The password reset feature has been enabled in Infinite Campus. This feature will now allow username recovery or password resets for the PARENT and STUDENT portals. Instead of having them contact the school or MIS to reset their accounts, they will be resetting their passwords on their own.

This change does not affect user accounts that are authenticated via LDAP (staff members).

Upon logging in, the user may be prompted to enter a new account security email. The user must enter an email address that can be used for future password recovery attempts.

All users must have an email address to access their account and reset their passwords. Please see guidelines below:

**STUDENTS**

Students should use their district email accounts: ID@ppsstudent.org (ex: 234567@ppsstudent.org)

**PARENTS**

If parents do not have an email address, they should create one. Please see the following link on how to create their own Gmail account as an example, although they may use any email account they wish.

Link to create a Gmail account for PARENTS: https://support.google.com/mail/answer/56256?hl=en