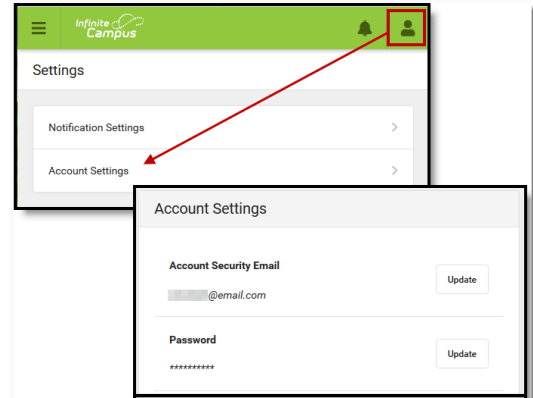


ACCOUNT SECURITY EMAIL & PASSWORD

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

The Account Security Email address is used strictly for retrieving a username (parents and students) or resetting a password (parents only).

- From the Campus Parent/Student Portal or mobile app:
 - Go to **Settings > Account Settings > Account Security Email** to set up an email address for retrieving a username (parents and students) or resetting a password (parents only).
 - 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 the Account Settings tool does not set the contact email found in the Contact Preferences tool.

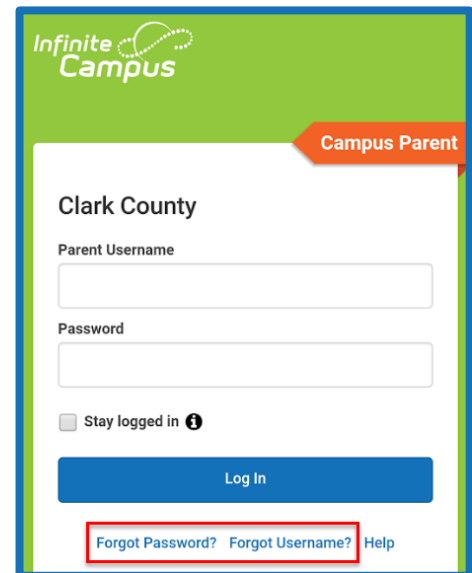


LOGIN PAGE

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

From the Campus Parent/Student portal or mobile app login page, use the **Forgot Password** or **Forgot Username** recovery links to retrieve a username (parents and students) or to reset a password (parents only).

- To retrieve a Campus Parent/Student username:
 - Click **Forgot Username**
 - Enter the Account Security Email address.
 - Click **Submit** (app) or **Continue** (web).
- To reset a Campus Parent password:
 - Click **Forgot Password**
 - Enter the username.
 - Click **Submit** (app) or **Continue** (web).
- To reset a Campus Student password:
 - Navigate to myaccount.ccsd.net
 - Follow the on-screen steps
 - Visit the [Student Tech Support](#) page for more info



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 0068-SDM-portalsupport@nv.ccsd.net OR 702-799-7678