State Report Deletion Requests

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If you're working with Infinite Campus Support on a ticket and they advise that DPI must delete a state report so it can be re-run, please remember that you must submit a ServiceNow ticket to DPI to request the deletion. DPI cannot process the request based on the IC ticket alone, as Finance approval is required for all deletions.

To ensure proper routing, please use the following steps when submitting your request:

When submitting a case to NCDPI for a State Report deletion:

- In ServiceNow, select "Report a Service Incident"

- Choose "NCSIS – Powered by Infinite Campus"

Be sure to include the following information:

- Name of the State Report

- The specific month or period to be deleted (if applicable)

- School name(s) and six-digit school number(s) (even if it's all schools)

- A brief reason for the deletion request

- The Infinite Campus Support case number

Support Ticket Guidance:
 Contact Infinite Campus for:
 • NCSIS application/support issues
 • NCSIS state reporting issues
Submit a case: https://support.infinitecampus.com (https://support.infinitecampus.com)

Contact DPI for:
 • NCDPI business questions
 • Duplicate students
 • Amplify/missing students
 • PMR or LCS deletes in Infinite Campus

Submit a case: https://go.ncdpi.gov/help (https://go.ncdpi.gov/help)