Infinite Campus Parent Portal
User Security and Password Reset

All users logging into the Parent Portal for the first time after the September 2013 security upgrade will be prompted to create their security preferences. These preferences need to be set up before the user can utilize the new "Forgot your Password" and "Forgot Your Username" functionality.

Users will have three opportunities to log in without setting their security preferences. If a user needs to have their password reset before having set these preferences, he/she needs to contact the District via a phone call to the Parent Portal Help Line (763-7095), or by sending an email to parentportal@klschools.org.

When a user logs in for the first time, the following screen will display:

Updating Security Settings

Selecting **Yes** will direct the user to the User Settings editor (below) where preferences can be set. Selecting **Not Now** will allow the user to access the 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.
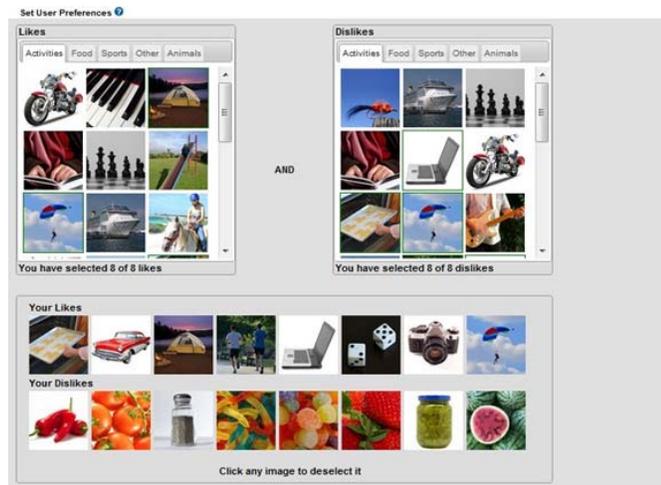
In order for a user to be able to use the new "Forgot Your Password" and "Forgot Your Username" functionality, eight **Dislike** and **Like** images must be selected, and a valid **Security Email** address provided. The images will be used to confirm the user's identity during the username/password recovery process. The Security Email need not match what the District has stored in the student system, and will not be updated in the student system from this screen.

Recovering Passwords via the 'Forgot Your Password' Link
(This function can be used only after the user has updated their Security Settings)

Users may now recover their password using the **Forgot Your Password?** link. Once the **Forgot Your Password?** link is selected, the Password Reset screen will appear:

Users must enter their **Username** and select the **Next** button. The Password Reset editor will refresh and inform the user to check their security email address (which was established during the setting of preferences) for a confirming email and unique URL, which needs to be selected in order to move on to the next step.

The email will look something like this:

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 at (555)123-1234x456789.

You can begin the reset process by clicking the URL below. You can also copy and paste the URL into your browser:

http://███████████/SIS-46568-i90-E/unique-link/5s3pUsgST0UKuwpa?appName=ieMTd1&errorPath=/password/reset/invalidLink.jsp

Once a user accesses the URL provided in the email, Step 3 of the Password Reset editor will appear (below). Users must select either four of their **Like** or four of their **Dislike** images (depending on the question asked, in blue) and select the **Next** button. These Like and Dislike images are used to confirm the user's identity.

