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).

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