



## Infinite Campus Parent Portal Parent Password Reset Steps



All users logging into Infinite Campus Portal for the first time are prompted to enter a recovery email in order to activate Password Reset functionality. Once a recovery email has been entered, users will be able to reset their password at any time using the **Forgot Password?** Or **Forgot Username?** links found on the login page.

Jackson County Schools

Parent Username

Password

Log In

Forgot Password? Forgot Username? Help

Log in to Campus Student

or

New User?

Announcements

Monday July 1, 2019

Want to pay for your child's meals online? SchoolPay is your solution in Jackson County Schools.

Click [here](#) to download the simple, one-page information sheet (below). Click [here](#) to view a two-page brochure with more details. Haga clic [aquí](#) para ver un folleto de dos páginas con más detalles en español.

CLICK [HERE](#) TO REGISTER WITH SCHOOLPAY TODAY.

Monday July 1, 2019

New to Campus Portal?

CLICK [HERE](#) to get your portal activation key BEFORE clicking on the activation link. You will be required to enter your student's student ID, social security number, and date of birth to obtain your personal code.

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English

Users may also select the language desired at the bottom of the login screen.

Forgot Password?

Enter your username\*

Submit

Back to Login

Once the **Forgot Password?** link is selected, the user will be prompted to **Enter your username** and click Submit.

The Reset Password editor will refresh and inform you to check your email for a unique URL which needs to be selected in order to move on to the next step. It is critical that the email address established on the

user account is valid. Users with an invalid email address will be unable to finish the password recovery process.



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A screenshot of the Infinite Campus 'Forgot Username?' form. The form is set against a green background with the 'Infinite Campus' logo in the top left. The main heading is 'Forgot Username?'. Below it is a text input field with the label 'Enter your security email \*'. A blue 'Submit' button is positioned below the input field. At the bottom of the form, there is a blue link that says 'Back to Login'.

When the ***Forgot Username?*** link is selected, the user will be prompted to **Enter your security email** and click Submit. The Reset Username editor will refresh and inform you to check your email for information about your username and the URL which needs to be selected in order to complete the reset process.