Once four correct images are selected, the user will enter a **New Password** and **Re-enter the Password** (below). The box to the right of each field indicates the <u>strength of the password</u>. Red indicates weak, yellow indicates medium and green indicates strong. With the new security upgrade, users cannot save a weak or medium (red or yellow) password. Once an appropriate new password is entered, the user will select the **Next** button. The account password is now reset and the user can log into their account using the new password.
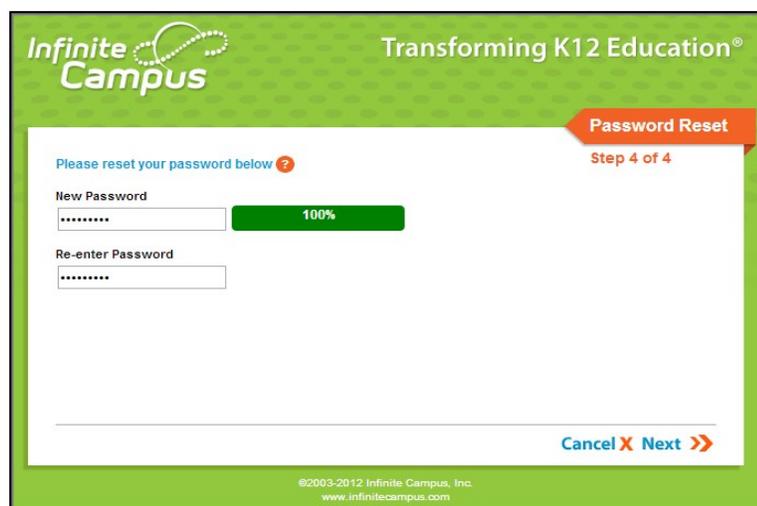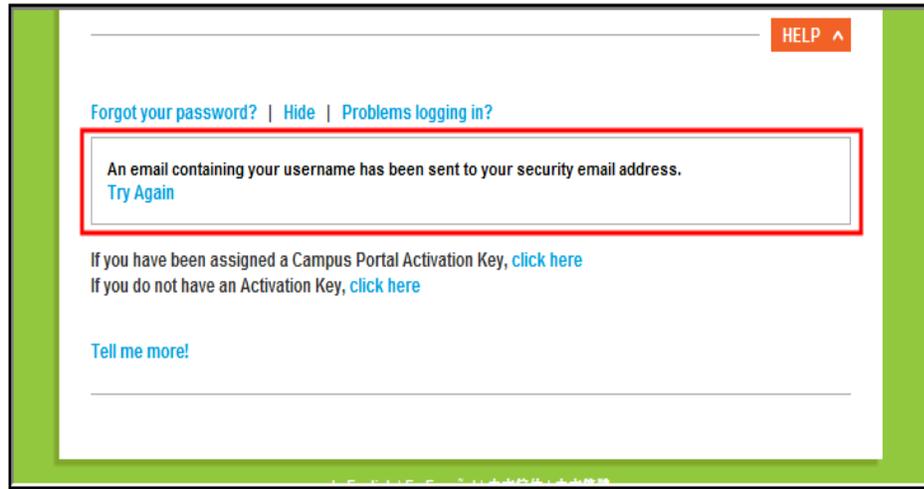

Recovering Usernames via the 'Forgot Your Username' Link
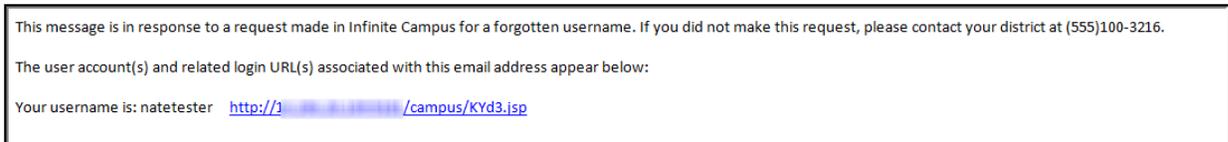(This function can be used only after the user has updated their Security Settings)

Users may now recover their username using the **Forgot Your Username?** link. Once the **Forgot Your Username?** link is selected, a field will appear asking for the email address associated with the account.

Users will enter the security email address and select the **Get Username** button. A message will appear indicating an email has been sent containing their Campus username

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

The email will look something like this:.

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)100-3216.

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

Your username is: natetester   http://1██████████/campus/KYd3.jsp

If the email is not received, or if the email should be sent to a different email address, the user can select **Try Again,** and enter another email address.

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.

Suggestions for Creating a Strong Password

When creating a password, consider the following:

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