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 https://myaccount.ccsd.net
  - Follow the on-screen steps
  - Visit https://stutech.ccsd.net for more info

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