Manage User Account Passwords

Last Modified on 10/22/2022 10:10 am CDT

User account passwords can be managed using a number of tools throughout Campus. This article describes the numerous options and scenarios around account password management.

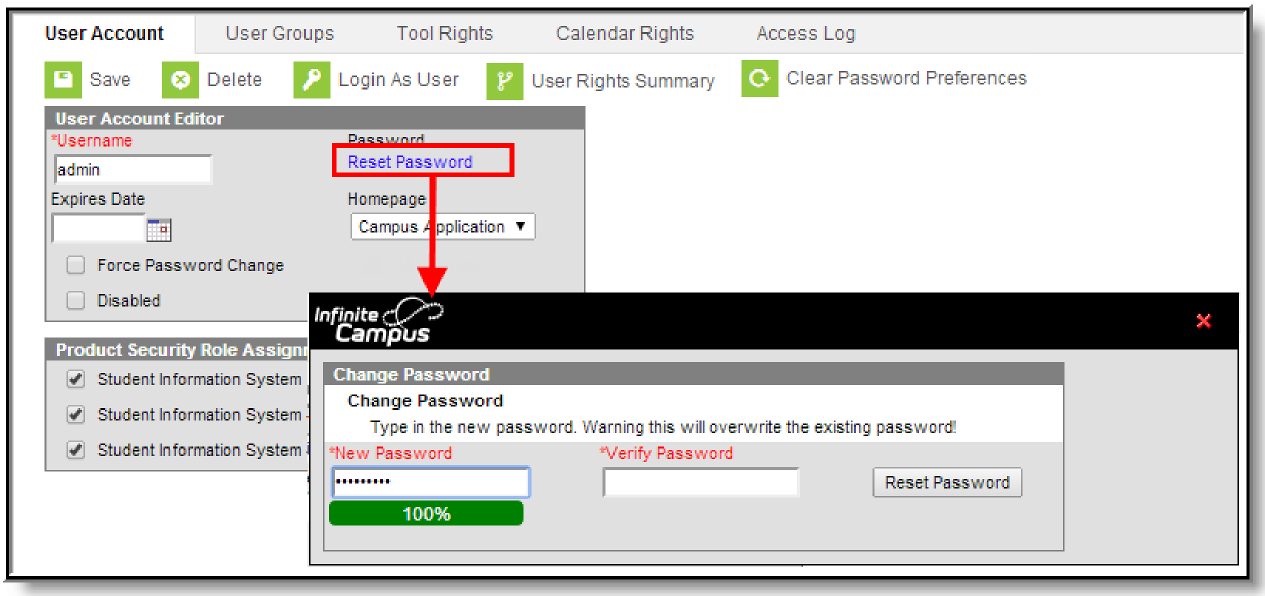
This article includes the following topics:

Modifying Individual User Passwords

PATH: *System Administration > User Security > User > User Account*

Individual user account passwords can be manually modified by an Administrator using the User Account tab.

Only System Administrators should have access to the User Account tab.



User Account | User Groups | Tool Rights | Calendar Rights | Access Log

Save | Delete | Login As User | User Rights Summary | Clear Password Preferences

User Account Editor

*Username: admin

Password: Reset Password

Expires Date:

Homepage: Campus Application ▼

□ Force Password Change

□ Disabled

Product Security Role Assign

☑ Student Information System

☑ Student Information System

☑ Student Information System

Change Password

Change Password

Type in the new password. Warning this will overwrite the existing password!

*New Password: ••••••••• 100%

*Verify Password:

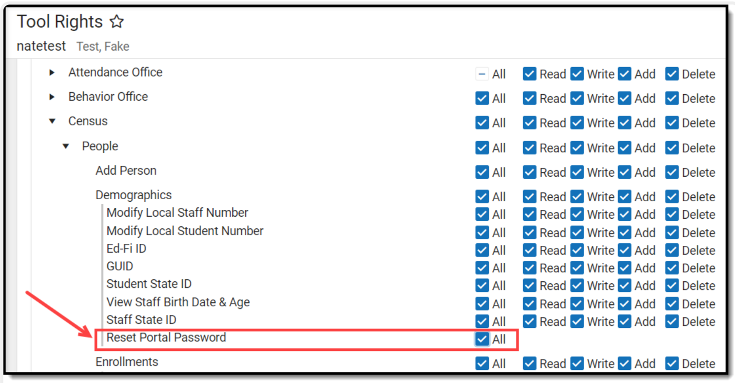
Reset Password

Image 1: Modifying Individual User Account Passwords

To change your password, select the **Reset Password** link, enter a **New Password** and **Verify the Password**. The box beneath the first password field indicates the strength of the new password with red meaning weak, yellow meaning medium and green meaning strong. Users will not be allowed to save weak or medium (red or yellow) passwords.

Staff members who have proper calendar rights and one of the following:

- Assigned the 'Reset Portal Password' sub-right



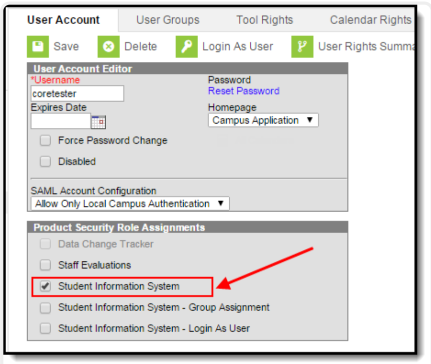
Tool Rights ☆

natetest Test, Fake

▸ Attendance Office	− All	☑ Read	☑ Write	☑ Add	☑ Delete
▸ Behavior Office	☑ All	☑ Read	☑ Write	☑ Add	☑ Delete
▾ Census	☑ All	☑ Read	☑ Write	☑ Add	☑ Delete
▾ People	☑ All	☑ Read	☑ Write	☑ Add	☑ Delete
Add Person	☑ All	☑ Read	☑ Write	☑ Add	☑ Delete
Demographics	☑ All	☑ Read	☑ Write	☑ Add	☑ Delete
Modify Local Staff Number	☑ All	☑ Read	☑ Write	☑ Add	☑ Delete
Modify Local Student Number	☑ All	☑ Read	☑ Write	☑ Add	☑ Delete
Ed-Fi ID	☑ All	☑ Read	☑ Write	☑ Add	☑ Delete
GUID	☑ All	☑ Read	☑ Write	☑ Add	☑ Delete
Student State ID	☑ All	☑ Read	☑ Write	☑ Add	☑ Delete
View Staff Birth Date & Age	☑ All	☑ Read	☑ Write	☑ Add	☑ Delete
Staff State ID	☑ All	☑ Read	☑ Write	☑ Add	☑ Delete
Reset Portal Password	☑ All				
Enrollments	☑ All	☑ Read	☑ Write	☑ Add	☑ Delete

Click to see image

- Assigned the Student Information System (SIS) product security role


User Account | User Groups | Tool Rights | Calendar Rights

Save | Delete | Login As User | User Rights Summa

User Account Editor

*Username: coretester

Password: Reset Password

Expires Date

Homepage: Campus Application

□ Force Password Change

□ Disabled

SAML Account Configuration: Allow Only Local Campus Authentication

Product Security Role Assignments

□ Data Change Tracker

□ Staff Evaluations

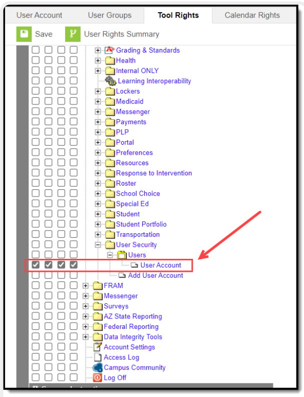
☑ Student Information System

□ Student Information System - Group Assignment

□ Student Information System - Login As User

Click to see image

- Assigned proper User Account tool rights

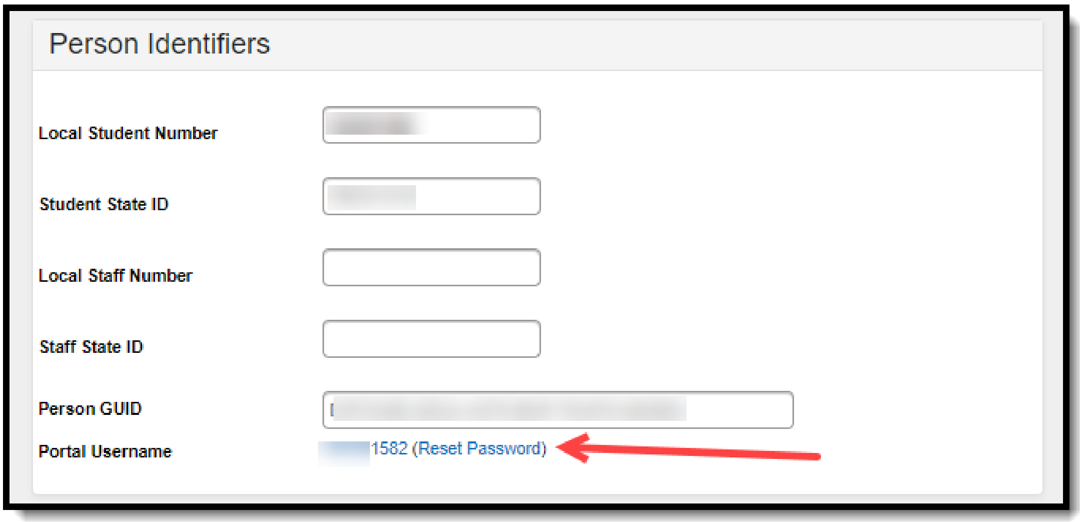

User Account | User Groups | Tool Rights | Calendar Rights

Save | User Rights Summary

☑ ☑ ☑ ☑ User Account

Click to see image

have the ability to reset a parent or student's account password by selecting a Reset Password hyperlink found to the right of the Portal Username in the Person Identifiers section of the Demographics tab (see image below).


Person Identifiers

Local Student Number	[redacted]
Student State ID	[redacted]
Local Staff Number	
Staff State ID	
Person GUID	[redacted]
Portal Username	[redacted]1582 (Reset Password)

Suggestions for Creating a Strong Password

Complex, tricky passwords are not always strong passwords and can be difficult to remember. For example, TheBr0wnC@t is a stronger password than !@#$%&() because TheBr0wnC@t uses a combination of character types and is long, whereas !@#$%&() uses only symbols and is short. A computer program can crack !@#$%^&() easier than it can crack TheBr0wnC@t.

