



WooEdu FAQ's

- What is WooEdu?
 - WooEdu is the district's Student Information System (SIS).
- Sometimes I hear WooEdu, other times Infinite Campus. What is the difference?
 - Infinite Campus is the developer of our new core Student Information System. WooEdu is the branding that the district has given our implementation of Infinite Campus. So essentially they are the same, but it is easier for everyone to just refer to it as WooEdu.
- How do I download the app for WooEdu?
 1. In the Apple or Google app store, search for Infinite Campus (remember WooEdu and Infinite Campus are the same thing, WooEdu is just our customized version).
 2. Download the app called Campus Parent.
 3. Open the app and search for Worcester and the state Massachusetts
 4. If you don't have an account, click on New User. You will need your Activation Code/GUID. If you need that, follow the directions below!
- What is my Activation Key and how do I get it?
 - Call your student's main office to request an Activation key (you may also hear this referred to as a GUID) or email woedu@worcesterschools.net (your email must be on file in order to receive your activation key by email).
- What can I see in WooEdu?
 - Attendance
 - Grading
 - Assignments and Quizzes (if the teacher is using the gradebook for this)
 - Interim, Quarter, and Final Grades
 - GPA and Class Rank
 - Student Schedule
 - Student Detail Information
- I can only see one of my students. How do I get access to my other students?
 - For the student you cannot see, contact their schools main office to confirm they have your up-to-date contact information and let them know that you cannot see the student in the Portal. They will be able to correct this. The school will need to make sure that the parent is checked off as portal.
- I can not see assignment grades for all of my students. Why?
 - Not all teachers are using WooEdu for quizzes and assignments, they do all enter interim and final grades. The teachers are not contractually obligated to enter all the assignment and quiz grades.

W^oEdu families

- How do I change my password?
 - From the **User Menu** (little person icon in the upper right of the screen), select **Settings**, then select **Account Settings**. From here, you can update your account Security Email and your account Password.
- How do I change my contact preferences?
 - You can manage your contact preference by selecting your desired language when you receive messages, and how you receive that message (phone call, email, or text message). If your school has turned on certain options, you may be able to modify your phone numbers and email addresses. From the **User Menu** (little person icon in the upper right of the screen), select **Settings**, then select **Contact Preference**. Review existing contact information (phone numbers and email addresses), enter any updates, and mark your desired Messenger Preferences. When phone and email changes are made, an email notification acknowledging the change is sent to the individual, alerting them to changes they may not have made.