



Plainview-Old Bethpage CSD

Getting Started with the Infinite Campus Parent Portal

A Quick Reference Guide

Welcome to the Infinite Campus (IC) Parent Portal Quick Reference Guide! The IC Parent Portal puts school information at your fingertips with real-time access to your child's announcements, assignments, attendance, grades and report cards, schedules, and more!

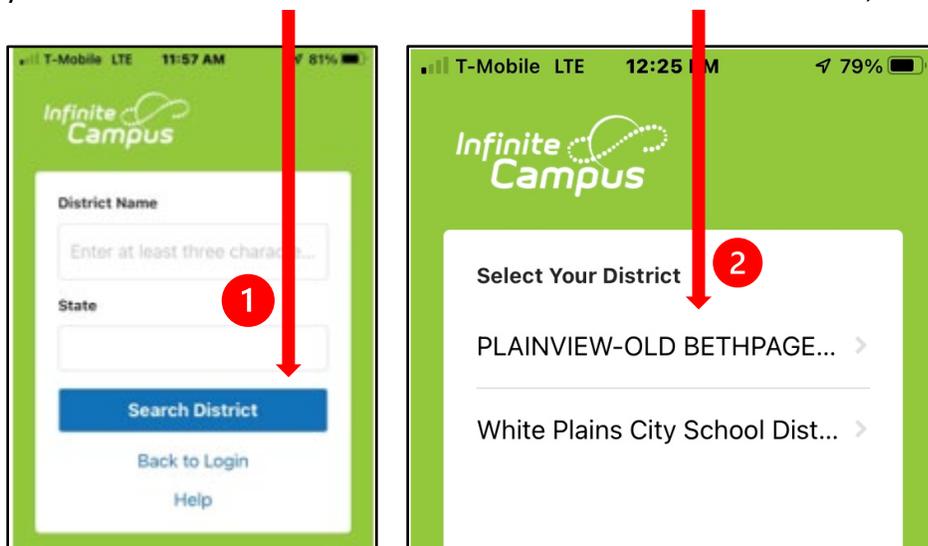
Part A: How to Access your Parent Portal

You can access the IC Parent Portal from any device, from a web browser to a mobile device.

Using the Mobile App to Log into Parent Portal

The **Campus Parent App** provides the same tools as the browser version, with the benefit of the option to Stay Logged In and receive push notifications if desired.

1. Download the **Infinite Campus Parent App** from the **App Store** or **Google Play** on your mobile device.
2. For **District Name** enter **Plainview-Old Bethpage CSD** and for the **State** enter **New York** from the drop-down list. Alternatively, you can enter at least 3 characters of our district's name to search if you like. Click **Search District**. Select our district name from the list, **Plainview-Old Bethpage CSD**.