When creating a password, consider the following:

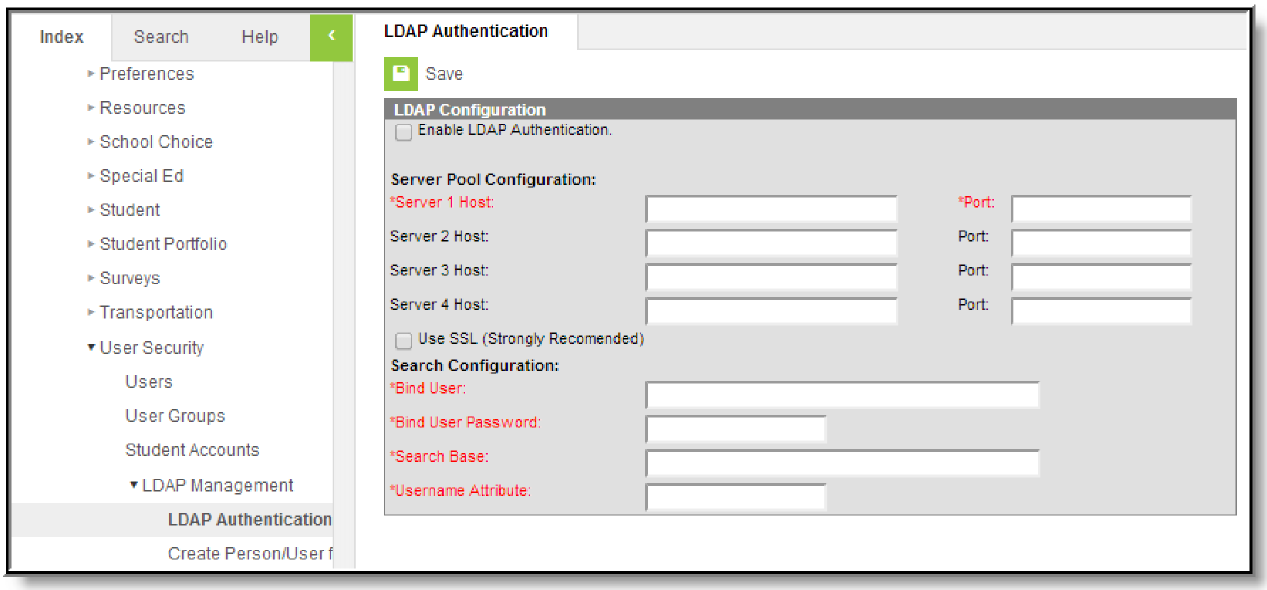
- **Content** - Use a short two or three word sentence as your password.
- **Length** - Make your passwords long (8-10 characters minimum is usually sufficient).
- **Combination** - Include letters, punctuation, symbols and numbers.
- **Uniqueness** - Do not use your username or words found in the dictionary.

Managing Passwords via LDAP Authentication

PATH: *System Administration > User Security > LDAP Authentication*

User account passwords can also be linked to a district's Active Directory using the LDAP Authentication tool. Schools and districts using LDAP Authentication need to manage and update all user account passwords within their Active Directory.

> Districts can enable Password Reset and E-signature if they have LDAP to begin using the Online Meal Benefits Application. LDAP environments will not be affected by enabling Password Reset functionality.
>
> A change to a Campus password is ignored if the account is linked to an LDAP server. The only way to change the login password for an LDAP managed account is to change it on the LDAP server.



LDAP Configuration

□ Enable LDAP Authentication.

Server Pool Configuration:

*Server 1 Host:		*Port:	
Server 2 Host:		Port:	
Server 3 Host:		Port:	
Server 4 Host:		Port:	

□ Use SSL (Strongly Recomended)

Search Configuration:

*Bind User:

*Bind User Password:

*Search Base:

*Username Attribute:

Image 2: LDAP Authentication

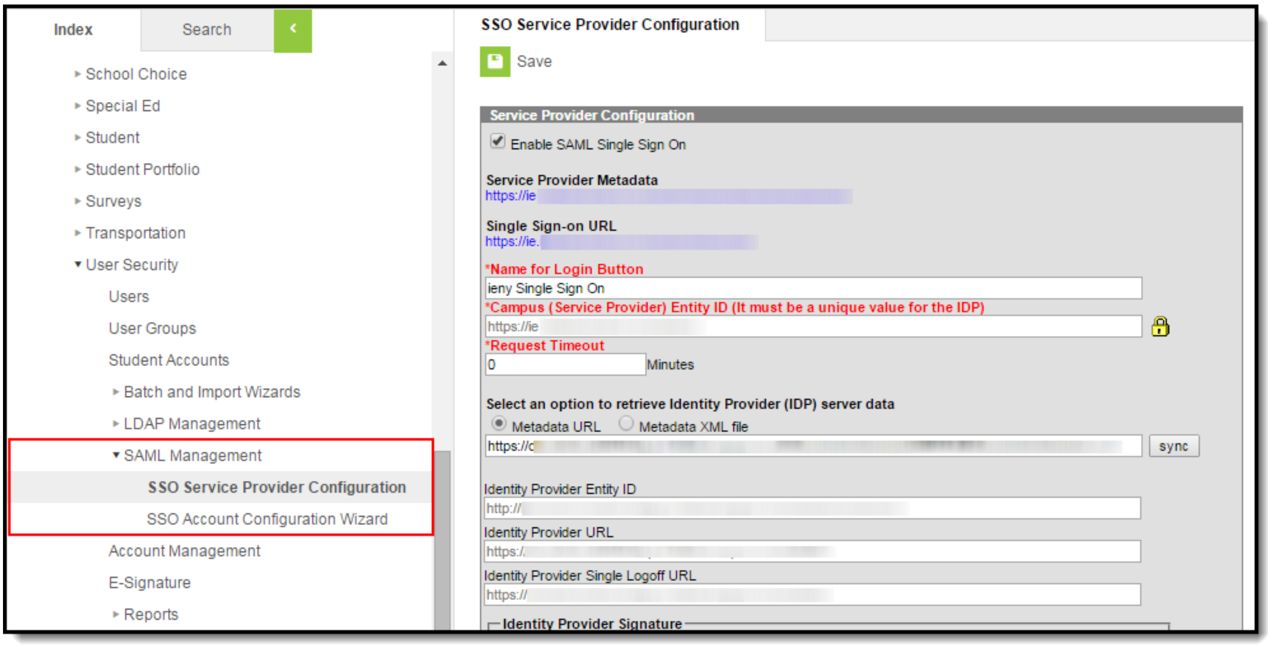
Managing Passwords via SAML SSO Authentication

PATH: *System Administration > User Security > SAML Management*

User accounts can authenticated via a SAML SSO IDP (such as Active Directory Federated Services (ADFS)). SAML SSO functionality is enabled and configured in the SSO Service Provider Configuration tool and Campus accounts are tied to SAML SSO authentication via the User Account Type Wizard.

All account passwords and credentials are managed outside of the Campus product by a district's Network Administrator and the IDP.

SAML SSO functionality is currently only available for Hawaii. This functionality is NOT available for general Campus customers.



Service Provider Configuration

☑ Enable SAML Single Sign On

Service Provider Metadata
https://ie[redacted]

Single Sign-on URL
https://ie.[redacted]

*Name for Login Button
ieny Single Sign On

*Campus (Service Provider) Entity ID (It must be a unique value for the IDP)
https://ie[redacted]

*Request Timeout
0 Minutes

Select an option to retrieve Identity Provider (IDP) server data
● Metadata URL ○ Metadata XML file
https://c[redacted]

Identity Provider Entity ID
http://[redacted]

Identity Provider URL
https:/[redacted]

Identity Provider Single Logoff URL
https://[redacted]

Identity Provider Signature

Image 3: SAML Management Tools

Managing Password Preferences within Portal

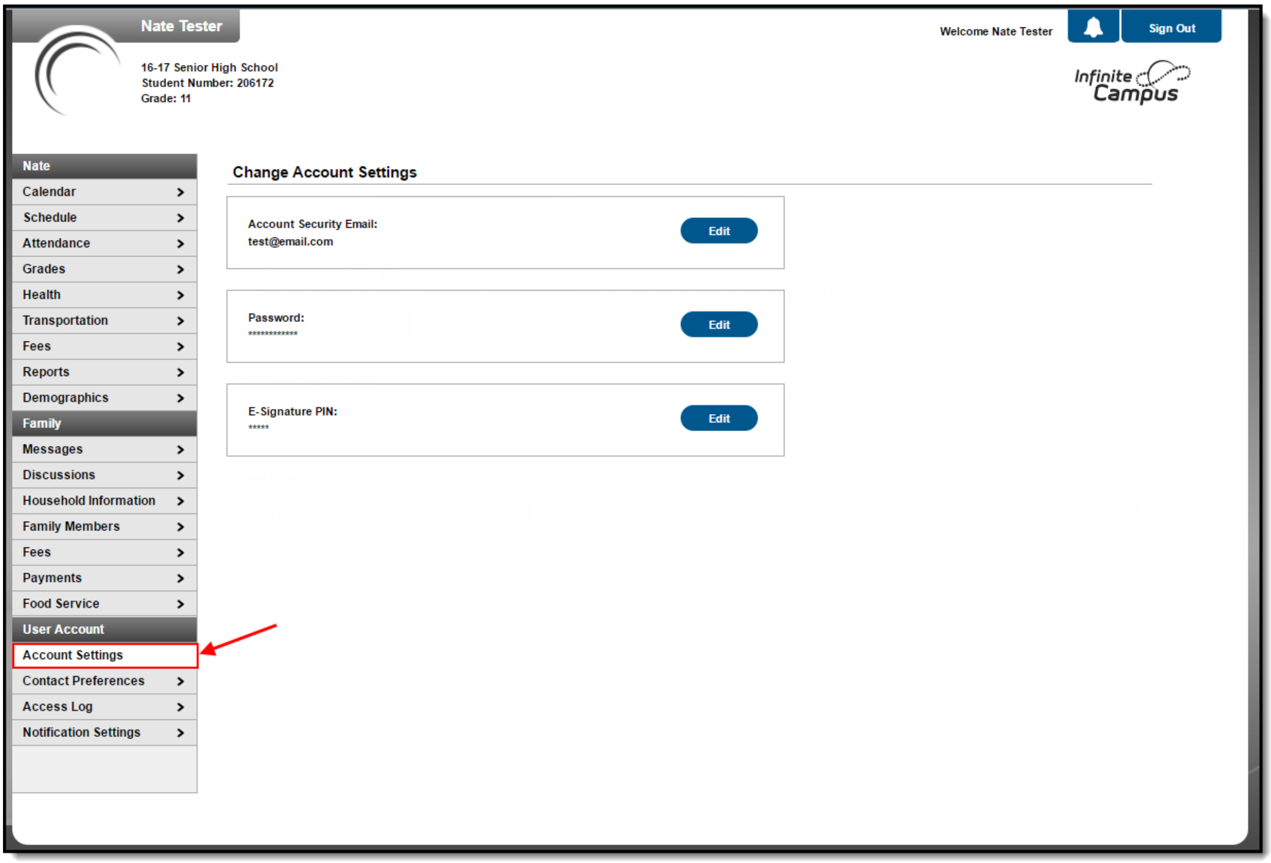
PATH: *Portal > Change Password; Portal > Account Settings*

Portal users can update their account passwords using the Account Settings tool. The Account

Settings tool allows users to update their account's existing password, security email address and security image preferences.

