Resetting Password

If a user has forgotten their password and has set a recovery email address that they can still access, they may set a new password by using the **Forgot Your Password?** link.

Once you have selected the **Forgot Your Password?** link, you may enter your **Username** in the field provided and select the **Next** button in the lower right corner.

If the username you entered is valid, you will be informed to check your email for a unique URL which needs to be selected in order to move on to the next step. An example of what the email message looks like is below.

```
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 (515) 223-1234 x 568789.
You can begin the reset process by clicking the URL below. You can also copy and paste the URL into your browser:
http://www.ankenyschools.org/Page/4249
```

Once you receive the email you can select the URL or copy/paste it into a web browser to continue the password recovery process.

After you access the URL provided in the email, you will be brought to a web page where you may select a new password and re-enter it to confirm. Click on Next to save the change.

If you are not able to reset your password using the process described above (either because you never set a recovery email address or no longer remember or have access to that email), you may complete this form instead to receive automated assistance:

http://www.ankenyschools.org/Page/4249