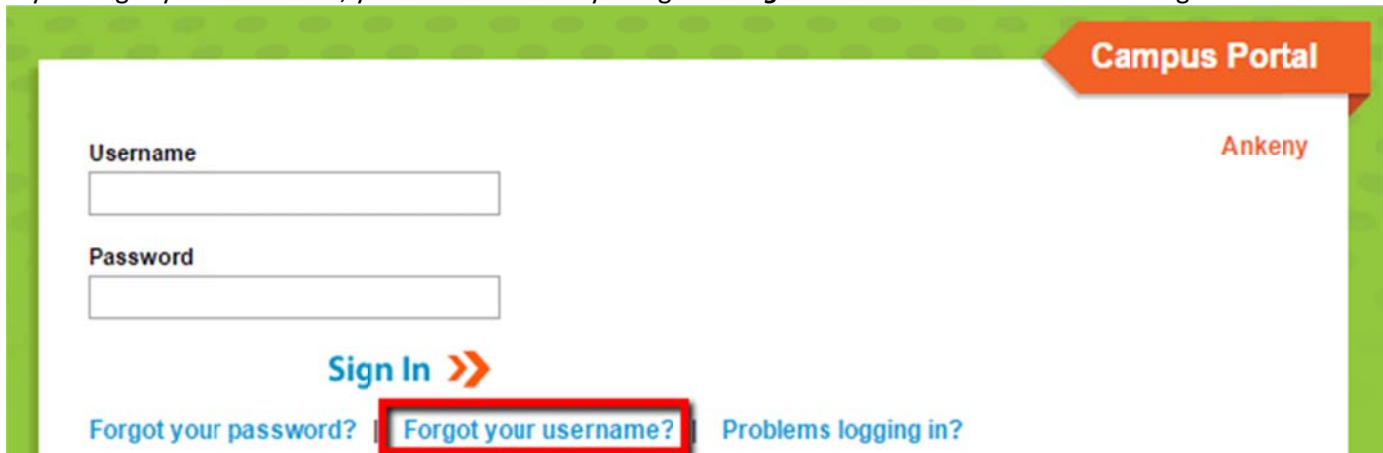


## Recovering Username

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



Campus Portal

Ankeny

Username

Password

Sign In >>

Forgot your password? | **Forgot your username?** | Problems logging in?

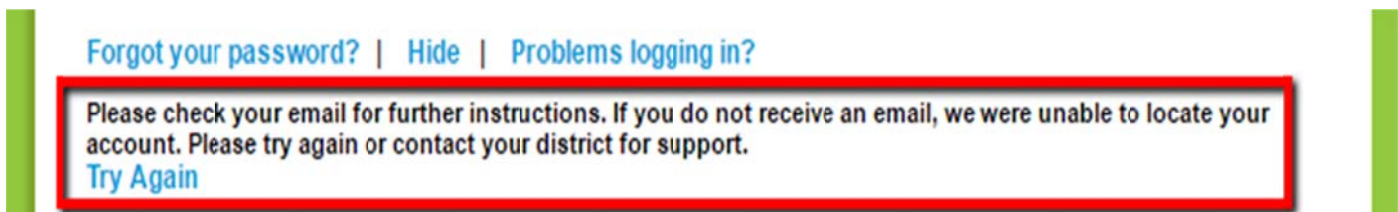
Once the **Forgot Your Username?** link is selected, a field will appear for the email address associated with your account. It is very important to keep your user account recovery email address up to date in the Infinite Campus system so that you can always recover your username and reset your password.



Forgot your password? | Hide | Problems logging in?

Enter Recovery Email  Continue

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.

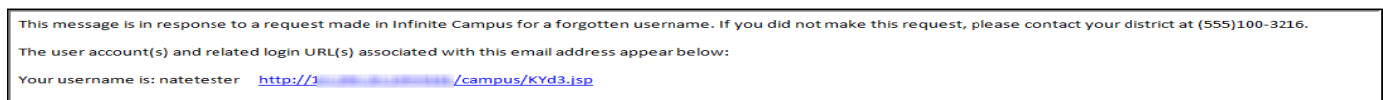


Forgot your password? | Hide | Problems logging in?

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.

Try Again

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



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://10.100.100.100/campus/KYd3.jsp>

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>