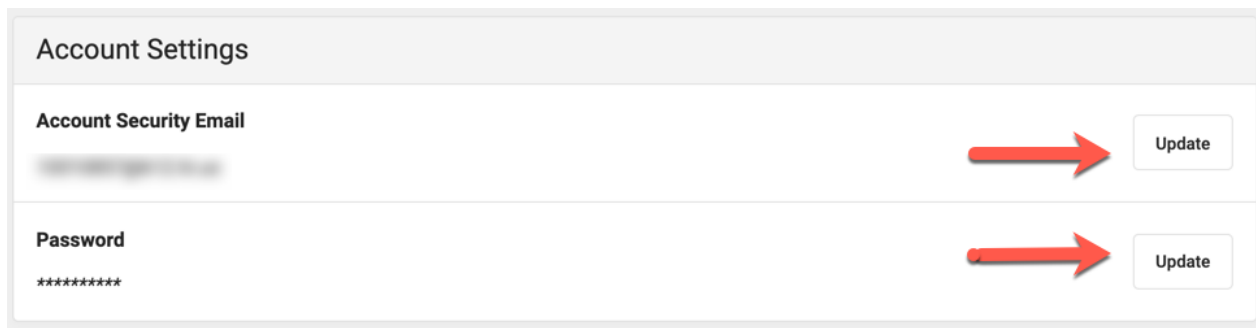
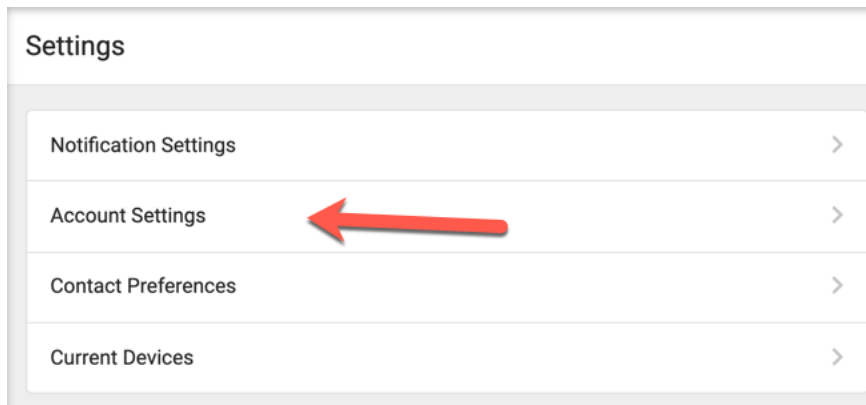
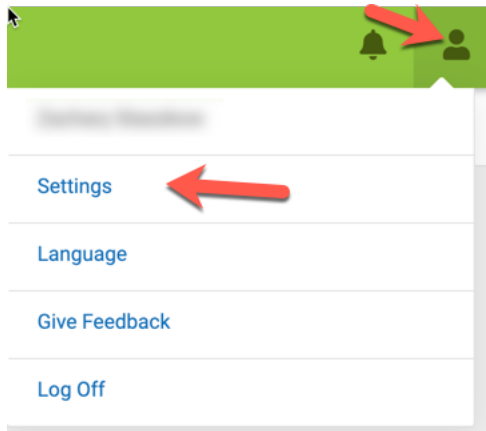


Password Reset for Students and Parents

In order for Students and Parents to utilize the “Forgot Password?” link, you must:

- Have an email in your Account Settings
 - You must verify that email
1. This email is located in Account Settings
 - a. Path: User Menu > Settings > Account Settings
 - b. You have the ability to update your email or password



2. Once the email is verified, then you can utilize the “Forgot Password?” link.
 - a. Path: Forgot Password? > Enter username > Submit

- b. You will get a popup that tells you to check your email

3. Here's what the email will look like. You may need to check your junk mail folder.
 - a. Please note that the phone number is not an actual number. If you need to contact someone, please call your school.
 - b. Click on the link at the bottom of the email.

Infinite Campus Password Reset Request Inbox x



Reply Forward

Infinite_Campus_Messenger@k12.hi.us

3:04 PM (3 minutes ago) ☆ ↶ ⋮

to [redacted]

This message is in response to a request made in Infinite Campus for an account password. If you did not make this request, please contact your System Administrator at (555)555-5555.

