

OFFICE OF

Information Technology Services

Infinite Campus Access & Data Entry

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Resources



DOE Memos Portal

- <https://hidoe.sharepoint.com/sites/Applications/memos/SitePages/Homepage.aspx>



OITS Refresher Training Sessions on Infinite Campus

- Secondary Scheduling (November, February, April)
- Elementary Scheduling (June, July)
- End of the School Year Secondary Registrar Refresher Training (June)
- Summer School (April, May)



Training Registration: Learnsoft

- Go to <https://myapplications.microsoft.com/>
Locate the Learnsoft tile and click on it to access the LMS.
- Contact the IT Help Desk at (808) 564-6000, Monday through Friday from 7:45 a.m. to 4:30 p.m. for assistance.



Student Information System (SIS) SharePoint

- <https://hidoe.sharepoint.com/sites/areas/sis/SitePages/Home.aspx> (k12.hi.us login required)
- Information includes:
 - [Enrollment and Withdrawal Process and Procedures Manual \(EWPPM\)](#)
 - End of the School Year / Start of the School Year Process Checklists
 - Learning guides, including video recordings, from OITS SIS training sessions



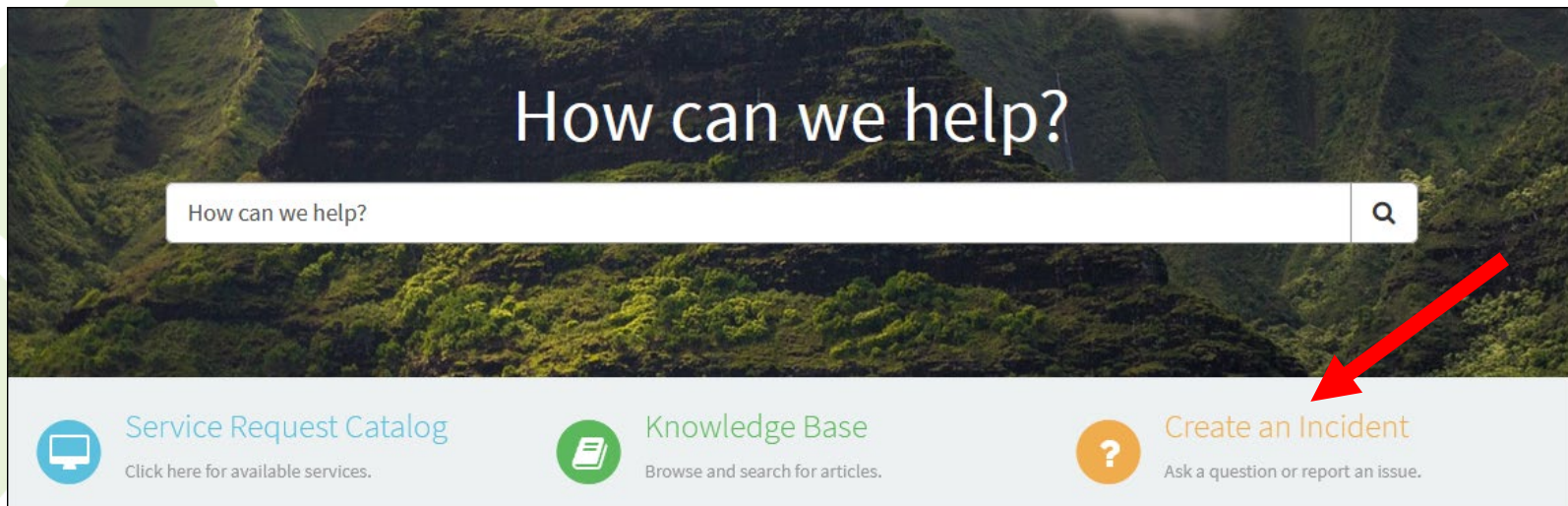
Statewide Student Enrollment System (SSES)

- <https://sseasonline.k12.hi.us/> (k12.hi.us login required)
- Application Help:
<https://hidoie.sharepoint.com/sites/SSES/Support> (k12.hi.us login required)
- Provides reports and data:
 - Student ID list
 - Student search to see if they already exist in the HIDOIE system
 - School data error reports



HIDOE IT Help Desk

- help.hidoe.org or 564-6000
- Be as specific as possible when submitting a question.





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Infinite Campus Access Requests



DOE IT Help Desk

- help.hidoe.org

How can we help?

How can we help?

Service Request Catalog
Click here for available services.

Knowledge Base
Browse and search for articles.

