

## Existing Users Logging into Campus After Password Reset is Enabled

All users logging into Campus for the first time after Password Reset functionality is enabled are prompted to create their security preferences in order to comply with new Password Reset functionality (see Image 7). Users will have three opportunities to log in without setting their password reset security email address and reset preferences.



*Image 7: Confirming Security Preference Updates*

Selecting **Yes** will direct the user to the User Settings editor where preferences can be set (see Image 8). Selecting **Not Now** will allow the user to access their account, however, the Update Your Security Preferences confirmation screen will continue to appear for the user each time they log into their account. After the third login, the user will be forced to update their security preferences.

In order for a user to recover their forgotten password, a valid **Security Email** address must be provided and eight **Dislike** and **Like** images must be selected. Dislike and Like images are used to confirm the user's identity during password recovery. Users must select eight Dislike images and eight Like images in order to save. The email address entered must be valid in order to recover a forgotten password.

The 8 Like and Dislike images are used for confirming your identity during recovery and reset of your account password. **You are NOT expected to identify all 8 Like or Dislike images during the password recovery process.** Instead, you will be asked to identify 4 Like or Dislike images based on the 8 Like and Dislike images set in your security preferences.

## Recovering Passwords via the Forgot Your Password Link

If a user is part of a school or district which has Password Reset functionality enabled, they may recover their password using the **Forgot Your Password?** link (see Image 9).

**Infinite Campus** Transforming K12 Education®

**Campus Portal**

Westbrook School Department

Username

Password

**Sign In >>**

**HELP ^**

**Forgot your password?** | [Forgot your username?](#) | [Problems logging in?](#)

If you have been assigned a Campus Portal Activation Key, [click here](#)  
If you do not have an Activation Key, [click here](#)

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Image 9: Forgot Your Password Link

Once the **Forgot Your Password?** link is selected, the Reset Your Password editor will appear (see Image 10).

The screenshot shows a web interface for password reset. At the top left is the Infinite Campus logo, and at the top right is the text "Transforming K12 Education®". A red banner on the right side of the form area says "Password Reset" and "Step 1 of 4". The main content area is white and contains the instruction "Please enter the following information to begin the process of resetting your password" in blue text. Below this is a label "Username" and a text input field. At the bottom right of the form area are the buttons "Cancel X" and "Next >>". At the bottom center of the green background is the copyright notice: "©2003-2012 Infinite Campus, Inc. www.infinitecampus.com".

Image 10: Entering Your User Name

Enter your **Username** and select the **Next** button. The Reset Your 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. The user account email address is established during the [initial setting of preferences](#) as well as managed on the [Account Management](#) tool.



*Image 11: Example of an Email Containing a Unique Password Reset URL*

The image above (Image 11) is an example of the email a user will receive. Select the URL or copy/paste it into a web browser to continue the password recovery process. A district contact phone number will also be provided in case additional help is needed.

Password Reset

Step 3 of 4

Please select four (4) DISLIKES



Cancel X Next >>

Image 12: Confirming Identity via Like and Dislike Images

Once a user accesses the URL provided in the email, Step 3 of the Reset Your Password editor appears. Users must recognize and select 4 Like or Dislike images from the 8 Like and Dislike images chosen when setting up the account security preferences.

For example, in the image above (Image 12), the user is asked to click on the 4 images that are from his Dislikes and select the Next button. The rest of the images will be random images that are neither Likes nor Dislikes.

The screenshot shows the 'Password Reset' interface for Infinite Campus, specifically 'Step 4 of 4'. The page has a green header with the Infinite Campus logo and the tagline 'Transforming K12 Education®'. Below the header, there is a white content area. At the top right of this area, a red banner contains the text 'Password Reset' and 'Step 4 of 4'. The main instruction reads 'Please reset your password below' followed by a red question mark icon. There are two input fields: 'New Password' and 'Re-enter Password'. The 'New Password' field has a green progress bar to its right showing '100%'. The 'Re-enter Password' field is empty. At the bottom right of the form area, there are two buttons: 'Cancel X' and 'Next >>'. At the bottom of the page, there is a copyright notice: '©2003-2012 Infinite Campus, Inc. www.infinitecampus.com'.

Image 13: Resetting the Account Password

Once four correct images are selected, the user can enter a **New Password** and **Re-enter the Password** to ensure its accuracy. The box to the left of each field indicates the [strength of the password](#). Red indicates weak, yellow indicates medium and green indicates strong. Users cannot save a weak or medium (red or yellow) password. Once an appropriate new password is entered, select the **Submit** button. The account password is now reset and the user can log into their account using the password.

