



Infinite Campus Parent Portal Guide

Please keep and file this important information for future access.

The Infinite Campus Parent Portal not only allows you easy access to current grades, schedules, assignments, reports and more for your students, it is also our database through which parents update their phone, email and physical addresses, and emergency contacts. In short, it contains the **information we use to contact parents in emergency situations**. Parent Portal access is also **needed for online registration** of your children each year.

Because of this, it is vital that every parent in the Ankeny Community School District open an Infinite Campus Parent Portal account and **regularly review and update** their contact information. Each parent should have their own account, in order to realize the greatest benefits for contact in the event of an emergency.

In addition, it is necessary to keep a current email address on record in the Portal to recover your username and password if you forget them. The district cannot “see” your Parent Portal password. Therefore, if your email address changes, it needs to be **immediately updated** in both in the password reset system and in your family contact information in Campus.

Keeping your account updated gives you self-serve ability to *immediately* access information and reset passwords. If information is not kept up to date and needs to be reset, please go to the district website at ankenyschools.org, choose the *Parents* menu, then visit the Infinite Campus page for other options for assistance, which require more wait time than self-service.

Logging Into Your Account for the First Time

The body of the email message you received about your new Parent Portal account should contain a link to the Parent Portal as well as your username and a temporary password. To access your new Parent Portal account for the first time, please follow these steps.

1. Access the Infinite Campus Portal at <https://campus.ankeny.k12.ia.us/campus/portal/ankeny.jsp>
2. In the Username field, enter the username shown in the email message you received. The username is case-sensitive.
3. Enter the password from the email message in the password field. This temporary password can only be used for your first visit to the Portal. The password is also case-sensitive.
4. Click on Sign in.

5. You will then see the screen shown below where you will be asked to choose a new password and re-enter the temporary (current) password that appeared in the email message.

User Settings

Change Password ?
Enter your new password in the first and second fields.

The System Administrator has flagged your account to force a password change. Please change your password now.

New Password 0%
Verify New Password

Save Changes
Enter your current password to save any changes to your user account settings.

Current Password Save Changes

6. In the New Password box, type what you would like to use as your permanent password. The password is case-sensitive. The password strength indicator must reach 100% (as shown below) before you will be allowed to save the new password. Using both uppercase and lowercase letters, numbers, and special characters can help you to reach 100%.

New Password 100%
Verify New Password

7. In the Current Password field, type in the temporary password you received in the email message.

8. Click on Save Changes.

9. If you were successful in saving your new password, you should now see a screen that displays Campus Portal near the top left and Welcome and Sign Out near the top right.

Campus Portal SELECT A STUDENT -

Welcome Home Home Sign Out

New Feature! Notifications Notifications carry short notes about grades. campus

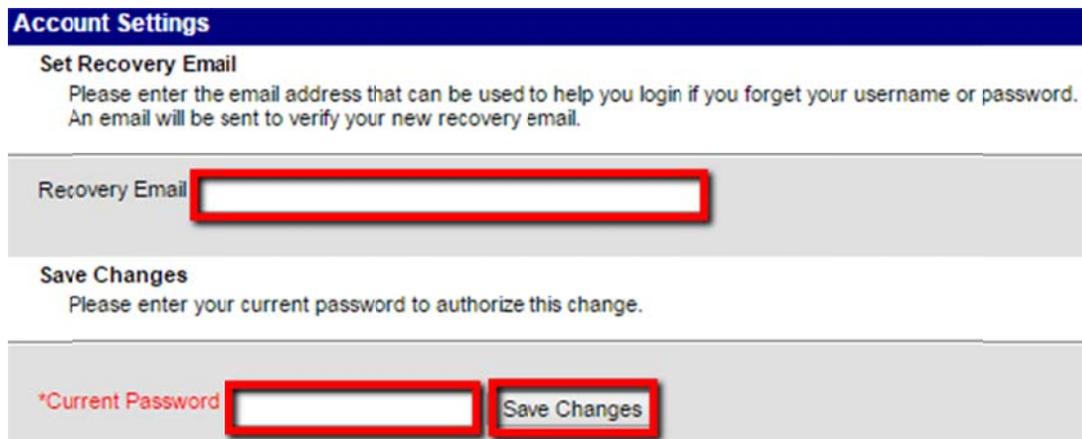
You will no longer be able to use the temporary password that was shown in your new account message. Please print this document and write down your username and password below and keep them in a secure place.