Due to recent security changes, the Change Passwords portal option has been removed from Campus. The existing Change Password value has been converted as follows:

- If Change Passwords was marked, the Account Settings tool is available within the Campus Portal, allowing Portal users to change their passwords.
- If Change Passwords was unmarked, the Account Settings tool is NOT available within the Campus Portal. Districts must enable Password Reset functionality in order to activate the Account Settings tool.



Nate Tester

16-17 Senior High School
Student Number: 206172
Grade: 11

Welcome Nate Tester

Change Account Settings

Account Security Email:
test@email.com

Password:
****

E-Signature PIN:
*****

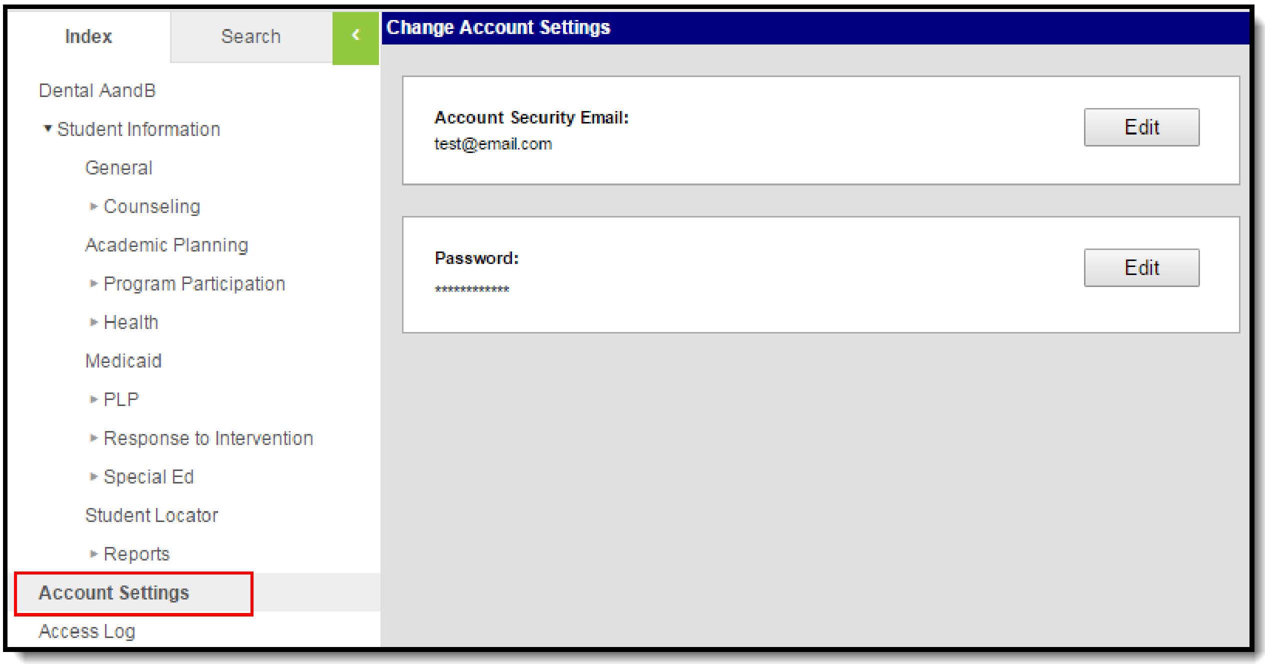
Image 4: Account Settings - Portal

For more information, see the Campus Student Portal and Campus Parent Portal articles.

Managing Passwords within Campus

PATH: *Account Settings*

Non-Portal users can manage their account security preferences using the Account Settings tool. This tool functions differently depending on whether or not your district has enabled Password Reset functionality. See the Account Settings article for more information.



Change Account Settings

Account Security Email:
test@email.com

Edit

Password:
****

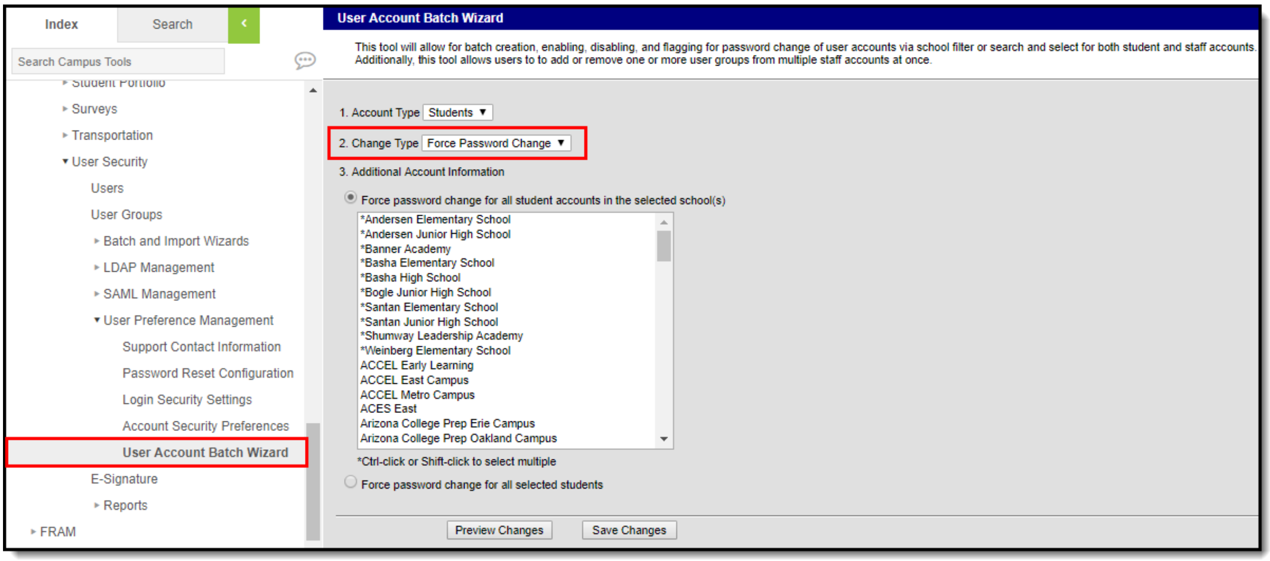
Edit

Image 5: Account Settings

Forcing a Password Change for all Student Accounts

PATH: *System Administration > User Security > User Preference Management > User Account Batch Wizard*

You can force a password change for all students in a school or for a specific set of students using the User Account Batch Wizard. See the User Account Batch Wizard article for more information.



User Account Batch Wizard

This tool will allow for batch creation, enabling, disabling, and flagging for password change of user accounts via school filter or search and select for both student and staff accounts. Additionally, this tool allows users to to add or remove one or more user groups from multiple staff accounts at once.

1. Account Type Students ▼

2. Change Type Force Password Change ▼

3. Additional Account Information

● Force password change for all student accounts in the selected school(s)

*Andersen Elementary School
*Andersen Junior High School
*Banner Academy
*Basha Elementary School
*Basha High School
*Bogle Junior High School
*Santan Elementary School
*Santan Junior High School
*Shumway Leadership Academy
*Weinberg Elementary School
ACCEL Early Learning
ACCEL East Campus
ACCEL Metro Campus
ACES East
Arizona College Prep Erie Campus
Arizona College Prep Oakland Campus

*Ctrl-click or Shift-click to select multiple

○ Force password change for all selected students

Preview Changes   Save Changes

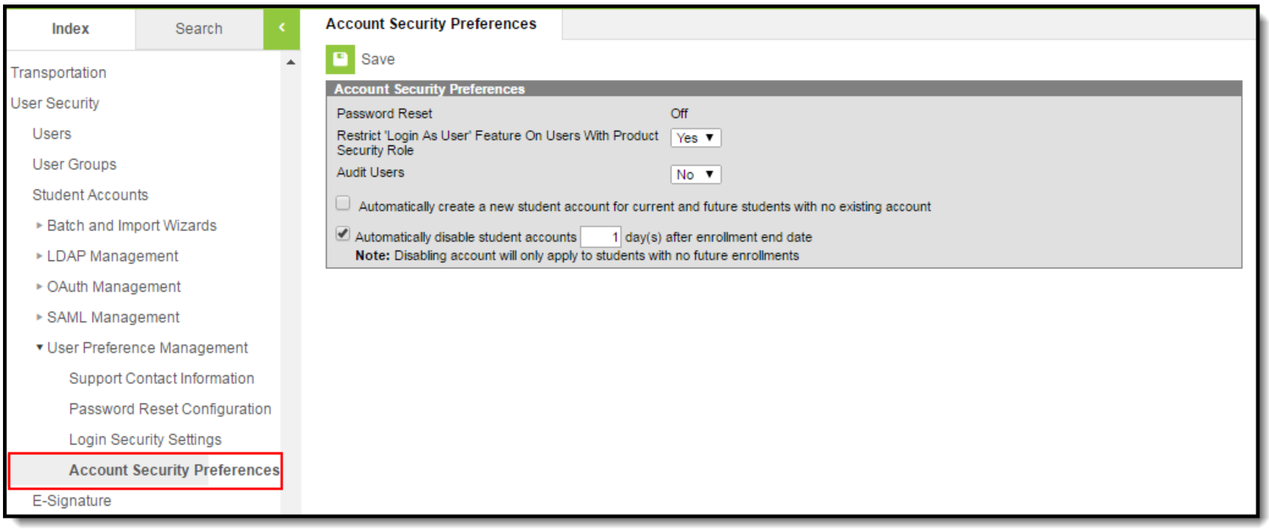
Image 6: Forcing Student Account Password Change

Password-Related System Preferences

PATH: *System Administration > Preferences > System Preferences*

The Password Reset preference indicates whether or not you have Password Reset functionality enabled. A value of Yes means Password Reset functionality is enabled. This preference cannot be changed once set. This value is established in the Password Reset Configuration tool.

> The other preferences within the Account Security Preferences tool are important and should be set up according to your needs but do not directly related to passwords within Campus.



