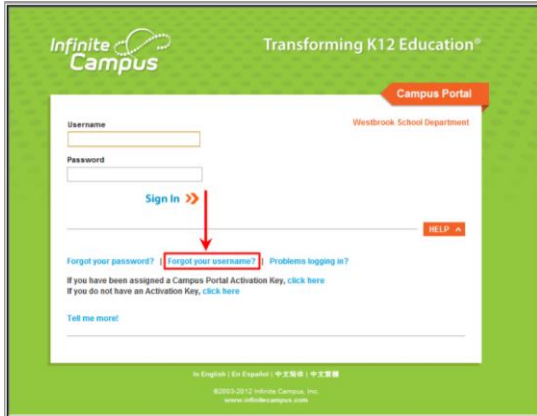
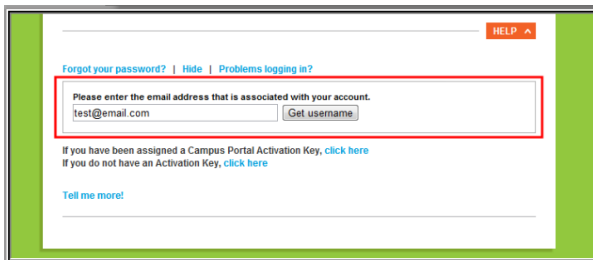


Username Retrieval for the Infinite Campus Parent Portal



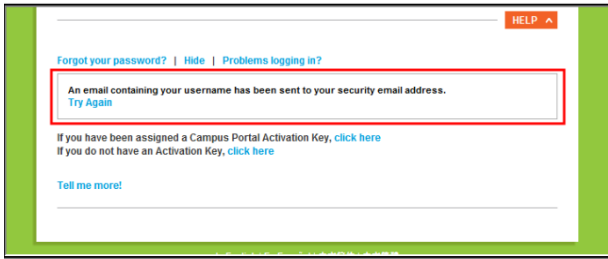
If the user has forgotten their username they can select the **Forgot Your Username?** link to have an email sent to them containing their username. Users can request to receive their forgotten username up to 5 times per day. On the sixth try, the user will be locked out of their account and will need to wait until the next day to try again. All usernames associated with the email address entered will be listed in the email.



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

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

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



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

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 at (555)300-3216.

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

Your username is: natetester <http://10.10.10.10/campus/KYd3.jsp>

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