

Infinite Campus – Username & Password Recovery

If you have forgotten your Campus Parent username or password, we now have a quick and easy way for you to recover them.

- 1) Go to the login page for Campus Parent and click on either **Forgot Username?** or **Forgot Password?**

Palmdale School District

Sign In with Google

or

Parent Username

Password

Log In

[Forgot Password?](#) [Forgot Username?](#) [Help](#)

Log in to Campus Student

or

New User?

Announcements

There are no district announcements.

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Language: English

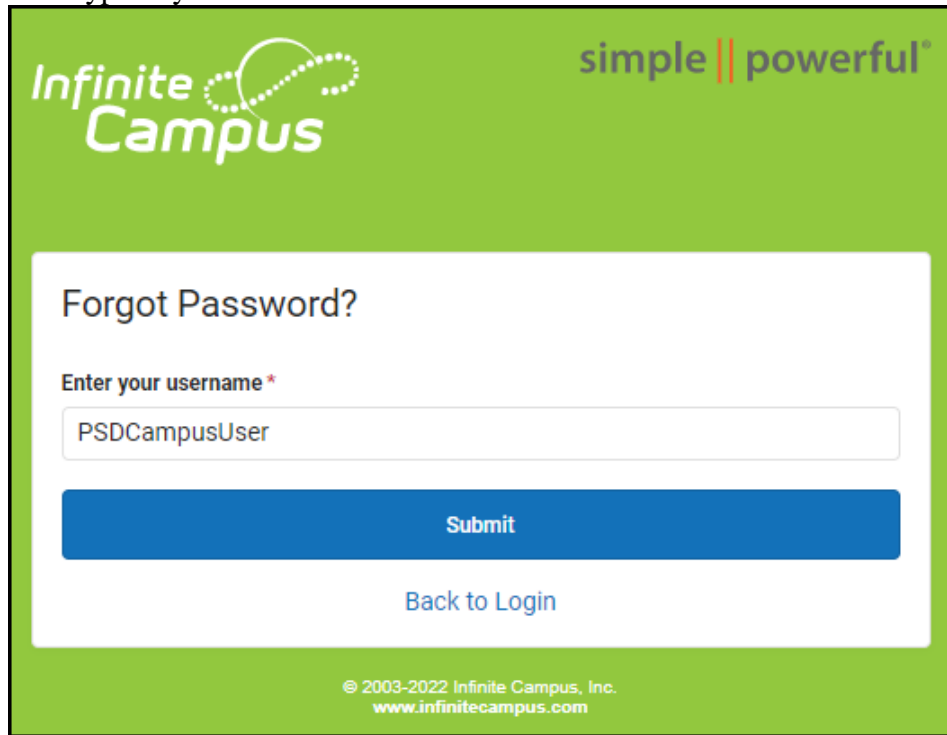
The steps for resetting your password begin on the next page.

For instructions on retrieving your password, please skip to Step 3a on Page 5.

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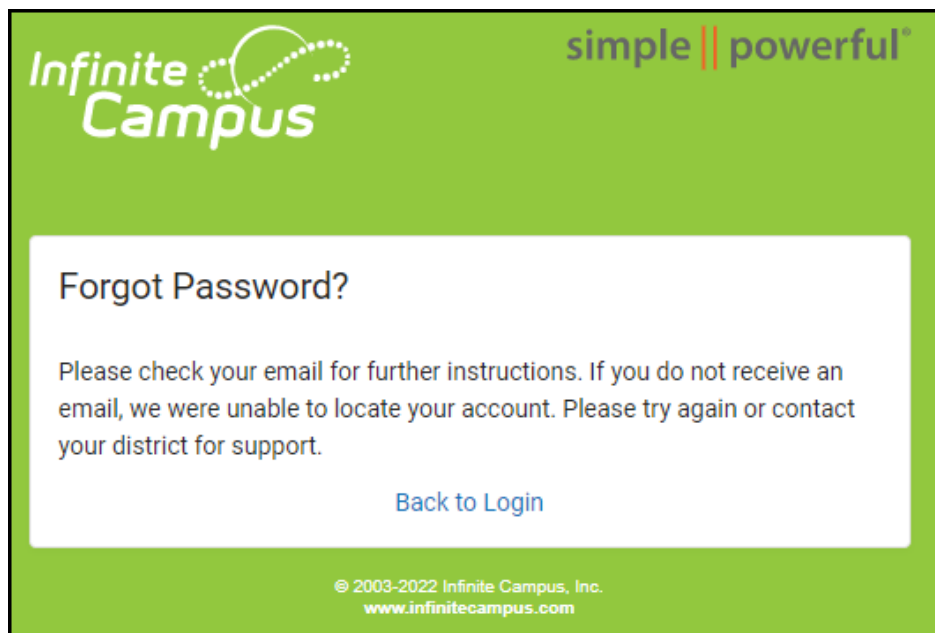
Forgot Password (for instructions on retrieving your username, skip to Step 3a on Page 5)

2a) When you click on **Forgot Password?** you will be presented with a page asking for your username. Type in your username and click **Submit**.



