

Infinite Campus – Setting Security Email for Password Reset

Palmdale School District has implemented a module within Infinite Campus that will allow parents to retrieve forgotten usernames and reset forgotten passwords in real time without having to wait.

This tutorial will walk you through setting up your security email address that will be required in the event you have forgotten your username or password. **Please note: If you have not set up a security email and you cannot remember your username or password, you will need to submit a password recovery request.** To locate this request, click on the Help button on the login page and follow the text to a link that will take you to our on-line reset request form.

Setting Up Security Email Address

Infinite Campus will automatically require you to set up your security email address at your first login to the system.

The screenshot shows the Infinite Campus login interface. At the top left is the Infinite Campus logo. At the top right is the tagline "simple || powerful" and a red "Campus Parent" badge. The main content area is divided into two columns. The left column is for the "Palmdale School District" login, featuring a "Sign in with Google" button, a "Parent Username" field containing "PSDCampusUser", and a "Password" field with masked characters. Below these are links for "Forgot Password?", "Forgot Username?", and "Help", a "Log In to Campus Student" link, and a "New User?" link. The right column is for "Announcements", showing a dashed box with a minus sign and the text "There are no district announcements." The footer contains copyright information "© 2003-2022 Infinite Campus, Inc. | Version: Campus.2243.5" and a language dropdown menu set to "English".

- 1) Begin by logging into Campus with your username and password

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Set Email

You are required to set an account security email.
Please enter the email address that can be used for security purposes. An email will be sent to verify the change.

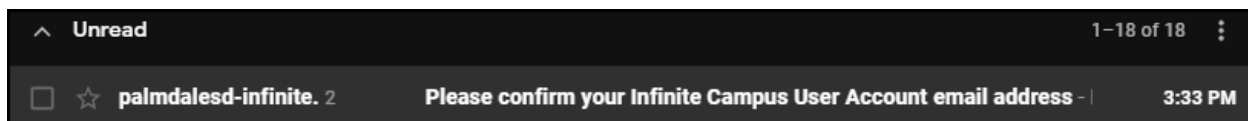
New Account Security Email
someone@youremail.com

Confirm New Account Security Email
someone@youremail.com

Enter Campus Password

Log Off Save

- 2) Enter the email you wish to use as your security email. It **must** be an email to which you will always have access, so we recommend that you avoid using your work email address if at all possible.
- 3) Enter your email address again. If the data in the two boxes does not match, the system will indicate as such.
- 4) In the box that says “Enter Campus Password” you will enter your current Infinite Campus password. This confirms that you are the authorized account holder.
- 5) Click **Save**
- 6) You may be notified that you are logging in from an unknown device. If you are using a computer or device from your home, you may wish to check the “Remember this device in the future” checkbox then click **Continue**. If you are using a computer or device that other people will be using, you may wish not to check that box and just click **Continue**.
- 7) Once your login is successful, you will see the Campus Parent main page.
- 8) You will need to open your email to the mailbox you entered as your security email to confirm your email address.



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- 9) Make sure that the email came from palmdalesd-infinitecampus@palmdalesd.org and no other account. The email will instruct you to click on a link to validate your security email address. Click on this link. A new browser window will open will the message show below

Thank you for confirming your Infinite Campus user account email address.

- 10) You will receive another email alerting you to the successful update of your information. If you receive this email and did not request any changes to your account, please call the Palmdale School District Help Desk at (661) 789-6549 for assistance.