- The username I have selected is: _____
- The password I have selected is: _____

Logging Into Your Account for the Second Time

For security reasons, the second time that you log into your Parent Portal account, Infinite Campus will require you to provide an email address that will be used if you need to recover your username or reset your password. This should be a personal email address that you do not expect to change. We recommend entering a valid, personal email address as opposed to a work email, as personal addresses tend to change less frequently than work addresses.

1. Login to the Parent Portal using your username and the password that you chose when you first logged into the Portal.
2. Enter the email address where you would like to be contacted if you need to recover your username or reset your password in the future.
3. Enter the password that you chose when you first logged into the Portal and click Save Changes.



The screenshot shows the 'Account Settings' page. At the top, there is a blue header with the text 'Account Settings'. Below this, the section is titled 'Set Recovery Email'. A message reads: 'Please enter the email address that can be used to help you login if you forget your username or password. An email will be sent to verify your new recovery email.' Below the message is a text input field labeled 'Recovery Email', which is highlighted with a red border. Underneath the input field is a 'Save Changes' button, also highlighted with a red border. Below the button, there is a label '*Current Password' followed by a password input field, which is also highlighted with a red border. To the right of the password field is another 'Save Changes' button, highlighted with a red border.

4. When your changes have been saved, you will see the Parent Portal homepage again.



If you ever wish to review or change your Recovery Email address in the future, you may log into the Parent Portal and select **Account Settings** under User Account from the menu on the left side of the screen. You will need to re-enter your password at the bottom of the screen and click on Save Changes if you make any changes to your Recovery Email address.

Three Methods to Recover Your Username or Reset Your Password

The district asks parents to keep secure records of their usernames and passwords and to update their email addresses in the Parent Portal, including their user account recovery email, whenever their email addresses change.

This section outlines the three methods that parents may use if they cannot remember their usernames and/or passwords. Please use the following to determine which method you should try if you have forgotten your login information. (The methods are described in more detail in later sections of this guide.)

- A. In general, parents should first **try the standard account recovery method first**.
 - a. Benefits
 - i. This method can provide you with your username or a means to reset your password in a few minutes or less when you are successful.
 - b. Requirements
 - i. Access to the email address that you provided as your account recovery email address.
 - c. Usage suggestion
 - i. Please try this method first, unless you are sure that you no longer have access to the email address that you set for account recovery or never set a recovery email address.
- B. If you are unable to use the account recovery method described above, **you may use a birthdate-based method** to obtain your username and reset your password.
 - a. Benefits
 - i. This method can provide you with your username, a temporary (one-time) password, and a way to create a new permanent password within 20 minutes of your submission of the required information.
 - b. Requirements
 - i. Ability to view a form on the district website. (Some large employers block access to such forms, so it may be necessary to complete it from home or another location.)
 - ii. Ability to enter your name as it is stored in the district's records.
 - iii. Ability to enter the birthdate of each of your children (up to three) attending district schools.
 - iv. Access to the email address that you provided as your account recovery email address OR the primary email address associated with your account.
 - c. Usage suggestion
 - i. Please use this method if you are unable to use the standard account recovery method (above) successfully.
- C. If you are unable to obtain your forgotten username or reset your password after attempting the standard or birthdate-based methods above, you may, **as a last resort, email a request to the district, as described in a section below**. This is the **slowest method to obtain a response**, and parents will generally receive responses on Fridays only.
 - a. Benefits
 - i. This method will provide your username, a temporary (one-time) password, and instructions to set a permanent password to a request containing the information needed.

- b. Requirements
 - i. Ability of the parent to send an email message containing his or her full name and the birthdates of all of his or her children attending schools in the district.
- c. Usage suggestion
 - i. Only use this method if the other methods were not successful. If you must use this method, please do not wait until the last minute because responses are generally sent to parents only on Fridays.

Parents should also check their email for messages from alerts@ankenyschools.org before attempting any of the methods below. If a parent makes repeated attempts to login to his or her account without success, the system may lock the parent's account, making the existing password stop working. In that case, the parent may receive an email message from the address alerts@ankenyschools.org explaining that this happened. The message may state the parent's username and a temporary password and provide instructions to set a permanent password. Parents who receive such an email message and follow the instructions will not need to use any of the three methods described here.

Standard Account Recovery Method (A) for Retrieving Your Username

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

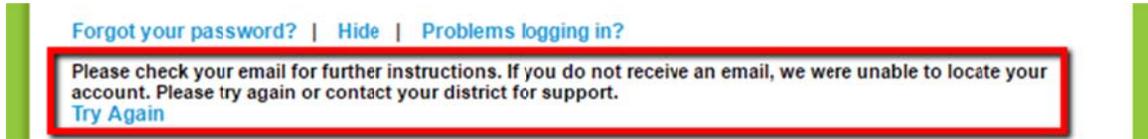


Once the ***Forgot Your Username?*** link is selected, a field will appear for the email address associated with your account. It is very important to keep your user account recovery email address up to date in the Infinite Campus system so that you can always recover your username and reset your password.

