Recovering Username

If you forget your username, you can recover it by using the **Forgot Your Username?** link on the login screen.

Once the **Forgot Your Username?** link is selected, a field will appear for the email address associated with your account. It is very important to keep your user account recovery email address up to date in the Infinite Campus system so that you can always recover your username and reset your password.

Enter the email address that you chose for account recovery (which may be different from your primary email address that you entered) and select the **Get username** button. A message will appear indicating an email has been sent containing your Infinite Campus username. If you do not receive the email from Campus containing your username, or if you want to enter a different email address, select the **Try Again** button and enter another email address.

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

If you are not able to recover your username 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