Plainview-Old Bethpage CSD

Getting Started with the Infinite Campus Parent Portal

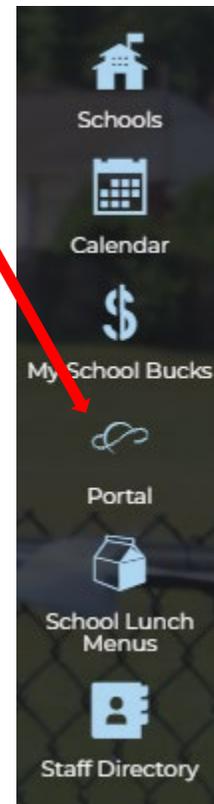
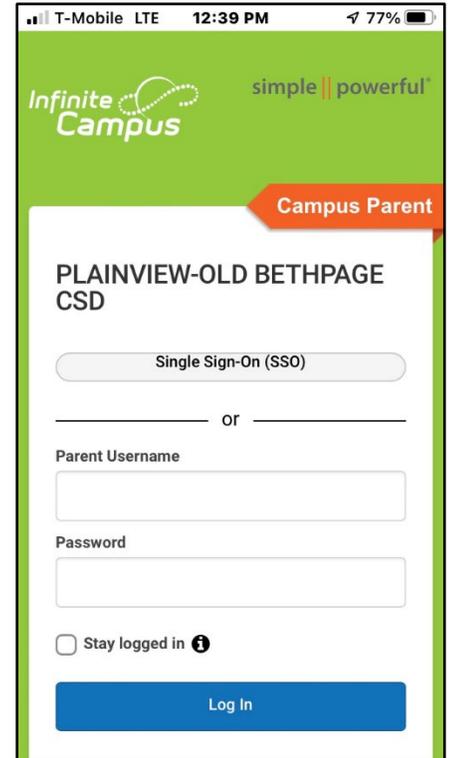
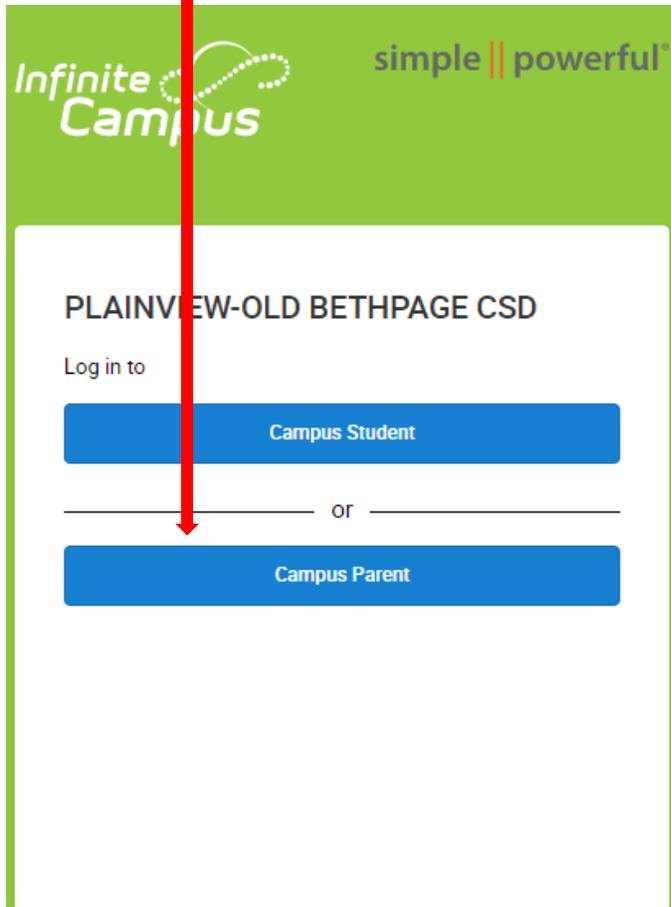
A Quick Reference Guide

3. Enter your **Parent Username** and **Password**.
4. Any school district Announcements will also be displayed here on this login page.
5. Click **Log In!**

Logging in from a Web Browser

The Campus Parent Portal browser version provides the same tools as the App version.

1. To access the parent portal from a web page, visit www.pobschools.org.
2. Click on the **Portal Icon** located to the right of the district's web page.
3. Click **Campus Parent**.



Questions regarding the Infinite Campus Parent Portal may be directed to ichelp@pobschools.org
Plainview-Old Bethpage Central School District • 106 Washington Avenue Plainview, NY 11803



Plainview-Old Bethpage CSD

Getting Started with the Infinite Campus Parent Portal

A Quick Reference Guide

4. Enter your **Parent Username** and **Password** you created earlier.

PLAINVIEW-OLD BETHPAGE CSD

Single Sign-On (SSO)

or

Parent Username

Password

Log In

[Forgot Password?](#) [Forgot Username?](#) [Help](#)

[Log In to Campus Student](#)

or

[New User?](#)

Announcements

Tuesday 08/09/2022
Good Morning Parents and/or Guardians,

Welcome to the 2022/2023 school year!

Class schedules will be posted to the Parent Portal on Wednesday, August 17, 2022, according to the following schedule:

- High School: 9:00am
- Middle School: 10:00am
- Elementary: 11:00am

Your child's transportation information has been posted to the Infinite Campus Parent Portal. Please take a moment to log onto your portal account to access your child's bus stop, pick-up/drop-off times and bus number. Access your child's transportation information by selecting "More" from the left-hand menu and then "Transportation". A separate communication will be sent out regarding zero period and late bus schedules.

