



## Recovering Username

If a user has forgotten their username and has gone through the **Password Reset Enhancement**, they may recover it by using the **Forgot Your Username?** link. This can be found by first clicking on the orange **HELP** button.

Campus Portal

Ankeny

Username

Password

Sign In >>

**HELP** ^

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

If you have been assigned a Campus Portal Activation Key, [click here](#)  
If you do not have an Activation Key, [click here](#)

Once **Forgot Your Username?** is selected, a field will appear asking for the email address associated with your account.

HELP ^

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

Please enter the email address that is associated with your account.

Enter your email address and select the **Get username** button. A message will appear indicating an email has been sent containing your Campus username.

If you do not receive an email from Campus containing your username or if you want to try a different email, select the **Try Again** button and enter another email address.

HELP ^

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

An email containing your username has been sent to your security email address.  
[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://10.10.10.10/campus/KYd3.jsp>