### Log-In or Access Issues

*Can’t remember password, don’t have rights to access certain information, etc.*

### “How do I....?”

*Instructions and help to perform tasks, run reports, find specific data, send out a Messenger call, etc.*

### Trainings and Online Learning

*Schedule a full training on specific functions within Infinite Campus (how to enroll students, running an ad hoc report, etc.)*

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<table>
<thead>
<tr>
<th><strong>SCUSD Help Desk</strong></th>
<th><strong>School Site Teacher Coach (TSP)</strong></th>
<th><strong>Tech. Assessment Specialist (TAS)</strong></th>
</tr>
</thead>
</table>
| (916) 643-9445       | *(Fill in name(s) provided by school admin)* | Jennifer Ellerman – *jennifer-ellerman@scusd.edu*  
| support@scusd.edu    | A list of each site’s Coaches can be found at:  
|                      | [www.scusd.edu/TAS](http://www.scusd.edu/TAS) | Shonna Franzella – *shonna-franzella@scusd.edu*  
| **Mon – Fri**  
| 6:30 am - 4:00 pm   | [www.scusd.edu/infinite-campus-staff-resources](http://www.scusd.edu/infinite-campus-staff-resources) | **Visit** [www.scusd.edu/TAS](http://www.scusd.edu/TAS) **to find out which Specialist supports your school or email**  
|                      |                                                 | CAASPPSupport@scusd.edu |

**Infinite Campus University (ICU) Help Desk**

1 (888) 461-2004, Option 3

*Mon – Fri*  

5:00 am - 3:00 pm

**Infinite Campus Coordinator**

Gayle McKnight  
(916) 643-7871  
gaylemc@scusd.edu