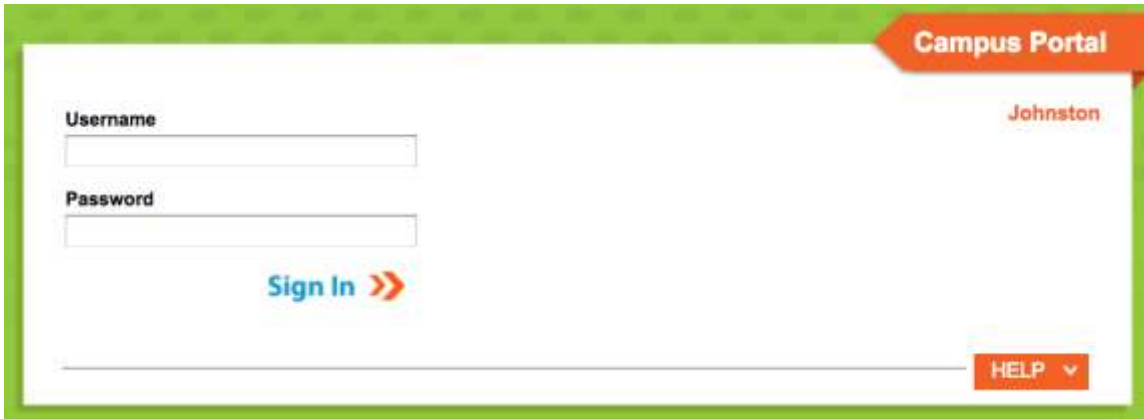


Infinite Campus Parent Portal Password Reset

If you are a parent who has forgotten his or her password for the Infinite Campus Parent Portal, but previously set up your image preferences in the Portal (by choosing pictures you like or dislike), you can reset your password using the instructions below.

To get started, first go to the Infinite Campus Parent Portal at the following url:
<https://campus.johnston.k12.ia.us/campus/portal/johnston.jsp>

Then, click on the orange help button.



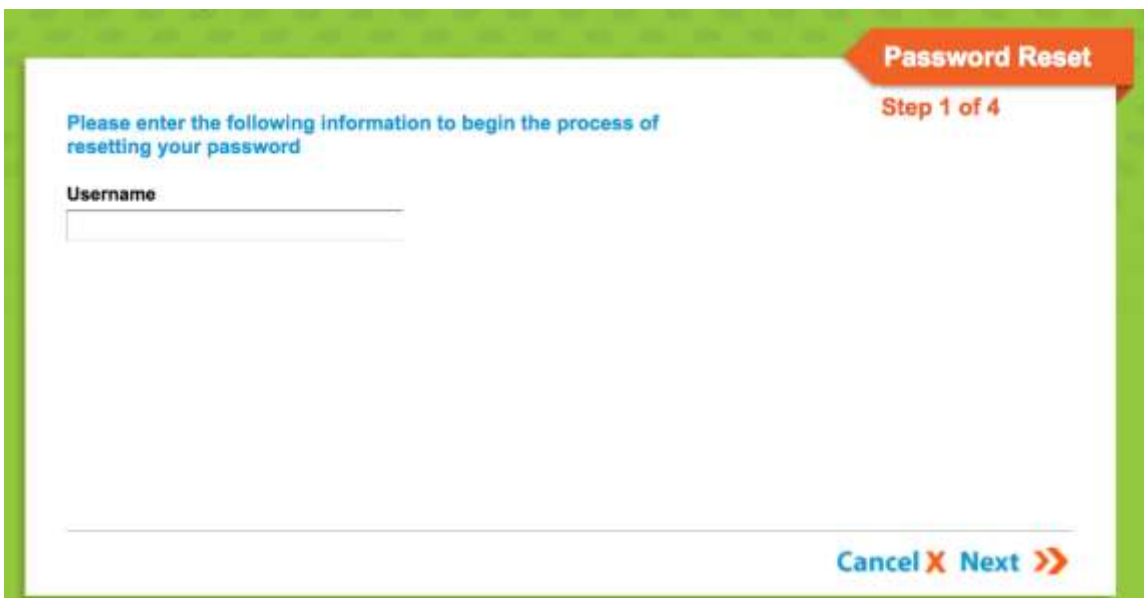
The screenshot shows the login page of the Infinite Campus Parent Portal. It features a green header with a red 'Campus Portal' button in the top right corner. Below the header, there are two input fields: 'Username' and 'Password'. A 'Sign In >>' button is positioned below the password field. In the bottom right corner, there is a red 'HELP' button with a downward arrow. The name 'Johnston' is displayed in the top right area of the page.

Next, click on the Forgot Your Password link that then appears.



The screenshot shows the bottom portion of the login page. A red 'HELP' button with an upward arrow is visible. Below it, there are three blue links: 'Forgot your password?', 'Forgot your username?', and 'Problems logging in?'.

A four step password reset process will begin by asking your username. Enter it, then click Next.



The screenshot shows the 'Password Reset' page. The header is green with a red 'Password Reset' button in the top right corner. Below the header, there is a blue instruction: 'Please enter the following information to begin the process of resetting your password'. Below this, there is a 'Username' label and an input field. In the bottom right corner, there are two buttons: 'Cancel X' and 'Next >>'. The text 'Step 1 of 4' is displayed in the top right area of the page.

If your username is accepted, you will be asked in step 2 to check your email for a unique URL to visit in order to proceed to the next step.

After you have clicked the URL from the email message, Step 3 appears. You will be asked to select four of images that you like or four images that you dislike. When you have selected them, click Next. Infinite Campus will compare your selections with the images you chose when you previously set your account preferences.



If Infinite Campus determines that you chose the same images you set up before, you will be able to enter a new password. You will also need to enter it a second time to verify that you entered it correctly.

The Parent Portal requires that you choose a password that is secure. As you type the password, an indicator will show you the strength of the password that you have entered. A secure password should be at least 8 characters long and should contain three or more of the following: upper case letters, lower case letters, numbers, and special characters.

If you are not able to reset your password through this process, you may use this form instead:
<http://tinyurl.com/jcsdportalhelp>