5. Click **Log In!** You should now be in the Parent Portal for your student(s). **Congratulations!**



Part C: Frequently Ask Questions (FAQ's)

1. How do I create a FamilyID account?

Register for a **FamilyID** account by [clicking here](#). You may have already done this in the past. At any time, you may log in at <https://www.familyid.com> to update your information and to check your registration form(s). **FamilyID is also called ArbiterSPORTS.**

You don't need to do this if you are new to the district since 2022 and registered your child(ren) using the Online Registration Tool (OLR).



Plainview-Old Bethpage CSD

Getting Started with the Infinite Campus Parent Portal

A Quick Reference Guide

2. **My child is already enrolled in the district, how do I get access to the parent portal? I never accessed it before.**

Once you are logged into FamilyID, you will need to fill out the **Infinite Campus Portal Parent/Guardian Acceptable Use Agreement** within FamilyID or by [clicking here](#). An email will be generated back to you acknowledging that you have completed this form.

3. **I never received my portal account activation email after I filled out the Infinite Campus Portal Parent/Guardian Acceptable Use Agreement.**

Check your junk or spam folders for this email if you cannot find it.

4. **I am new to the district; how do I enroll my children in the district?**

If you are **new** to the POB school district and/or are registering a child into the POB school district for the first time, please begin the registration process, and complete the **Online Registration (OLR)** forms, by [clicking here](#) or by visiting www.pobschools.org and by clicking on the **Online Registration ribbon button** located towards the middle and left of the web page.

5. **I am trying to activate my portal, I am stuck, when I try to create a password, it gives me a message about a data breach. What does this mean?**

Not to worry, you did not breach anything. The password you are creating does not meet our strict district security policies. Make the password you are creating more complicated and longer. Don't forget to write it down and keep it in a secure place.

6. **I keep getting this message when I try to reset my password. A data breach on a different site or app has exposed this password?**

Not to worry, you did not breach anything. Exit the app and try again. The password you are creating does not meet our strict district security policies. Make the password you are creating more complicated and longer. Don't forget to write it down and keep it in a secure place.

7. **I am stuck, says to enter a security email and campus password. What password?**

You may be prompted to set up a security email when activating your portal. The **Enter Campus Password** field will be the password you created previously. Click the **Save** button when finished.

A screenshot of a web form titled "Set Email". The form has a green header bar with the title. Below the header, there is a red error message: "You are required to set an account security email. Please enter the email address that can be used for security purposes. An email will be sent to verify the change." Below this, there is another red error message: "Password does not match." The form contains three input fields: "New Account Security Email", "Confirm New Account Security Email", and "Enter Campus Password". The "Enter Campus Password" field has a red error message below it: "This field is required." At the bottom right of the form, there are two buttons: "Log Off" and "Save".

Questions regarding the Infinite Campus Parent Portal may be directed to ichelp@pobschools.org

Plainview-Old Bethpage Central School District • 106 Washington Avenue Plainview, NY 11803



Plainview-Old Bethpage CSD

Getting Started with the Infinite Campus Parent Portal

A Quick Reference Guide

8. Should I use the browser or app to sign onto my parent portal?

It does not matter. Both function with the same tools and capabilities.

9. I forgot my password and selected forgot my password, but I never received any emails for resetting my password.

Check your junk/spam folder for any emails originating from pob-messenger@pobny.mg.infinitecampus.org.

If you cannot find the email, please contact our helpdesk at ichelp@pobschools.org.

10. Why do we keep getting an email about activation when we already have a portal account set up and have been using it regularly?

You or your significant other or another assigned guardian is sharing the same email address in our systems. One of you already has a portal account and the other parent/guardian does not. Thus, you are receiving the email because you are sharing one email address among two parent/guardian accounts. Each parent/guardian should have their own email address. If the household only has one email address, please let us know and we can adjust our systems so you will not receive the reoccurring activation email.