## Recovering Usernames via the Forgot Your Username Link

Users can request their forgotten username up to five times per day. On the sixth try, the user will be locked out of their account and will need to wait until the next day to try again.



Transforming K12 Education®

Campus Portal

Westbrook School Department

Username

Password

Sign In >>



HELP ^

[Forgot your password?](#) | [Forgot your username?](#) | [Problems logging in?](#)

If you have been assigned a Campus Portal Activation Key, [click here](#)

If you do not have an Activation Key, [click here](#)

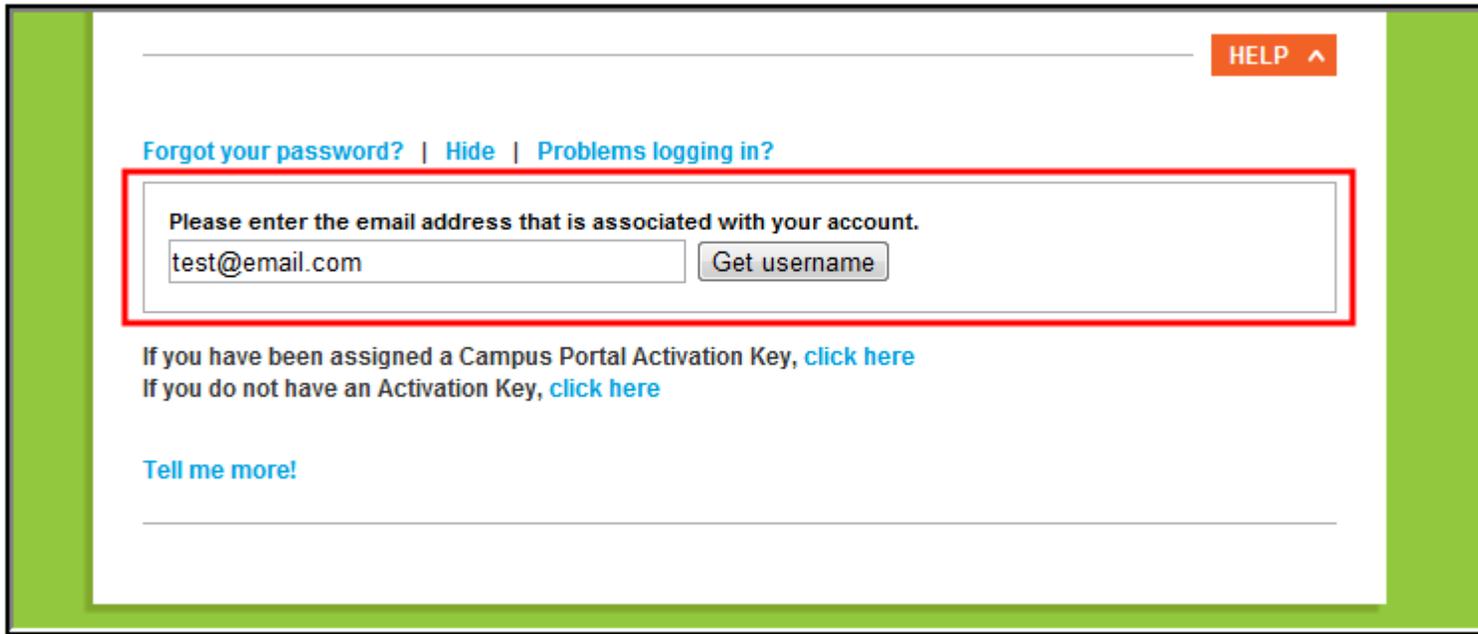
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Image 14: Recovering a Forgotten Username

Once the **Forgot Your Username?** link is selected, a field will appear asking for the email address associated with your account (Image 15).



HELP ^

[Forgot your password?](#) | [Hide](#) | [Problems logging in?](#)

Please enter the email address that is associated with your account.

If you have been assigned a Campus Portal Activation Key, [click here](#)  
If you do not have an Activation Key, [click here](#)

[Tell me more!](#)

*Image 15: Entering an Account Email Address*

Enter your email address and select the Get username button. A message will appear indicating an email has been sent containing your Campus username (Image 17).

All usernames associated with the email address entered, will be listed in the email.