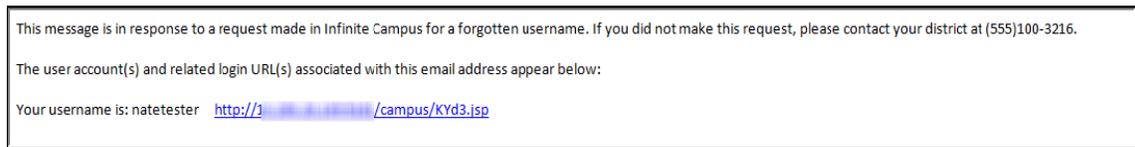


Enter the email address that you chose for account recovery (which may be different from your primary email address that you entered) and select the ***Get username*** button. A message will appear indicating an email has been sent containing your Infinite Campus username. If you do not receive the email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

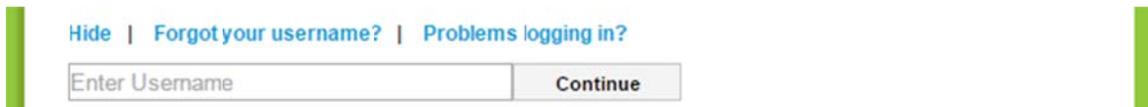


Standard Account Recovery Method (A) for Resetting Your Password

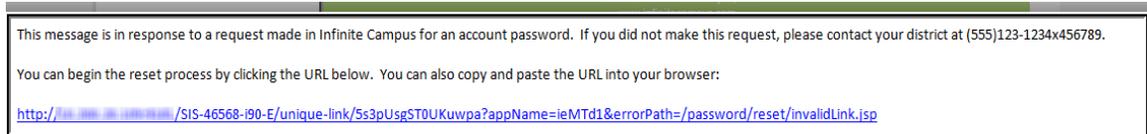
If you have forgotten your password, you can recover it by using the *Forgot Your Password?* link on the login screen.



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.



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

Once 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.

Birthdate-Based Recovery Method (B) for Retrieving Username and Resetting Password

If you are unable to use the standard method (A) above to recover your username or reset your password, you may try the birthdate-based method to do so.

Visit the Parent Infinite Campus Request form on the district website at:
<http://www.ankenyschools.org/Page/4249>

Make sure that the form is displayed. Some large employers block access to such forms. If it is blocked, please access the URL above from another location, such as your home or a library.

Enter your first and last names as they are stored in the district's records. If your name has changed and the district only has your former name, your current name will not be recognized and you will receive an email message asking you to try again. In that case, you may enter your former name in the form. Alternatively, you may contact the district registrar at registrar@ankenyschools.org to explain the name change, then submit the form with your current name after the registrar informs you that the district's records have been updated.

Similarly, if you originally registered with the district as Elizabeth, but you enter your first name as Betsy on the form, your name will not be recognized and you will be asked to try again. You should be careful to enter the name that you provided to the district or contact the registrar to update your name, if necessary.

You will also need to your email address to receive a response.

The form also requires that you provide the birthdates of each of your children attending schools in the district (up to three). If you have three or more children in the district, but you enter only one or two birthdates, you will be asked to try again. Please also pay attention to the year in the birthdates that you enter. Entering the correct month and date, but the current year instead of the birth year is a common mistake.

You should only include birthdates of children for whom the district is aware that you are the parent or legal guardian. If you have questions or need to inform the district of changes affecting legal guardianship, please contact the district registrar.

Click on Submit after you have reviewed the information you have entered. If the information you provided was sufficient, you will receive an email message within 20 minutes stating your username, a temporary password for one-time use only, and instructions to create a permanent password.

If the information you provided was not successful, you will be asked to try again.

Email-Based Recovery Method (C) for Retrieving Username and Resetting Password

If you are unable to recover your username or reset your password using the above methods, your final option is to send an email message with the necessary information to the district. Please be aware that this is the slowest method and parents should expect to receive a response to such email requests only on Fridays. For this reason, parents are advised to use this method only if they have exhausted the other methods and should not wait until close to any deadline to do so.

To request assistance by email if other methods were not successful, parents should provide the following information:

- Parent's full name
- Names and birthdates of all of the parent's children attending schools in the district
- Home address
- Parent's email address

Parents who require assistance other than recovering their username or resetting their password should specify the help that they need.