11. I am a parent of a student in POB as well as an employee of the district. I am having an issue activating my parent portal. I am getting confused on the best way to access it.

No worries, please contact ichelp@pobschools.org and we can help you on the best way to access the correct portal and in what location you are trying to access it.

12. My daughter, has been locked out of the Infinite Campus App. Can you please help by resetting her username & password?

Your daughter should be logging into the App and the portal utilizing her **POB Schools email** account through Google. She does not use a separate set of credentials. When logging in, she should see a **Single-Sign-On** option. When selected, it will then connect her to Google.

13. What devices are supported with the Parent Portal App?

To use the Campus Student or Campus Parent apps, mobile devices must be on an Android version of 5.0 or later and iOS devices must be on a version of 11.0 or later.

The Campus Parent Portal is designed specifically for parents and is optimized for use on mobile devices and tablets.

Questions regarding the Infinite Campus Parent Portal may be directed to ichelp@pobschools.org

Plainview-Old Bethpage Central School District • 106 Washington Avenue Plainview, NY 11803



Plainview-Old Bethpage CSD Getting Started with the Infinite Campus Parent Portal A Quick Reference Guide

14. Once logged into the Parent Portal. How do I use it?

That is outside the scope of this document. This is a setup and getting started document only.

Here are a few tricks that may help you in navigating the portal

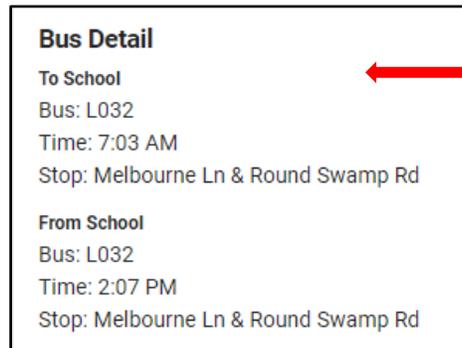
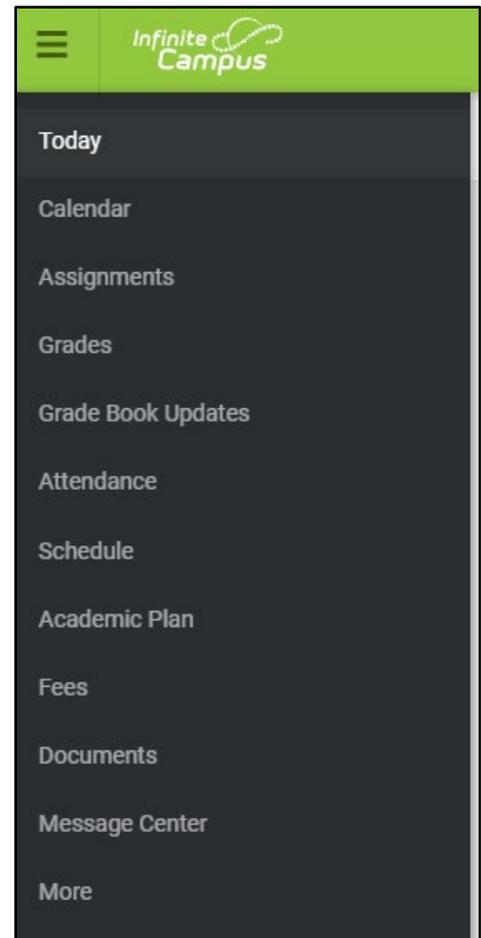
In the Campus Parent Portal, navigate between tools in the menu bar on the left. On mobile devices, this menu shrinks to a "hamburger" or "three bars" icon to save space.

The **Schedule** selection will display your child’s schedule. Under **More** you will find **Transportation** and **Bus** route information.

Attendance will display your child’s attendance records.

Click the **user icon**, looks like a person, in the top right to view **Notification Settings**.

If a tool is specific to a single student, such as **Grades** or **Schedule**, a student dropdown list displays in the top right corner of each child in your household. This dropdown list does not display for tools that are not student specific like Announcements.



Example shown of Bus Detail information for a student.