You can begin the reset process by either clicking the URL below or by copying and pasting the URL into your browser. This link can be used one time only and will expire 24 hours from when this email was sent.

<https://hawaii.infinitecampus.org/campus/unique-link/.....?appName=hawaii>

4. Enter a new password in both boxes and click Submit.
 - a. The password must meet the Password Strength of 100%

Set Password

Enter a new password* i

Confirm Password*

Password Strength 100%

Submit

[Back to Login](#)

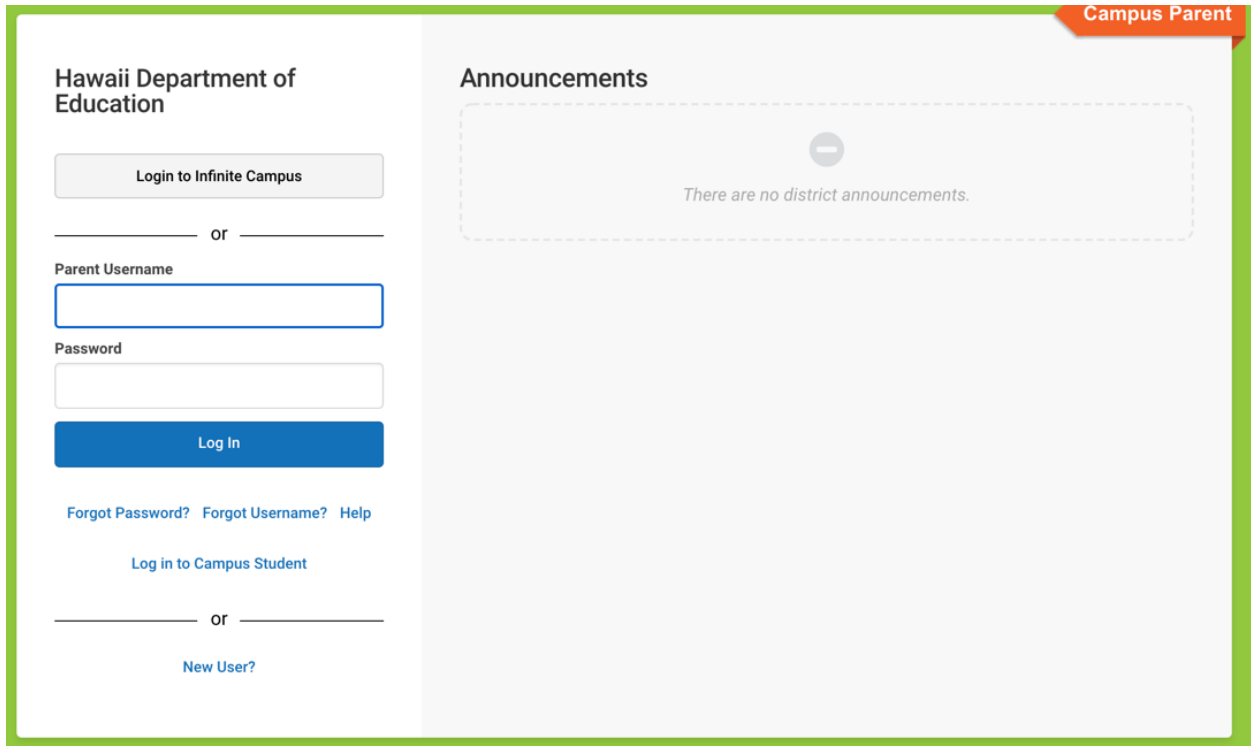
- b. After clicking Submit you will see this popup. Click on "Back to Login"

Set Password

Your password has been reset.

[Back to Login](#)

5. You can now log in with your new password.



6. You will get a Password Reset Confirmation email.

- a. Please note that the phone number is not an actual number. If you need to contact someone, please call your school.

Password Reset Confirmation Inbox x



Reply Forward

Infinite_Campus_Messenger@k12.hi.us
to me ▾

3:09 PM (3 minutes ago) ☆ ↶ ⋮

This message is in response to a change made in Infinite Campus for an account password. If you did not make this request, please contact your System Administrator at (555)555-5555 for assistance.