

Ankeny CSD Online Payments (TouchBase) – Creating Your Account

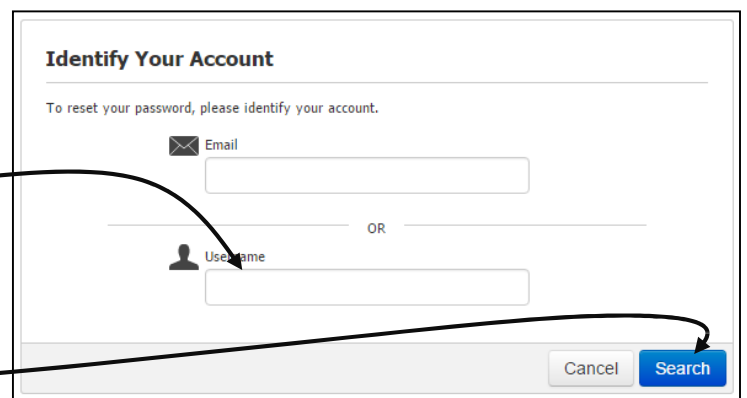
In order to use TouchBase, you will need to know your primary email address on record in Infinite Campus. The primary email address on record in Infinite Campus will be your User Name for TouchBase. If you don't know which email is primary in Infinite Campus, login to the [Infinite Campus parent portal](#) and select Contact Preferences under User Account. If you are unsure of how to login to Infinite Campus, please review the [Infinite Campus Parent Portal information](#).

You will also need to **activate** your TouchBase account. Please follow the steps below to activate your account.

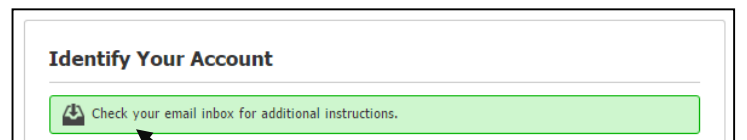
1. Open a web browser and go to:
<https://ia-ankeny.intouchrecepting.com/accountrecover.aspx> to start the process of connecting to your account.

2. On the **Identify Your Account** page, enter your primary email address on record in Infinite Campus in the **username** field.

3. Click on the **Search** button.



If TouchBase finds a match, the following pop-up will appear on your screen and an email with a password reset link will be sent to the primary email address you have on record in Infinite Campus.



4. Open your email program to locate the email and follow the steps. Once you set your password in TouchBase, you'll be ready to use it!

Helpful Hint #1: If the Registrar had to create an account for you or you are new to the district, it may take up to 24 hours for your Infinite Campus primary email address to sync to TouchBase.

Helpful Hint #2: Your Infinite Campus password does not sync to TouchBase. You will need to create a new password for TouchBase. You can choose to use the same password, but you have to create it in TouchBase.

As a parent/customer, you'll be able to:

1. View products available for purchase online
2. Pay for fines and/or fees online
3. View open fines/fees
4. Print open fines/fees
5. Pay fines, fees, or purchase items for all your students in one transaction
6. View, print and/or save your student or customer history
7. View, print and/or save your receipts
8. Make donations

And much more!

Who do I call if I have questions?

If you need assistance with your account, we are happy to help you.

- If you need to set up an Infinite Campus account, please review the [Infinite Campus Parent Portal information](#).
- If you have questions about balances, payments, or other account- related questions, please email deb.schell@ankenyschools.org or jennifer.jamison@ankenyschools.org regarding ACSD Online Payments.