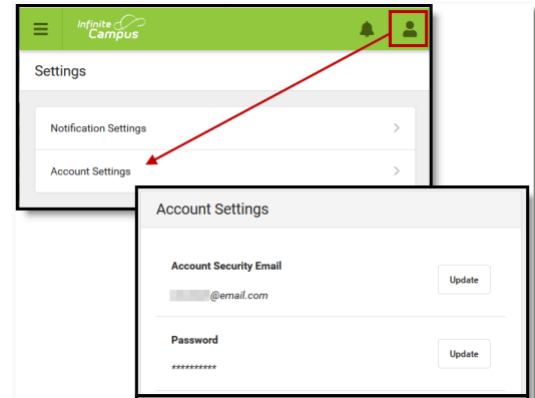


ACCOUNT SECURITY EMAIL & PASSWORD

PATH: SETTINGS > ACCOUNT SETTINGS > ACCOUNT SECURITY EMAIL, PASSWORD

The Account Security Email address is used strictly for retrieving a username or resetting a password.

- From the Campus Parent Portal or mobile app:
 - Go to Settings> Account Settings> Account Security Email to set up an email address for retrieving a username or resetting a password.
 - Infinite Campus enforces strong passwords, meaning that passwords should have a mix of letters, numbers, and characters to make them more secure.
 - Setting up an Account Security Email address in Campus Parent does not set this email address as a contact preference.

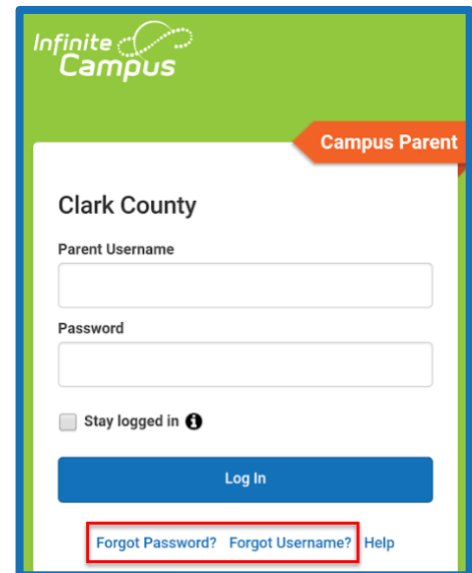


SIGN-IN SCREEN

PATH: CAMPUS PARENT/STUDENT PORTAL OR MOBILE APP > SIGN-IN SCREEN

From the Campus Parent Portal or mobile app, use the features on the sign-in screen, **Forgot Password?** or **Forgot Username?** to retrieve a username or to reset a password.

- To reset a *password*:
 - Click **Forgot Password?**
 - Enter the username.
 - Click **Submit** (app) or **Continue** (web).
- To retrieve a **username**:
 - Click **Forgot Username?**
 - Enter the Account Security Email address.
 - Click **Submit** (app) or **Continue** (web).



Please check your email for further instructions.
If you do not receive an email, we were unable to locate your account. Please try again or contact your district for support.

[Back to Login](#)

- Upon clicking **Submit** or **Continue**, an email with further instructions will be sent to the user's Account Security Email address.

TO RESET A PASSWORD WITHOUT AN ACCOUNT SECURITY EMAIL OR FOR ASSISTANCE CONTACT THE PORTAL HELP DESK AT 702-799-7678