Account Security Preferences

Password Reset Off

Restrict 'Login As User' Feature On Users With Product Security Role Yes ▼

Audit Users No ▼

□ Automatically create a new student account for current and future students with no existing account

☑ Automatically disable student accounts 1 day(s) after enrollment end date
Note: Disabling account will only apply to students with no future enrollments

Image 7: Password-Related System Preferences

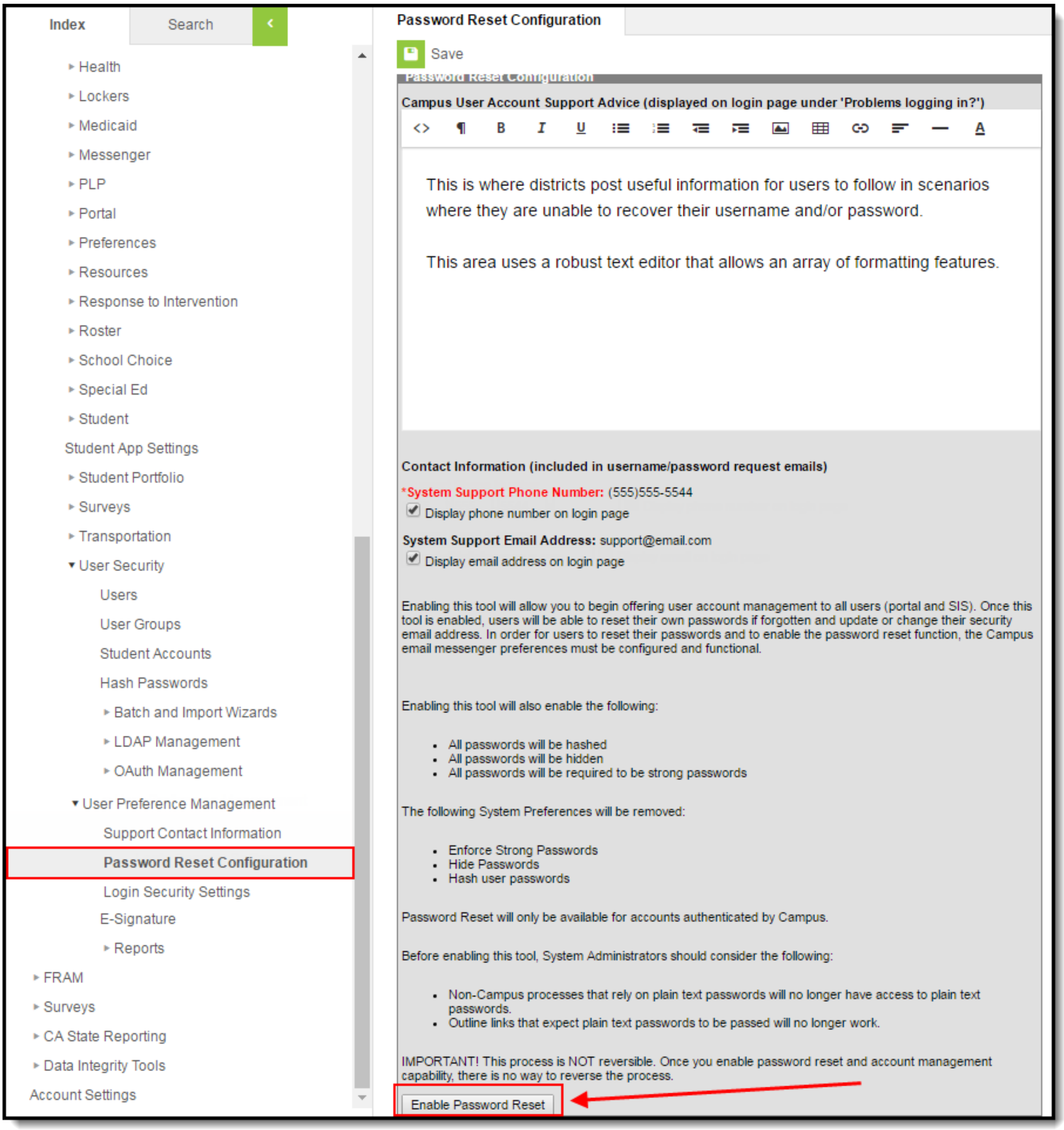
Enabling Password Reset Functionality

PATH: *System Administration > User Security > User Preference Management > Password Reset Configuration*

Password Reset functionality is enabled in the Password Reset Configuration tool. This functionality allows Campus application and Portal users the ability to reset their account password as well as manage their account security email address and security preferences without the need for Administrator intervention.

> **Before enabling Password Reset functionality, consider the following:**
>
> - Once enabled it cannot be disabled or reversed.
> - Password Reset functionality is only available for accounts authenticated by Campus (not LDAP).
> - E-Mail Messenger must be enabled prior to enabling Password Reset functionality.

- Ensure parents are given their own Portal accounts for viewing and managing Portal information. Because each individual Portal account will need to have new security information established once Password Reset functionality is enabled, providing parents with their own account prevents them from having to set up each student Portal account they may log into.



Campus User Account Support Advice (displayed on login page under 'Problems logging in?')

This is where districts post useful information for users to follow in scenarios where they are unable to recover their username and/or password.

This area uses a robust text editor that allows an array of formatting features.

Contact Information (included in username/password request emails)

***System Support Phone Number:** (555)555-5544

☑ Display phone number on login page

System Support Email Address: support@email.com

☑ Display email address on login page

Enabling this tool will allow you to begin offering user account management to all users (portal and SIS). Once this tool is enabled, users will be able to reset their own passwords if forgotten and update or change their security email address. In order for users to reset their passwords and to enable the password reset function, the Campus email messenger preferences must be configured and functional.

Enabling this tool will also enable the following:

- All passwords will be hashed
- All passwords will be hidden
- All passwords will be required to be strong passwords

The following System Preferences will be removed:

- Enforce Strong Passwords
- Hide Passwords
- Hash user passwords

Password Reset will only be available for accounts authenticated by Campus.

Before enabling this tool, System Administrators should consider the following:

- Non-Campus processes that rely on plain text passwords will no longer have access to plain text passwords.
- Outline links that expect plain text passwords to be passed will no longer work.

IMPORTANT! This process is NOT reversible. Once you enable password reset and account management capability, there is no way to reverse the process.

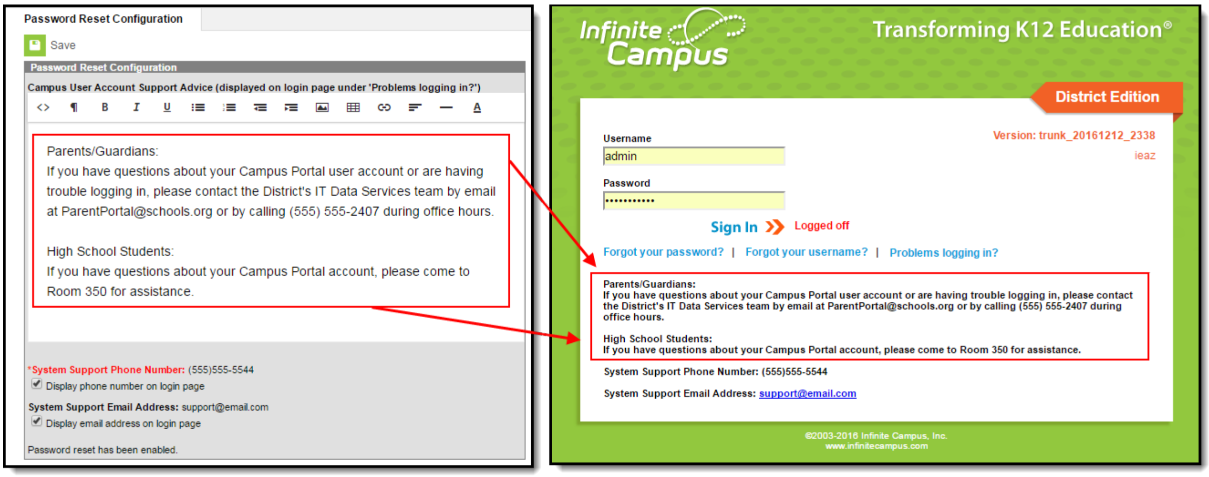
Image 8: Password Reset Configuration Tool

To enable Password Reset functionality:

Before you are allowed to enable Password Reset functionality, you must complete the following:

- Enter and save a District Support Phone Number and District Support Email Address in the Support Contact Information tool.
- Establish Messenger Email Settings.
- Enter and save all required fields in the Password Reset Configuration tool.

1. Enter **Campus User Account Support Advice**. This text will appear for users when selecting the Problems logging in? button on the Campus login screen. This text should be used to guide users on the appropriate steps they should take to resolve their Campus account problems.



Password Reset Configuration

Password Reset Configuration

Campus User Account Support Advice (displayed on login page under 'Problems logging in?')

Parents/Guardians:
If you have questions about your Campus Portal user account or are having trouble logging in, please contact the District's IT Data Services team by email at ParentPortal@schools.org or by calling (555) 555-2407 during office hours.

High School Students:
If you have questions about your Campus Portal account, please come to Room 350 for assistance.

*System Support Phone Number: (555)555-5544
☑ Display phone number on login page
System Support Email Address: support@email.com
☑ Display email address on login page
Password reset has been enabled.

Username: admin
Password: •••••••••••
Version: trunk_20161212_2338
ieaz
Logged off
Forgot your password? | Forgot your username? | Problems logging in?

Parents/Guardians:
If you have questions about your Campus Portal user account or are having trouble logging in, please contact the District's IT Data Services team by email at ParentPortal@schools.org or by calling (555) 555-2407 during office hours.

High School Students:
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System Support Phone Number: (555)555-5544
System Support Email Address: support@email.com

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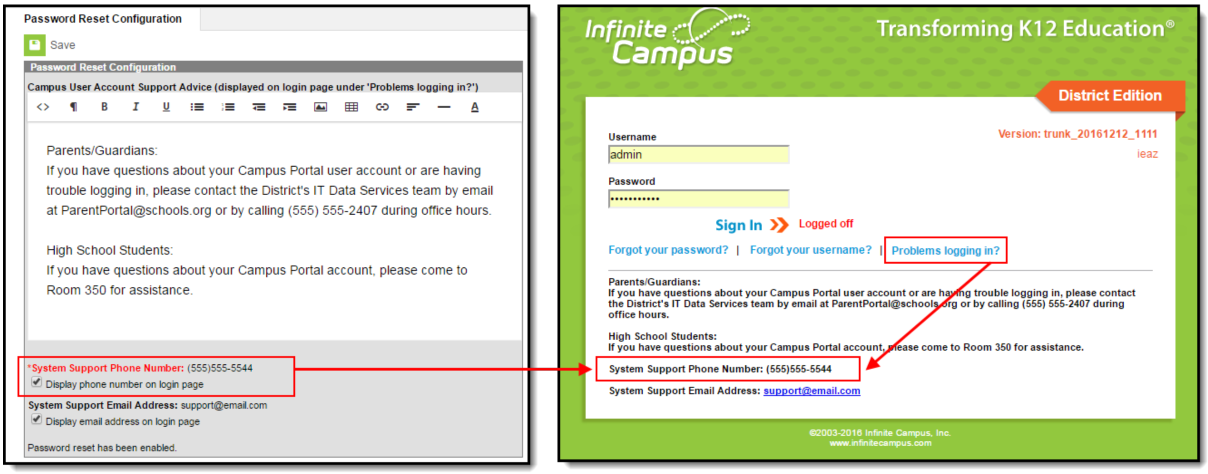
2. Mark the **Display phone number on login page** checkbox if you would like the District Support Phone Number to appear for users when selecting the Problems logging in? button on the Campus login screen (click the image below to view an example).