The screenshot shows the Infinite Campus 'Forgot Password?' page. At the top left is the Infinite Campus logo, and at the top right is the tagline 'simple || powerful'. The main heading is 'Forgot Password?'. Below this is a form with the label 'Enter your username *' and a text input field containing 'PSDCampusUser'. A blue 'Submit' button is positioned below the input field. A link for 'Back to Login' is located below the button. At the bottom of the page, there is a copyright notice: '© 2003-2022 Infinite Campus, Inc. www.infinitecampus.com'.

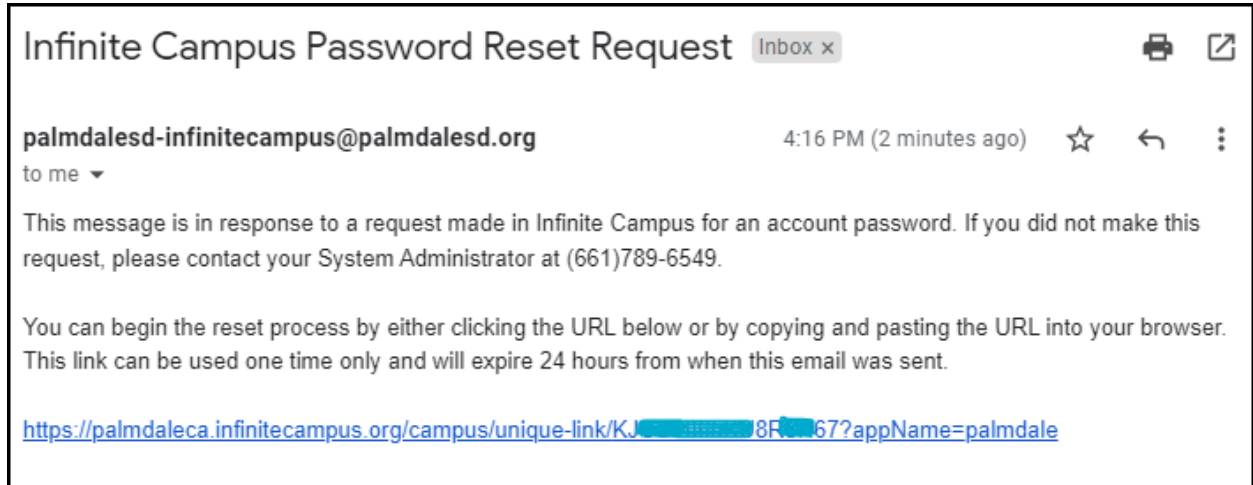
2b) You will see this window open directing you to check your email for further instructions on resetting your password.



The screenshot shows the Infinite Campus 'Forgot Password?' page with a message. At the top left is the Infinite Campus logo, and at the top right is the tagline 'simple || powerful'. The main heading is 'Forgot Password?'. Below this is a message: '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.' A link for 'Back to Login' is located below the message. At the bottom of the page, there is a copyright notice: '© 2003-2022 Infinite Campus, Inc. www.infinitecampus.com'.

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2c) The email will be sent to the Account Security Email address you have on file with our system.



