

Infinite Campus Parent Portal - Updating your Demographic and Household Information

LOG INTO THE PARENT PORTAL FOR ALL STEPS LISTED BELOW

IF YOU HAVE FORGOTTEN YOUR USER NAME OR PASSWORD FOR THE PARENT PORTAL

1. Go to the login screen: <https://campus.nbexcellence.org/campus/portal/newberlin.jsp>
2. Choose Campus Parent
3. Click “Forgot Password” or “Forgot Username”
4. Follow the prompts

ALL THE AREAS BELOW ARE FOUND BY CLICKING THE “MORE” LINK ON THE LEFT SIDEBAR – WHEN YOU ARE DONE WITH A SECTION CLICK THE “BACK” BUTTON (*top of screen*) TO GO TO THE NEXT SECTION

DEMOGRAPHICS - UPDATE EMERGENCY CONTACTS OR PERSONAL INFORMATION FOR YOUR CHILD

1. Choose the child in the upper right corner of the screen
2. The student’s personal information is listed in the center of the screen
3. To make student demographic changes
 - a. Click the UPDATE button under the students information
 - b. Make the changes and click UPDATE
4. Emergency Contacts are found under the heading ‘Non-Household Relationships’
 - a. To change contact information - click the UPDATE button next to the person. Make any necessary changes and click Update
 - b. To REMOVE an emergency contact – click the UPDATE button next to the person and click the Remove button
 - c. To add a new emergency contact – click the ADD button at the bottom of the screen
5. Requests go to a processor to approve or deny. You will received a portal note when the change is complete.
 - **RACE/ETHNICTY CHANGE REQUESTS ARE AUTOMATICALLY DENIED - YOU MUST GO TO THE SCHOOL OFFICE TO UPDATE THAT INFORMATION**
 - **ALL PEOPLE NEED THEIR OWN RECORD. ADD EACH PERSON INDIVIDUALLY – DO NOT COMBINE THEM INTO ONE. IE: JOHN/SUE – THIS TYPE OF REQUEST WILL BE DENIED**

ADDRESS INFORMATION - UPDATE YOUR HOME PHONE AND VERIFY YOUR HOUSEHOLD ADDRESS

1. Click UPDATE next to your home phone to update your number
2. Make your changes and click UPDATE
3. Requests go to a processor to approve or deny. You will received a portal note when the change is complete.
 - **HOUSEHOLD ADDRESS CHANGES REQUIRE A PROOF OF RESIDENCY - PLEASE GO TO THE SCHOOL OFFICE TO UPDATE THAT INFORMATION.**

FAMILY INFORMATION - UPDATE PERSONAL INFORMATION FOR THE MEMBERS IN THE HOUSEHOLD

1. This is a listing of the people that live in your household
2. Click the UPDATE button next to the person you need to update
3. Make your changes and click UPDATE
4. Requests go to a processor to approve or deny. You will received a portal note when the change is complete.
 - **EACH PARENT/GUARDIAN MUST HAVE A UNIQUE EMAIL ADDRESS**
 - **EMAIL, CELL PHONE AND HOME PHONE TRANSFER INTO OUR MESSAGING SYSTEM FOR EMAILS AND PHONE CALLS**