The information above should be emailed to fridayportal@ankenyschools.org.

More Information about the Parent Portal

You can find answers to common questions about the Parent Portal on the following pages. Additional information about the Portal, including instructions on navigating the Portal and accessing the Mobile Campus app, are available on the district website. Please visit the following:

<http://www.ankenyschools.org>

Then, choose Parents from the menu near the top of the screen, and select Infinite Campus.

**District Office 306 SW School Street PO Box 189 Ankeny, IA 50021-0189
P: 515.965.9600 F: 515.965.4234 W: ankenyschools.org**

Ankeny Community School District does not discriminate based on race, color, creed, religion, national origin, sex, gender identity, age, disability, marital status, sexual orientation, physical attributes, physical or mental ability or disability, ancestry, political party preference, military affiliation, socioeconomic status, or familial status. Inquiries or grievances may be directed to Jenifer Owenson, Chief Human Resources Officer, 306 SW School Street, P.O. Box 189, Ankeny, IA, 50021-0189, (515) 965-9600, jenifer.owenson@ankenyschools.org; or the Iowa Civil Rights Commission, Grimes State Office Building, Des Moines, IA, 50319-0201, (515) 281-4121; or the U.S. Department of Education, Office for Civil Rights, 500 West Madison Street, Suite 1475, Chicago, IL 60661.

Parent Portal FAQ's

Q. I have been using my child's portal account. Do I need one of my own?

A. Having a parent account gives you an integrated dashboard of ALL children for whom you are guardian. In addition, your account gives you access to set your personal preferences and allows you to update demographic information for you and your family and register your children online each year, which cannot be done through the student account.

Q. I know my *User Name* and *Password*, but I am not able to log in?

A. Sometimes your computer security settings or browser can cause problems when logging into the Parent Portal. Try another computer or browser such as Firefox to see if that will help.

Q. How can I change my account username?

A. Usernames have to be changed by district personnel. Please email fridayportal@ankenyschools.org with your new username preference and the following information: your name, children's names and birthdates, home address, and email address.

Q. How can I change my password?

A. Parents now have the ability to change their own password in the Account Preferences menu inside the Parent Portal. Please remember that passwords need to be considered 'strong' in order to be saved.

Q. I have forgotten my username and password. How do I recover this information?

A. On the district website (under Parents, then Infinite Campus), you will find two different links, Password Reset and Username Recovery. You will be able to use these methods if you set a recovery email address and still have access to that email account. If you are not able to use these self-service options, please visit the Infinite Campus page under Parents on the district website, then follow the link to the online form to complete for assistance.

Q. How can I change my email address record?

A. Email addresses can be changed from the Family Members link once you are logged into the Parent Portal (left frame) or it can be updated by district personnel.

You should also remember to change your Recovery Email address at the same time. To do this, while logged into the Parent Portal, click on Account Settings on the left side of the screen under User Account. Then, replace the email address under Set Recovery Email, if appropriate. Next, scroll down to the bottom of the screen and re-enter your password in the Current Password box. Finally, click on Save Changes. You should see a message stating, "Email successfully changed."

Q. If I have questions about grades, attendance or fees, whom do I contact?

A. These questions need to be directed to the buildings to the course teacher, office staff or principal.

Q. Some of my family demographic information is not correct. How do I get it updated?

A. This information can be changed once you are logged into the Parent Portal (left frame).

The 'Family Members' tab can let you update:

- Cell phone number
- Work number
- Email address (up to two per person)

The 'Household Information' tab can let you update:

- Household phone number
- Household address

The 'Demographics' tab can let you update:

- Non-household contacts, such as emergency contacts, day care providers, etc.

**Parent/Guardian asking that a non-custodial parent be removed will be denied. You will need to provide legal documentation to the District Office stating that the parents' rights have been severed.

Demographic information can also be updated by district personnel.

Q. How can I start the online registration process for my children?

A. During the annual online registration period from roughly May to July, a link labelled "Online Registration" will appear near the bottom of the menu on the left side of the Parent Portal. Clicking on this link will allow you to begin the process of reviewing and updating your family's information. Outside of the registration period, the link will not be available.

Q. What is the district ID for the Mobile Campus app for my phone?

A. The six-digit District ID for the app is NPNCXS. More information about the app is available on the district website by going to Parents, then Infinite Campus, and choosing Mobile Campus App. Note that you must set your permanent password in the Parent Portal using a web browser before attempting to use the app.