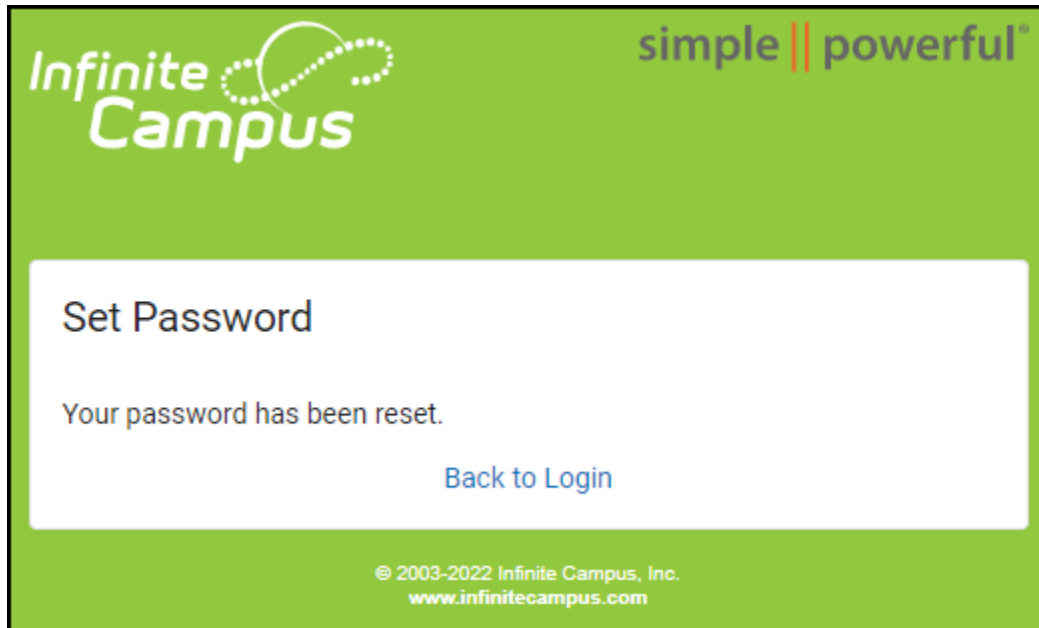
Click on the link to open a password reset window. Please note, the link will expire 24 hours after the email was sent. If the link expires before you use it, you will need to request another one.

2d) Type in your new password and click **Submit**.

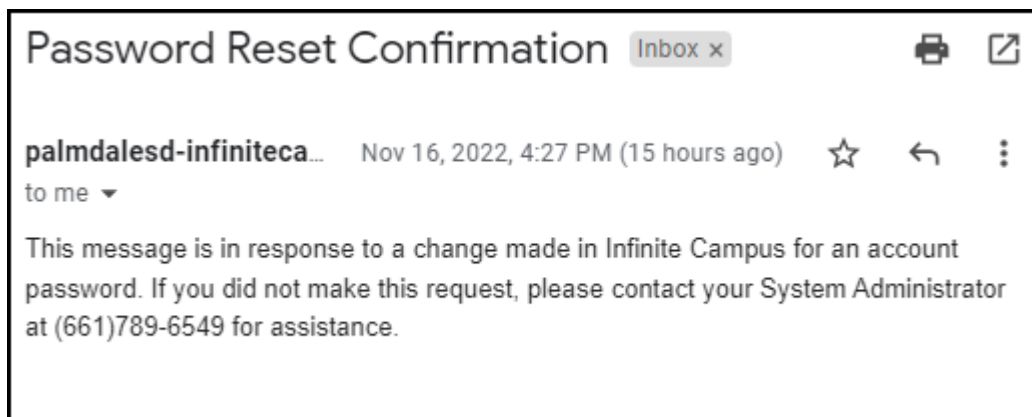
The screenshot shows the "Set Password" form in the Infinite Campus system. The form has a green header with the "Infinite Campus" logo and the tagline "simple || powerful". The form fields include: "Enter a new password*" with a blue information icon, "Confirm Password*", and a "Password Strength" indicator showing 100% strength with a full green bar. A blue "Submit" button is at the bottom, with a "Back to Login" link below it. The footer contains the copyright notice: "© 2003-2022 Infinite Campus, Inc. www.infinitecampus.com".

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2e) From this window, click **Back to Login**. You will return to the login page where you can continue the login process as normal.



2f) You will receive the following email once your password has been changed. If you did not request a password change, please follow the instructions in the email for assistance.