Password Reset Configuration

Password Reset Configuration

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☑ Display phone number on login page
System Support Email Address: support@email.com
☑ Display email address on login page
Password reset has been enabled.

Username: admin
Password: •••••••••••
Version: trunk_20161212_1111
ieaz
Logged off
Forgot your password? | Forgot your username? | Problems logging in?

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System Support Phone Number: (555)555-5544
System Support Email Address: support@email.com

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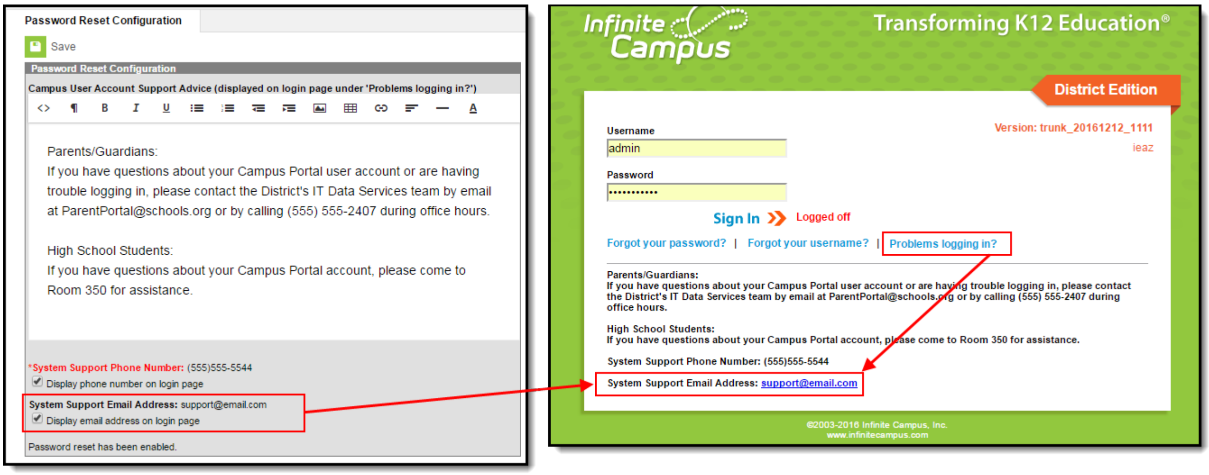
3. Mark the **Display email address on login page** checkbox if you would like the District Support Email Address to appear for users when selecting the Problems logging in? button on the Campus login screen (click the image below to view an example).



Password Reset Configuration

Save

Password Reset Configuration

Campus User Account Support Advice (displayed on login page under 'Problems logging in?')

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High School Students:
If you have questions about your Campus Portal account, please come to Room 350 for assistance.

*System Support Phone Number: (555)555-5544

☑ Display phone number on login page

System Support Email Address: support@email.com

☑ Display email address on login page

Password reset has been enabled.

Transforming K12 Education®

District Edition

Username: admin

Password: •••••••••••

Version: trunk_20161212_1111

ieaz

Sign In

Logged off

Forgot your password? | Forgot your username? | Problems logging in?

Parents/Guardians:
If you have questions about your Campus Portal user account or are having trouble logging in, please contact the District's IT Data Services team by email at ParentPortal@schools.org or by calling (555) 555-2407 during office hours.

High School Students:
If you have questions about your Campus Portal account, please come to Room 350 for assistance.

System Support Phone Number: (555)555-5544

System Support Email Address: support@email.com

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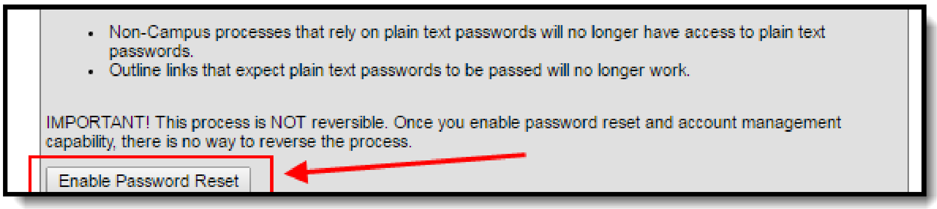
4. Select the **Save** icon. You can now enable access the Enable Password Reset button.

You cannot access the Enable Password Reset button until all required fields are entered and saved.

5. Click the **Enable Password Reset** button. Users will encounter a pop-up message, requiring them to confirm this action. Select **OK** to enable password reset functionality.



- Non-Campus processes that rely on plain text passwords will no longer have access to plain text passwords.
- Outline links that expect plain text passwords to be passed will no longer work.

IMPORTANT! This process is NOT reversible. Once you enable password reset and account management capability, there is no way to reverse the process.

Enable Password Reset

Once the Enable Password Reset button is selected and the action is confirmed, the following will occur:

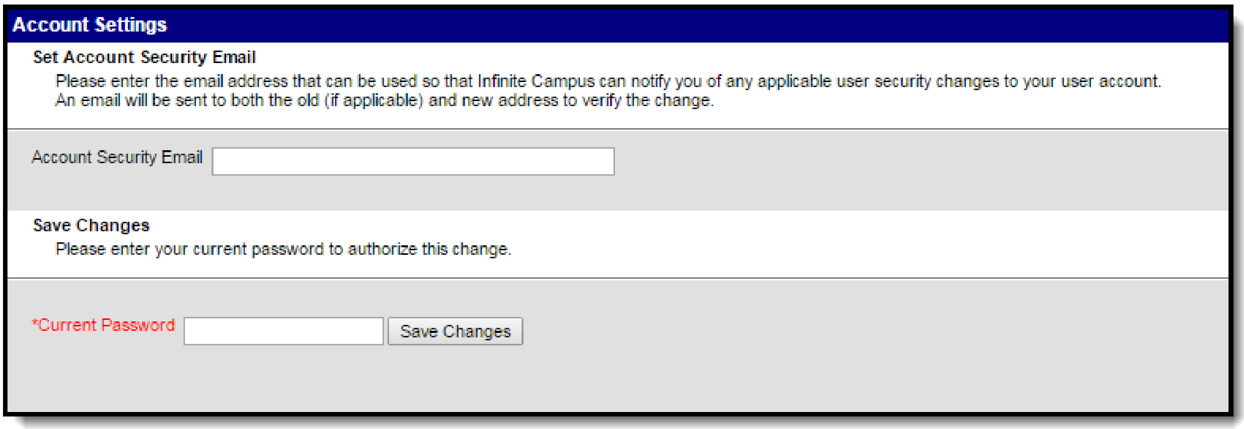
- All passwords will appear hidden within Campus.
- All passwords will be required to be strong passwords. This means all users who do not have a strong password will be required to change their password to a strong password the next time they change their password or use the password reset function.

Password reset functionality also automatically makes the following System Preference/Account Security Preference read-only:

- Password Reset

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 required to enter an **Account Security Email** address (Image 9). This ensures the password/user name recovery process as well as the account notification process have a valid email address to use.



Account Settings

Set Account Security Email

Please enter the email address that can be used so that Infinite Campus can notify you of any applicable user security changes to your user account. An email will be sent to both the old (if applicable) and new address to verify the change.

Account Security Email

Save Changes

Please enter your current password to authorize this change.

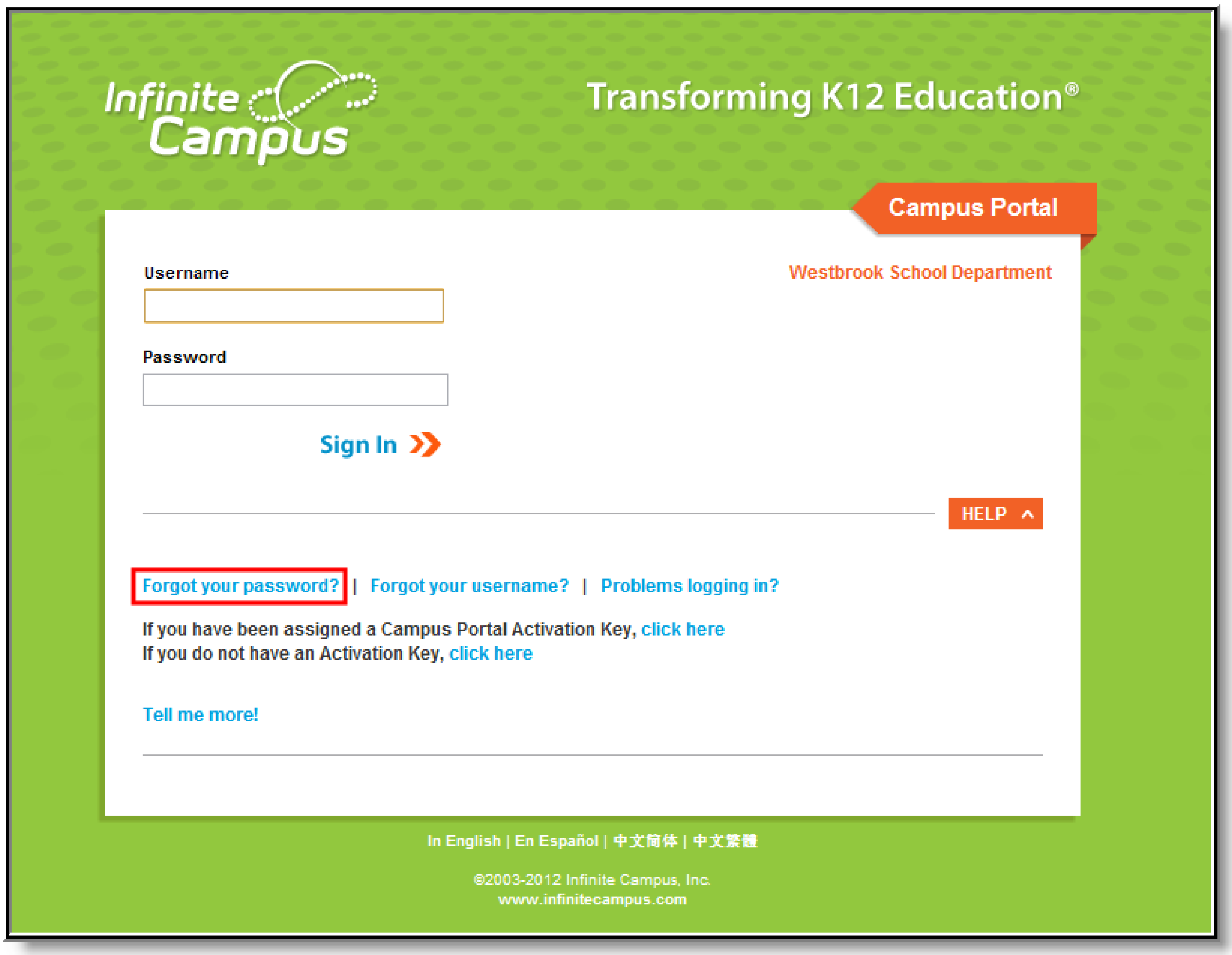
*Current Password

Image 9: Entering a Security Email Address

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 10).