Create an Incident
Ask a question or report an issue.

Categories

- Aukahi FMS
- Federal Survey
- ITC Reservation
- Google
- Infinite Campus
- Phone/Network
- Lotus Notes

Popular Items

IT Help Desk Assistance
 Having issues with IT related services? Click here for assistance from our IT Help Desk!
View Details

Request/Remove Access to St...
 Use this item to request access to the Student Information System (SIS) for the regular school year calendar.
View Details

Request a...
 View Details

Make Phone Changes
View Details

Non-DOE User Account Request
Request for G Suite for a
View Details

Group Rec...
View Details



Access Request Guidelines

- [KB0011151: Guidelines for Requesting and Approving Student Information System \(SIS\) Access Requests](#)



Access Request Submitters and Approvers

- [KB0011461: Appropriate Submitters and Approvers Chart for Infinite Campus \(SIS\) Access Requests](#)
- Ensure that your school's principal/director is listed as the approver.
- Principals/Directors must be approved by the Charter School Commission's Executive Director



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eCSSS Access Requests



eCSSS Access Requests

- Submit access requests at:
<https://www.ecsss.k12.hi.us/>
- Instructions:
<https://alala1.k12.hi.us//STATE/OSSS/eCSSS/eCSSSAnnounce.nsf/AccessRequestInstructions?OpenPage>



eCSSS Access

eCSSS Login

Access Request

Access Request Form Instructions

Access/Security Matrix

Access Campus: Behavior



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SSES Access Requests



Statewide Student Enrollment System (SSES)

- Default access: active registrars, principals, and vice principals.
 - Administrators whose title is not “Principal”, e.g. “Director” must request SSES access via a ServiceNow Ticket.
- Other school staff may be manually granted access by their principal, vice principal, complex area superintendent, or someone designated by them.
 - Instructions:
<https://hideoe.sharepoint.com/sites/SSESSupport/SitePages/Authorization.aspx>



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Data Elements



Mandatory Reporting Elements for Charter Schools

- Minimum Education Data Reporting Standards for Charter Schools:
https://boe.hawaii.gov/wp-content/uploads/2025/11/13_GBM_MinEd_DataReporting.pdf



Statewide Student Enrollment System (SSES)

- SSES: <https://sseasonline.k12.hi.us/>
(k12.hi.us login required)
 - Search for existing students
 - Check student rosters
 - Review SSES error reports
 - Download student IDs list



SSES Error Reports

- SSES Support - School Data Errors:
<https://hideoe.sharepoint.com/sites/SSESSupport/SitePages/School-Data-Errors.aspx>
(k12.hi.us login required)
- Record Reject - must be corrected for SSES to process the student
- Field Reject - specific data element was not processed.
- Warnings - data discrepancies that should be reviewed for potential correction



School Data Error Report

4/14/2026 2:19:22 PM

Data(batch ID=6899) processed on 4/13/2026 10:24:35 PM

| Submitted Data | | Error | | | | | | | SSES Data |
|----------------|------------|--|---------------|----------|-----------|--------|--------|-----------|-----------|
| school | student ID | description | type | lastName | firstName | middle | Suffix | birthDate | School |
| | | Student ID, SY (4th & 5th digits) must be within two years of current year | Record Reject | | | | | | |
| | | Student ID is invalid | Record Reject | | | | | | |

Rejected records: 2

Rejected fields: 0

Warning message: 0

| Submitted Data | | Warning | | | | | | | SSES Data |
|----------------|------------|-------------|----------|-----------|--------|--------|------------|--------|-----------|
| School | Student ID | description | lastname | firstname | middle | Suffix | birth Date | School | |



Common Infinite Campus data issues

- Duplicate student
- Missing language information
- Missing addresses (no household created)
- Missing Graduation Program
- Missing or duplicate course marks
- Missing enrollments for upcoming school year



Finding and Correcting Data Issues

- SIS Documentation on SharePoint
 - End of the School Year Process Checklist
 - Start of the School Year Process Checklist
- Infinite Campus Data Validation Report
 - [Using the Data Validation Report](#)
 - [How to Correct Errors](#)



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Final Notes



Resource Summary

- [DOE Memos Portal](#)
- [Student Information System \(SIS\)](#)
- [Sharepoint](#)
- [IT Help Desk](#)



Contact Information

- Kimberly Shigeta
 - kimberly.shigeta@k12.hi.us
 - (808) 564-6040
- HIDEOE IT Help Desk
 - help.hidoe.org
 - (808) 564-6000