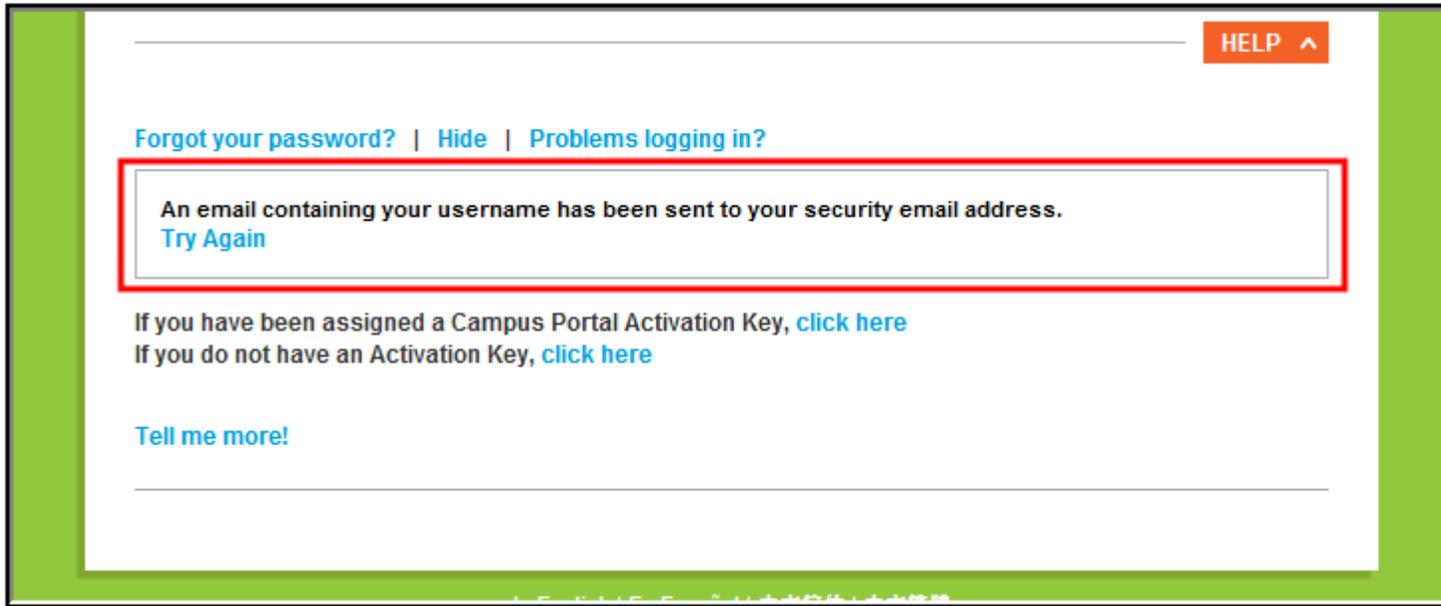


Image 16: Message Indicating a Recover Username Email Has Been Sent

If you never received an email from Campus containing your username or if you want to enter a different email, select the **Try Again** button and enter another email address (Image 16)

The image below is an example of the username recovery email you will receive.

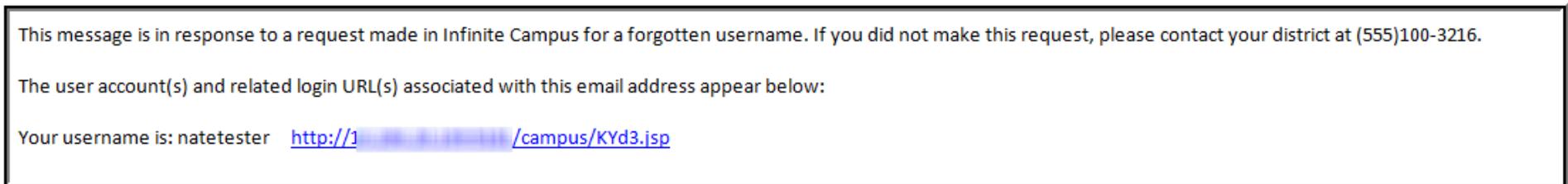


Image 17: Example of a Username Recovery Email

## User Incorrectly Attempts to Log Into Campus Multiple Times

Users who incorrectly log into their account multiple times will be required to enter a CAPTCHA each time they attempt to log in. This feature prevents users from being locked out of their account after several failed login attempts and protects accounts from malicious bots and scripts.

CAPTCHA functionality enforces case sensitivity for all letters other than C, O, P, S, U, V, W, X and Z.



Transforming K12 Education®

District Edition

Username

Password



Sign In >>

Version: E.1214.1

laekyd3 Site

Trouble accessing your account? Contact your administrator

[Forgot your password?](#)

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Image 18: Entering a CAPTCHA