If the school or district does not have Password Reset functionality enabled, a message will appear informing users of the steps they must take to recover their password (often this means calling the school or district to correct the issue).


Infinite Campus
Transforming K12 Education®
Campus Portal
Westbrook School Department
Username
Password
Sign In
HELP
Forgot your password? | Forgot your username? | Problems logging in?
Tell me more!
In English | En Español | 中文简体 | 中文繁體
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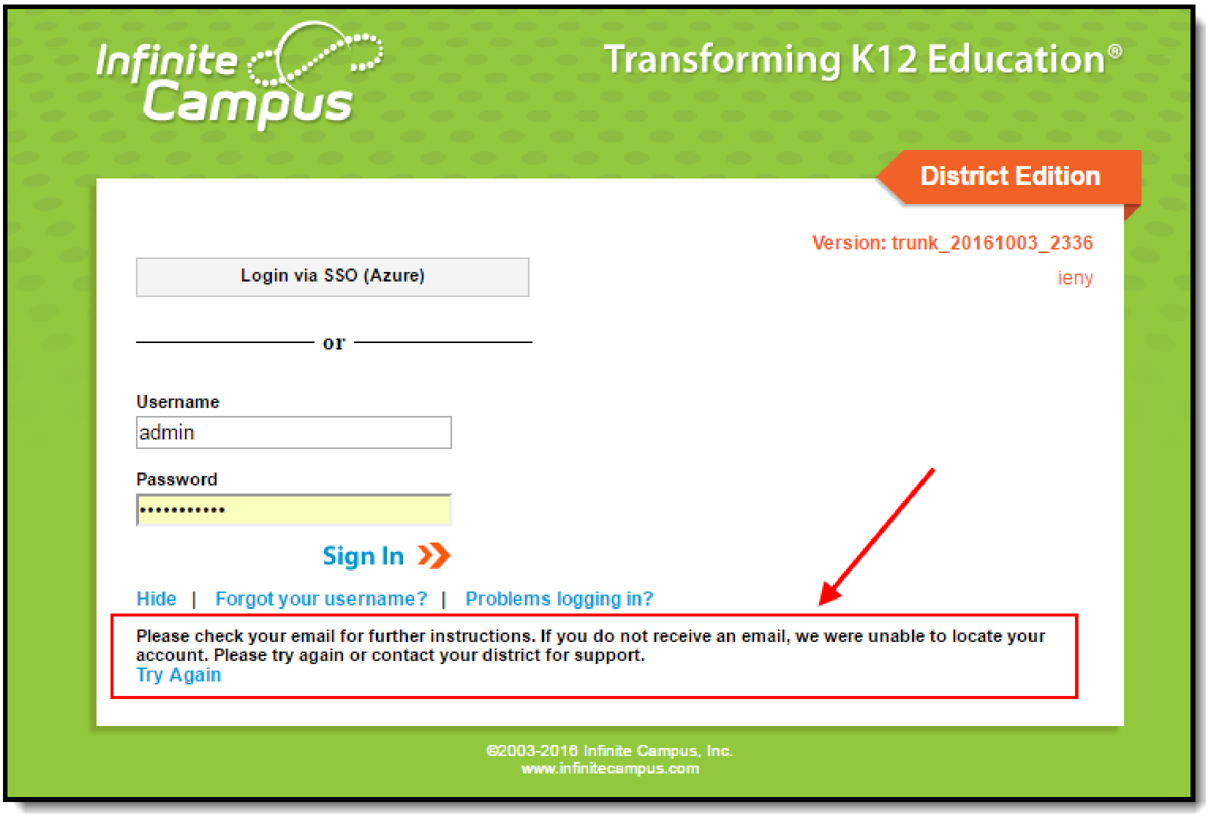
If you have been assigned a Campus Portal Activation Key, click here
If you do not have an Activation Key, click here

Image 10: Forgot Your Password Link

Once the **Forgot Your Password?** link is selected, enter your Campus username in the field below and click **Continue** (see Image 11). A message will appear, informing you to check your email (sent to your recovery email address).

It is critical that the Recovery Email address established in the Account Settings tool is valid. Users with an invalid email address will be unable to finish the password recovery process. The recovery email address is established during the initial setting of preferences as well as managed on the Account Settings tool (for Campus users) or Campus Parent Portal.



Infinite Campus
Transforming K12 Education®
District Edition
Version: trunk_20161003_2336
ieny
Login via SSO (Azure)
or
Username
admin
Password
•••••••••••
Sign In
Hide | Forgot your username? | Problems logging in?

Please check your email for further instructions. If you do not receive an email, we were unable to locate your account. Please try again or contact your district for support.
Try Again

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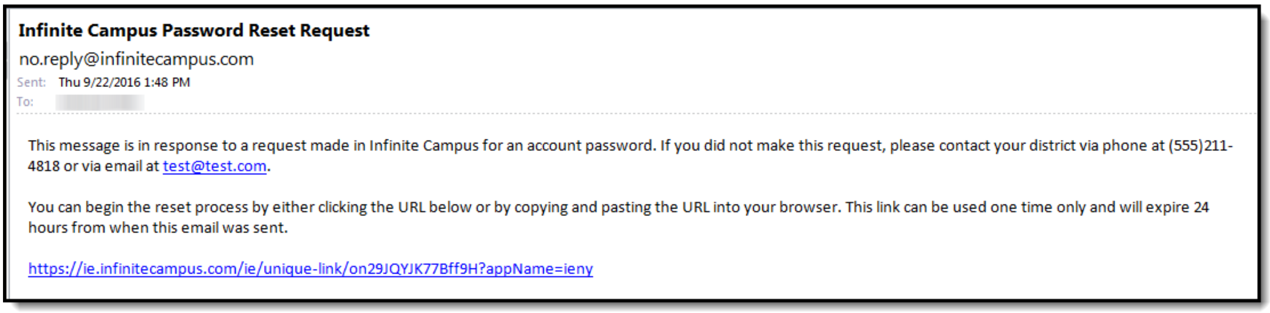
Image 11: Entering Your User Name

Open the email and select the unique URL provided (Image 12). This will direct you to an editor where you can enter and save a new Campus account password.



Infinite Campus Password Reset Request
no.reply@infinitecampus.com
Sent: Thu 9/22/2016 1:48 PM
To: [redacted]

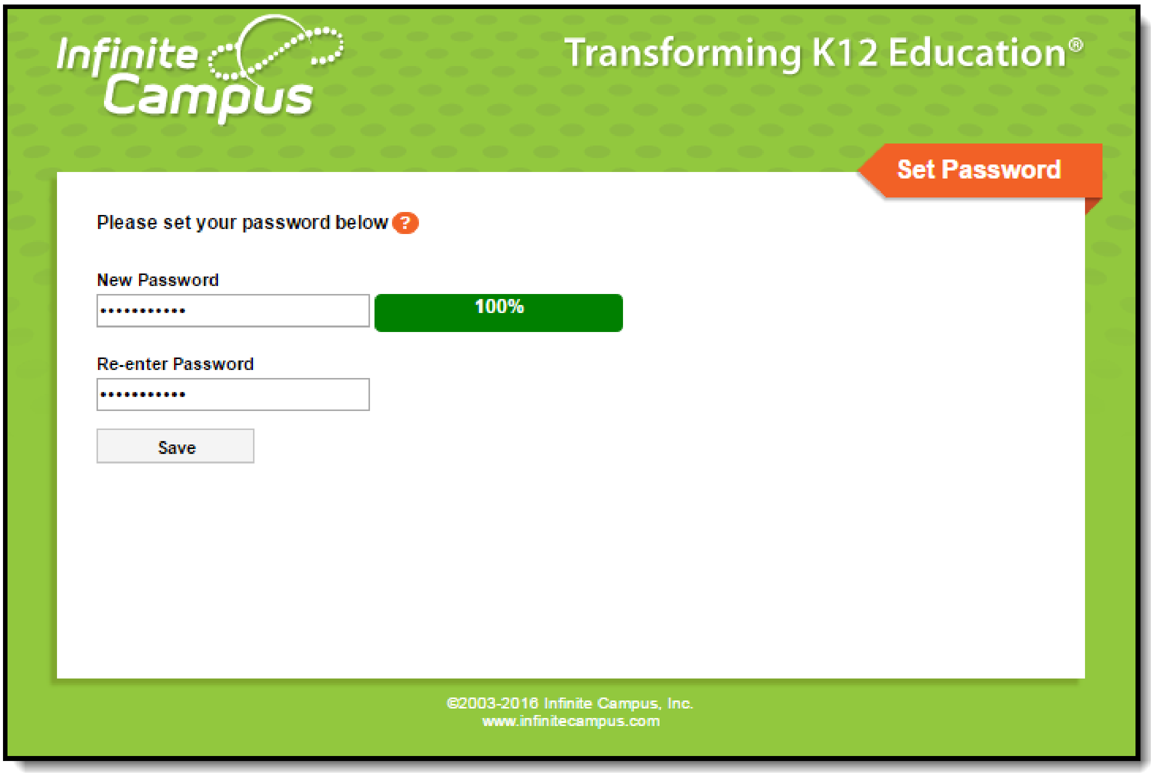
This message is in response to a request made in Infinite Campus for an account password. If you did not make this request, please contact your district via phone at (555)211-4818 or via email at test@test.com.

You can begin the reset process by either clicking the URL below or by copying and pasting the URL into your browser. This link can be used one time only and will expire 24 hours from when this email was sent.

https://ie.infinitecampus.com/ie/unique-link/on29JQYJK77Bff9H?appName=ieny

Image 12: Example of an Email Containing a Unique Password Reset URL

Enter a **New Password** (ensuring the password is considered strong), **Re-enter the Password**, and click the **Save** button (Image 13).



Please set your password below

New Password

Re-enter Password

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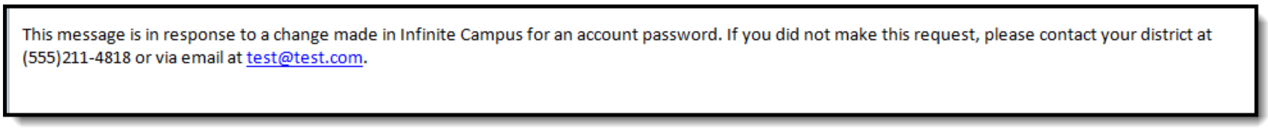
Image 13: Entering a New Campus Password

Once a new password has been entered and saved, you will receive and email informing you of this change. This email is a safety precaution to ensure you are made aware your password has been changed in case it was changed without your knowledge or consent.



