household. The last four digits of the parent social security number will be provided on the form for verification purposes in the event that support is requested.
- The parent requesting the account will be given an activation key. The activation key is used by the parent to create their secure account.

Note: Depending on the volume of requests and District/School workload, this process could take 2 weeks or longer during peak times.

Hopkins County Schools
Infinite Campus Parent Portal Agreement

Infinite Campus
Parent / Student
Portals

Portal Agreement

Each parent must complete an agreement for their OWN account.

FOR OFFICE USE ONLY
Person ID:

I am requesting access to my child/children's student information on the *Hopkins County School District's* **Infinite Campus Parent Portal.**

I have read the *Hopkins County School District Acceptable Use Policy/User Guidelines for the Infinite Campus Parent Portal* and agree to abide by and support the expectations. I understand that for security purposes the District reserves the right to change user passwords or deny parent/guardian access at anytime. By signing this agreement I, as parent/guardian, release the *Hopkins County School District* from any and all liability for damages arising out of the unauthorized access to my parent/guardian account.

I agree that I will not share my password or allow anyone other than myself to use the account including my own child/children or spouse.

I understand that three unsuccessful logins will disable my account. If my account becomes locked I will complete an Online Request Form to request the account be unlocked. For technical assistance, I will provide the last four digits of my social security number provided to the district at the time the account was created and answer questions to verify my identity. I understand that it may take up to 5 schools days to have my account unlocked.

I have checked that the computer I will be using to access the Internet site for viewing student information meets or exceeds the minimum requirements as identified in the user guidelines and that the school district is not responsible for assisting with technical difficulties on my home computer.

List the names of your child/children currently enrolled in *Hopkins County School District* and residing at the address listed below. The information given on this form will be verified with student data within Infinite Campus.

Parent / Guardian Name _____ Last Four Digits of SS# _____

Residence Address: _____ Birth Date _____

Email Address: _____ Work Number ( ) _____

Home Telephone Number: ( ) _____ Cell Phone Number: ( ) _____

Child's First Name	Child's Last Name	Child's Birth Date	School Attending

_____ _____
Parent/Guardian Signature   Date

User Name: _____ Password: _____