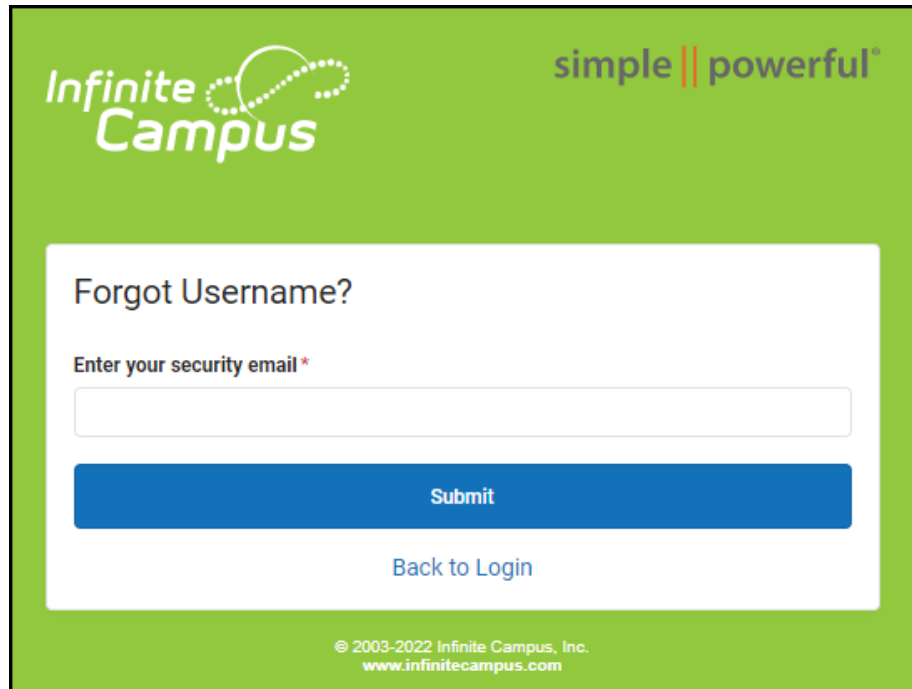


This concludes the section on resetting your password. The next section describes the steps for retrieving your username.

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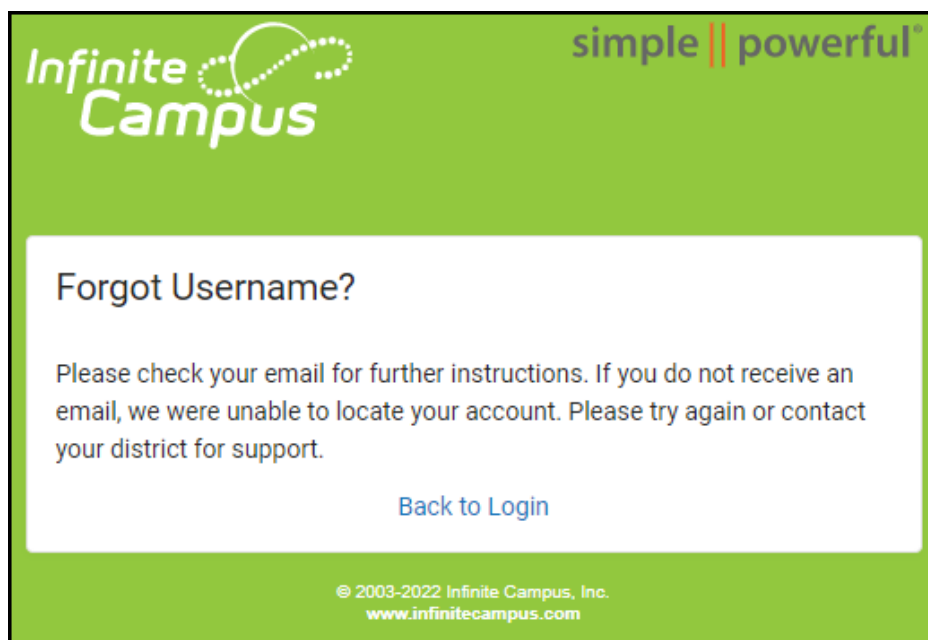
Forgot Username

3a) When you click **Forgot Username?** You will be presented with a window asking you to type in your security email. If you do not have a security email or cannot remember it, you will need to contact the district office help desk at (661) 789-6549 for assistance.



The screenshot shows the Infinite Campus login page with a green header. The header contains the Infinite Campus logo on the left and the tagline "simple || powerful" on the right. The main content area is white and contains the text "Forgot Username?". Below this is a form with a label "Enter your security email *" and a text input field. A blue "Submit" button is positioned below the input field. At the bottom of the form is a blue link "Back to Login". The footer of the page contains the copyright notice "© 2003-2022 Infinite Campus, Inc. www.infinitecampus.com".

3b) You will be directed to check your security email for further instructions.



The screenshot shows the Infinite Campus login page with a green header. The header contains the Infinite Campus logo on the left and the tagline "simple || powerful" on the right. The main content area is white and contains the text "Forgot Username?". Below this is a paragraph of text: "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." At the bottom of the form is a blue link "Back to Login". The footer of the page contains the copyright notice "© 2003-2022 Infinite Campus, Inc. www.infinitecampus.com".

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3c) The email will include your username and a link to take you directly back to the Campus Parent login page.

