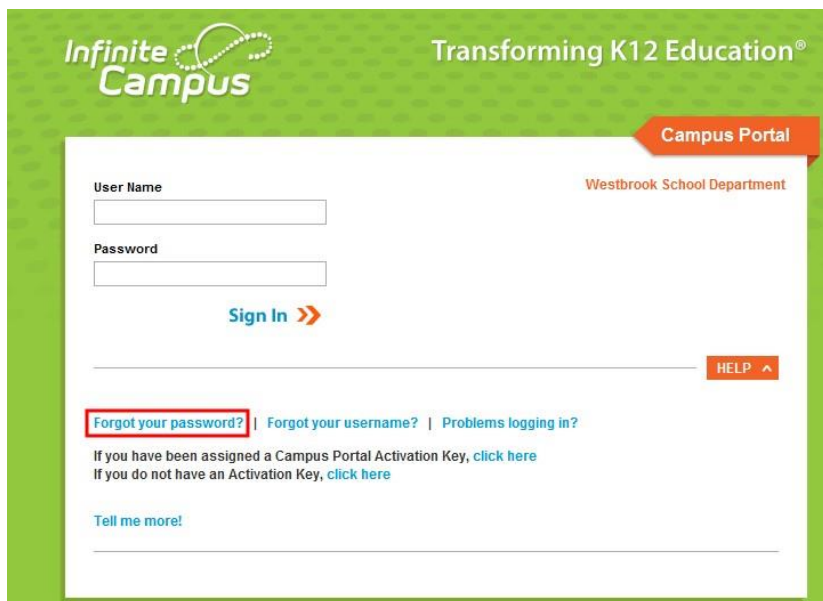
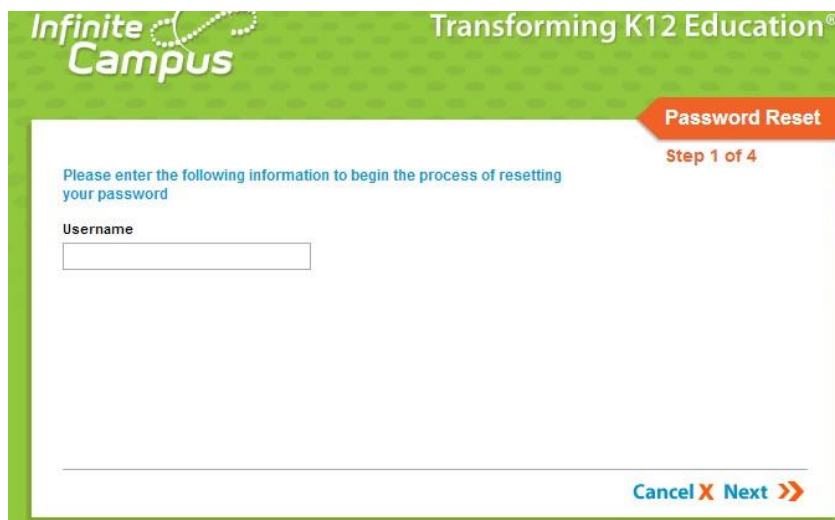


## How to Recover Your Password – Forgot your password?

If you forget your password you may request it by clicking on **Forgot your password?** located on the District's Infinite Campus Portal login page.



Once the **Forgot your password?** link is selected, the **Reset Your Password** editor will appear.



Enter your **Username** and click **Next**. The **Reset Your Password** editor will refresh and display a message informing you to check your email for the URL which needs to be selected in order to move to the next step.

This message is in response to a request made in Infinite Campus for an account password. If you did not make this request, please contact your district at (555)123-1234x456789.

You can begin the reset process by clicking the URL below. You can also copy and paste the URL into your browser:

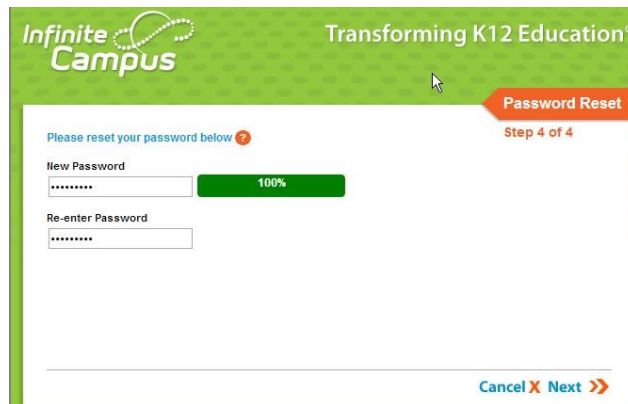
[http://\[redacted\]/SIS-46568-190-E/unique-link/5s3pUsgST0UKuwpa?appName=ieMTd1&errorPath=/password/reset/invalidLink.jsp](http://[redacted]/SIS-46568-190-E/unique-link/5s3pUsgST0UKuwpa?appName=ieMTd1&errorPath=/password/reset/invalidLink.jsp)

(Example of the email you will receive)

Once you access the URL provided in the email, you will be asked to either select four of your **Like** or four of your **Dislike** images depending on the question asked. After entering your selections click **Next**. The images you selected will confirm your identity and open the **Password Reset** editor.



Enter your **New Secure Password** in the **New Password** field. **Re-enter the same Secure Password** in the **Re-enter Password** field to ensure password accuracy. The box to the left of the **New Password** field indicates the **strength of the password**. **Red** indicates weak, **Yellow** indicates medium, **Green** indicates strong. You will not be allowed to save a weak or medium password. Click **Next/Submit**. The account password is now reset. You can log into your account using the new password.



Trying to log into your account multiple times incorrectly will require you to enter a CAPTCH each time you attempt to login. This protects your account.