This message is in response to a change made in Infinite Campus for an account password. If you did not make this request, please contact your district at (555)211-4818 or via email at test@test.com.

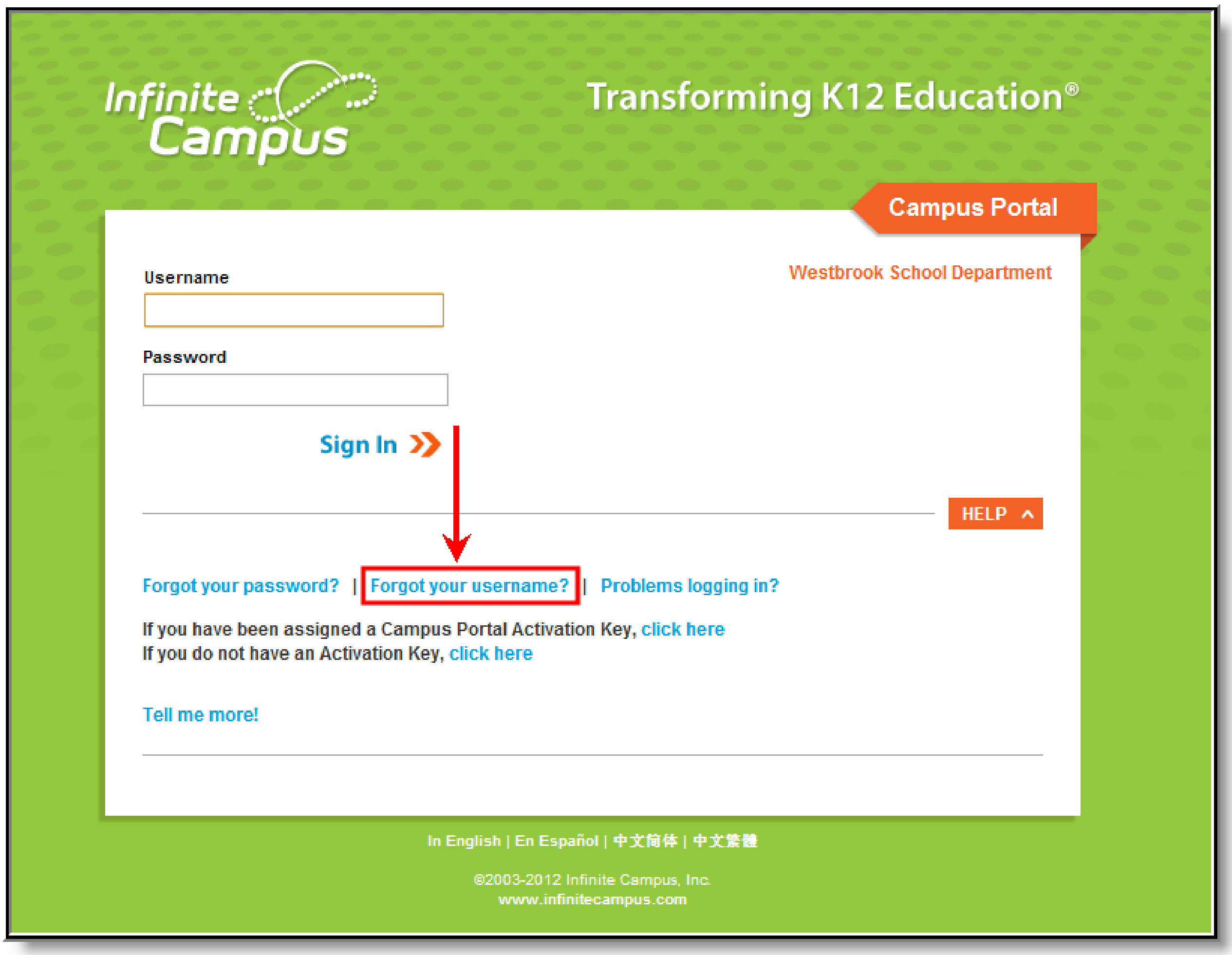
Image 14: Email Notification of a Changed Password

Recovering Usernames via the Forgot Your Username Link

If a user is part of a school or district which has Password Reset functionality enabled, they may recover their username using the **Forgot Your Username?** link (Image 15).

Staff members with proper tool rights to the Demographics tab can also look up a user's Campus Portal username on their Demographics record (Census > People > Demographics > Person Identifiers > Portal Username)

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.

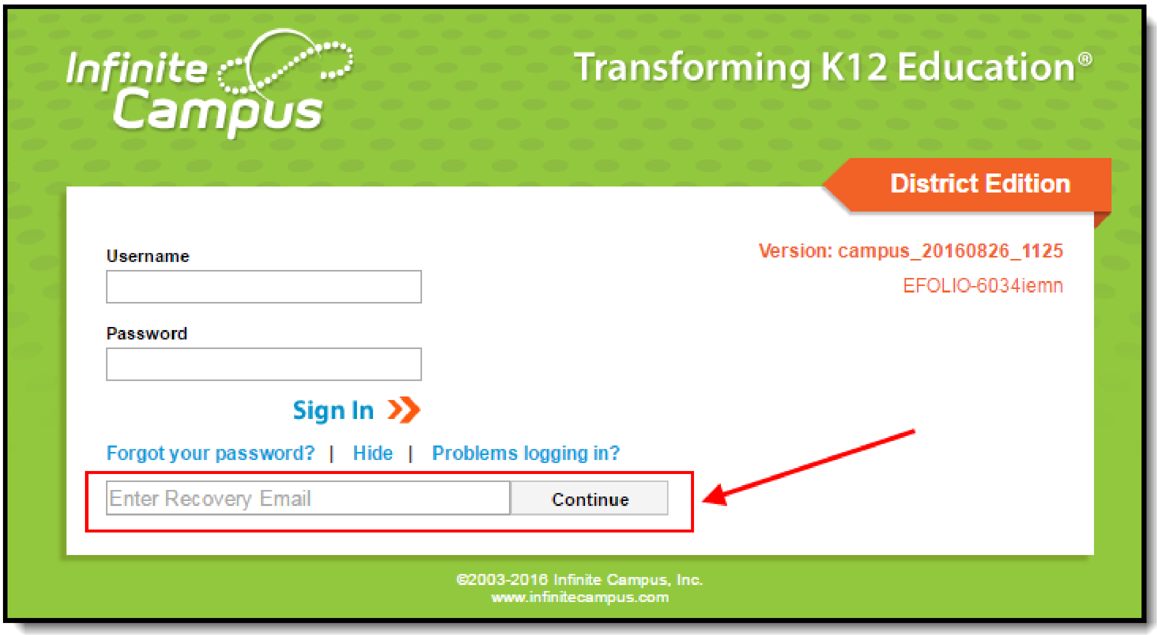


Infinite Campus
Transforming K12 Education®
Campus Portal
Westbrook School Department
Username
Password
Sign In
HELP
Forgot your password? | Forgot your username? | Problems logging in?
If you have been assigned a Campus Portal Activation Key, click here
If you do not have an Activation Key, click here
Tell me more!
In English | En Español | 中文简体 | 中文繁體
©2003-2012 Infinite Campus, Inc.
www.infinitecampus.com

Image 15: Recovering a Forgotten Username

Once the **Forgot Your Username?** link is selected, enter your **Recovery Email** address and click the **Continue** button (Image 16).

The recovery email address is established during the initial setting of preferences as well as managed on the Account Settings tool (for Campus users) or Campus Parent Portal.



Transforming K12 Education®

District Edition

Version: campus_20160826_1125

EFOLIO-6034iemn

Username

Password

Sign In

Forgot your password? | Hide | Problems logging in?

Enter Recovery Email | Continue

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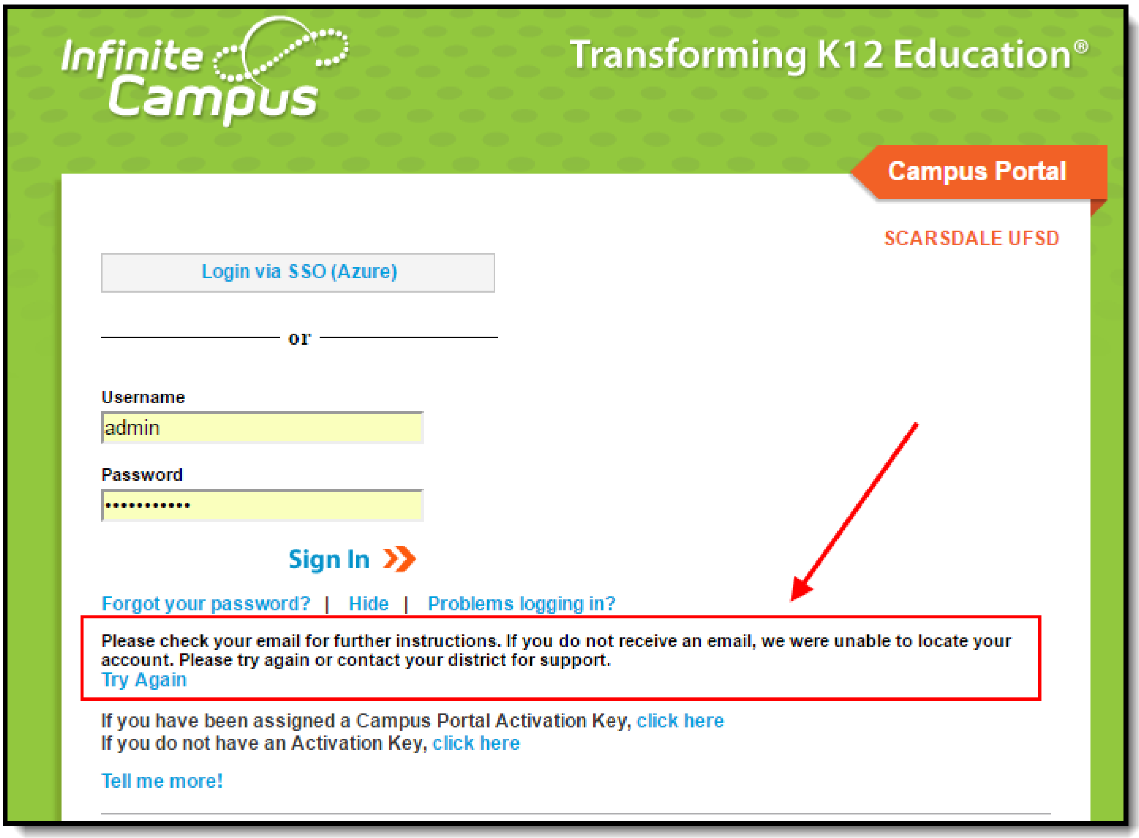
www.infinitecampus.com

Image 16: Entering the Recovery Email Address

Once Continue has been selected, a message will appear, informing you to check your email (Image 17).



