PARENT PORTAL FAQ

Q. How do I sign up for a Parent Portal account?

A. The Parent Portal is an app in both the Apple Store and the Google Store.
   District name: Bishop Heelan   District code:TQXGSV

Q. I have been using my child's portal account. Do I need one of my own?

A. Having a parent/guardian account gives you an integrated dashboard of ALL children for whom you are guardian. In addition, your account gives you access to set your personal preferences and allows you to update demographic information for you and your family, which cannot be done through the student account.

Q. I know my User Name and Password but I am not able to log in?

A. Sometimes your computer security settings or browser can cause problems when logging into the Parent Portal. Try another computer or browser such as Firefox to see if that will help.

Q. How can I change my account username?

A. Your username is created by you the first time you logged into Infinite Campus with your GUID code. Please email infinitecampus@bishopheelan.org for assistance with username

Q. How can I change my password?

A. Parents now have the ability to change their own password in the Account Preferences menu inside the Parent Portal. Please remember that passwords need to be considered 'strong' in order to be saved.

Q. I have forgotten my username and password. How do I recover this information?

A. Under the Helpful Hints for the Parent Portal on the district website (under Parents, then Infinite Campus) you will find two different links, Resetting Password and Recovering Username. You will be able to use these methods if you still have access to the email address you selected for reset purposes. If you are not able to use these self-service options, please email infinitecampus@bishopheelan.org with your specific request.

Q. How can I change my email address record?

A. Email addresses can be changed from the Family Members link once you are logged into the Parent Portal (left frame).

Q. If I have questions about grades, attendance or fees, whom do I contact?

A. These questions need to be directed to your child's school for the course teacher, office staff or principal.

Q. Some of my family demographic information is not correct. How do I get it updated?

A. This information can be changed once you are logged into the Parent Portal (left frame).
The 'Family Members' tab can let you update:

   Cell phone number   Work number   Email address (up to two persons)

The 'Household Information' tab can let you update:

- Household phone number and addresses
- The 'Demographics' tab can let you update: non-household contacts, such as emergency contacts, day care providers, etc.