Transforming K12 Education®

Campus Portal

SCARSDALE UFSD

Login via SSO (Azure)

or

Username: admin

Password: •••••••••••

Sign In

Forgot your password? | Hide | Problems logging in?

Please check your email for further instructions. If you do not receive an email, we were unable to locate your account. Please try again or contact your district for support.
Try Again

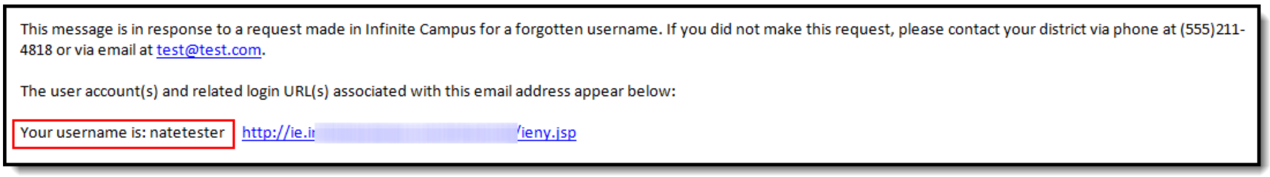
If you have been assigned a Campus Portal Activation Key, click here
If you do not have an Activation Key, click here

Tell me more!

Image 17: Notification to Check Recovery Email

You will receive an email informing you of your current Campus username (Image 18).

If you do not receive an email from Campus, try selecting the **Try Again** button on the Campus login screen (Image 17).



This message is in response to a request made in Infinite Campus for a forgotten username. If you did not make this request, please contact your district via phone at (555)211-4818 or via email at test@test.com.

The user account(s) and related login URL(s) associated with this email address appear below:

Your username is: natetester http://ie.i[redacted]/ieny.jsp

Image 18: 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.

The type of captcha displayed is dictated based on the captcha settings established in the Login Security Settings tool.

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

The audio challenge option for Google reCaptcha does NOT work properly within Microsoft Explorer and Edge web browsers.

Below is an example of each available captcha:

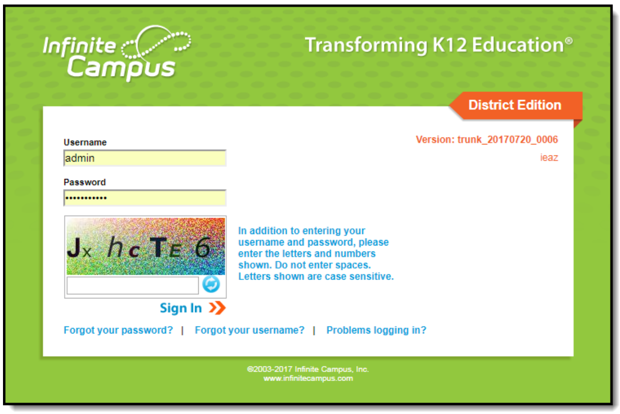
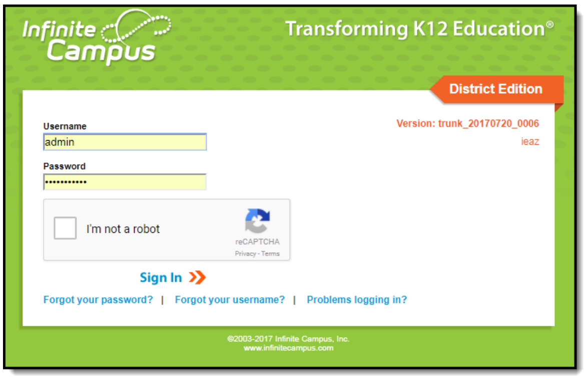
Campus Captcha	Google reCaptcha
 In addition to entering your username and password, please enter the letters and numbers shown. Do not enter spaces. Letters shown are case sensitive. Infinite Campus Transforming K12 Education® District Edition Version: trunk_20170720_0006 ieaz Username admin Password Jx hcTE6 Sign In Forgot your password? | Forgot your username? | Problems logging in? ©2003-2017 Infinite Campus, Inc. www.infinitecampus.com	 Infinite Campus Transforming K12 Education® District Edition Version: trunk_20170720_0006 ieaz Username admin Password □ I'm not a robot reCAPTCHA Privacy - Terms Sign In Forgot your password? | Forgot your username? | Problems logging in? ©2003-2017 Infinite Campus, Inc. www.infinitecampus.com

Image 19: Entering a CAPTCHA

Enabling Login Alert Notification Emails

In an effort to increase security and Campus account awareness, the Login Security Settings tool allows users to enable login notification and verification code emails to alert users when someone logs into Campus using their account from an unknown device.

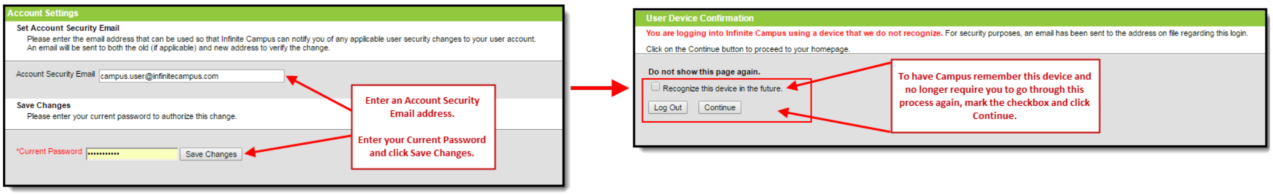
For more information about this functionality, please see the following:

- Enable Login Alert Notifications
- Enable Login Alert Notifications with a Verification Code

The image below (Image 20) is an example of a user setting up their Account Security Email and determining if Campus should remember the device for future logins.

In order for a device to be recognized for future logins, your browser MUST be set to allow cookies.

Having your browser set to automatically delete cookies will cause the device to not be recognized and force you to go through this process each time you log into Campus.



Account Settings

Set Account Security Email

Please enter the email address that can be used so that Infinite Campus can notify you of any applicable user security changes to your user account. An email will be sent to both the old (if applicable) and new address to verify the change.

Account Security Email: campus.user@infinitecampus.com

Save Changes

Please enter your current password to authorize this change.

*Current Password: ••••••••••••

Save Changes
Enter an Account Security Email address.
Enter your Current Password and click Save Changes.

User Device Confirmation

You are logging into Infinite Campus using a device that we do not recognize. For security purposes, an email has been sent to the address on file regarding this login.

Click on the Continue button to proceed to your homepage.

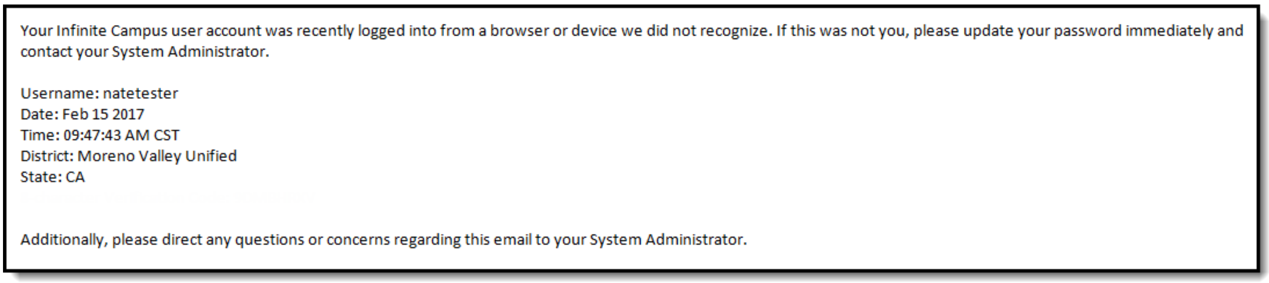
Do not show this page again.

☐ Recognize this device in the future.

Log Out
Continue
To have Campus remember this device and no longer require you to go through this process again, mark the checkbox and click Continue.

Image 20: Establishing a Trusted Device

Below is an example of an email users will receive if someone logs into their account from an unknown device (Image 21).



Your Infinite Campus user account was recently logged into from a browser or device we did not recognize. If this was not you, please update your password immediately and contact your System Administrator.

Username: natetester
Date: Feb 15 2017
Time: 09:47:43 AM CST
District: Moreno Valley Unified
State: CA

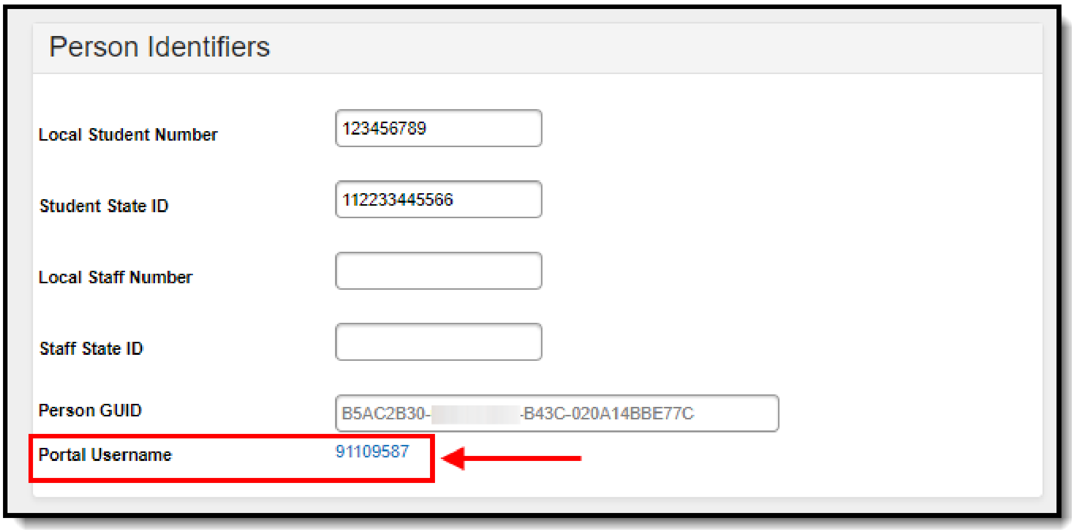
Additionally, please direct any questions or concerns regarding this email to your System Administrator.

Image 21: Login Notification Email

Identifying a Person's Campus Portal

Username

You can look up a person's Campus Portal username by going to Census > Person > Demographics > Person Identifiers > Portal Username. This may help when troubleshooting issues such as assisting a person who forgot their username .



Person Identifiers

Local Student Number	123456789
Student State ID	112233445566
Local Staff Number	
Staff State ID	
Person GUID	B5AC2B30-[redacted]-B43C-020A14BBE77C
Portal Username	91109587

Image 22: Identifying a Person's Portal Username