

# Manage User Account Passwords

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User account passwords can be managed using a number of tools throughout Infinite Campus. This article describes the numerous options and scenarios around account password management.

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## Modifying Individual User Passwords

Individual user account passwords can be manually modified by an Administrator within each person's [user account](#).

Only System Administrators should have access to user accounts.

User Account ☆ User Management > User Account Administration > User Account

User Account Detail testing

User Account Information

**User Credentials**

Homepage

Campus Parent Portal ▼

Authentication Type


Local Campus Authenti... ▼

Username \*

testing

☐ Force Password Change

Account Expiration Date

month/day/year 

Save
Close
Delete
Login As User
Reset Password
Reset Account Settings
Log and Summaries

**Reset Password** ×

Password \*

.....

Verify Password \*

.....

Password Strength 100%

Reset Password
Cancel

To change your password, select the **Reset Password** button, enter a **New Password** and **Verify the Password**. The box beneath the first password field indicates the new password's strength with red meaning weak, yellow meaning medium, and green meaning strong. Users will not be allowed to save weak or medium passwords.


Staff members who have proper calendar rights and one of the following:

- Assigned the 'Reset Portal Password' sub-right

Tool Rights ☆					
natetest Test, Fake					
▶ Attendance Office	<input type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
▶ Behavior Office	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
▼ Census	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
▼ People	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
Add Person	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
Demographics	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
Modify Local Staff Number	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
Modify Local Student Number	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
Ed-Fi ID	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
GUID	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
Student State ID	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
View Staff Birth Date & Age	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
Staff State ID	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
Reset Portal Password	<input checked="" type="checkbox"/> All				
Enrollments	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete

- Assigned the Student Information System (SIS) [product security role](#)

User Account ☆

Tester, Nate 

User Management > User Account Administration > User Account

Product Security Roles

☐ DATA CHANGE TRACKER  
This security role grants access to Data Change Tracker settings and reports.

☒ STUDENT INFORMATION SYSTEM  
This is the System Administrator role. It has full tool rights for all of the SIS including System Administration > User Security. Tool rights do not need to be assigned to a user that has the Student Information System security role checkbox checked.

☐ STUDENT INFORMATION SYSTEM - GROUP ASSIGNMENT  
This role provides non-security users the ability to assign User Groups to other users without being given the security and system access granted with other product security roles.

☐ STUDENT INFORMATION SYSTEM - LOGIN AS USER  
This role indicates whether or not the user may log in as another user from the User Account tab.

- Assigned proper [User Account](#) tool rights

User Tool Rights Editor					
natetester					
▶ Settings	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
▶ Reports	<input type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input type="checkbox"/> Write	<input type="checkbox"/> Add	<input type="checkbox"/> Delete
▶ Reporting	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
▶ Scheduling & Courses	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
▶ School & District Settings	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
▶ School Store	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
▶ System Settings	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
▶ Tool menu	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
▼ User Management	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
User Account Administration	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
User Account	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete
▶ Reports	<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Read	<input checked="" type="checkbox"/> Write	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Delete

have the ability to reset a parent or student's account password by selecting a Reset Password hyperlink found to the right of the Portal Username in the Person Identifiers section of the Demographics tab (see image below).

Person Identifiers

Local Student Number

Student State ID

Local Staff Number

Staff State ID

Person GUID

Portal Username

1582 (Reset Password)

## Suggestions for Creating a Strong Password

Complex, tricky passwords are not always strong passwords and can be difficult to remember. For example, TheBr0wnC@t is a stronger password than !@#\$\$%&() because TheBr0wnC@t uses a combination of character types and is long, whereas !@#\$\$%&() uses only symbols and is short. A computer program can crack !@#\$\$%^&() easier than it can crack TheBr0wnC@t.

When creating a password, consider the following:

- **Content** - Use a short two or three word sentence as your password.
- **Length** - Make your passwords long (8-10 characters minimum is usually sufficient).
- **Combination** - Include letters, punctuation, symbols and numbers.
- **Uniqueness** - Do not use your username or words found in the dictionary.

## Managing Passwords via LDAP Authentication

Tool Search: LDAP Authentication

User account passwords can also be linked to a district's Active Directory using the [LDAP Authentication](#) tool. Schools and districts using LDAP Authentication need to manage and update all user account passwords within their Active Directory.

Districts can enable Password Reset and E-signature if they have LDAP to begin using the

[Online Meal Benefits Application](#). LDAP environments will not be affected by enabling [Password Reset](#) functionality.

A change to a Campus password is ignored if the account is linked to an LDAP server. The only way to change the login password for an LDAP managed account is to change it on the LDAP server.

LDAP Configuration ☆

User Management > Settings > LDAP Configuration

New

Save

Delete

LDAP Server Configuration

Connection Status	Name	Server URL
Error	Test LDAP	
Disabled	mgtest	

Configuration Detail

\*LDAP Name:

mgtest

☐ Enable this LDAP Configuration.

LDAP Server Pool:

\*Server 1 Host:

Server 2 Host:

Server 3 Host:

Server 4 Host:

\*Port:

Port:

Port:

Port:

☐ Use SSL (Strongly Recommended.)

## Managing Passwords via SAML SSO Authentication

Tool Search: SAML SSO Service Provider Configuration

User accounts can be authenticated via a SAML SSO IDP (such as Active Directory Federated Services (ADFS)). SAML SSO functionality is enabled and configured in the [SSO Service Provider Configuration](#) tool and Campus accounts are tied to SAML SSO authentication via the [User Account Type Wizard](#).

All account passwords and credentials are managed outside of the Infinite Campus product by a district's Network Administrator and the IDP.

SAML - SSO Service Provider Configuration ☆
User Management > Settings > SAML - SSO Service Provider Configuration

Save Delete New

**Service Provider Configurations**

Enabled	Name for Login Button
	Single Sign-On (SSO)

**Service Provider Configuration**

☒ Enable SAML Single Sign On

**\*Name for Login Button**

**Service Provider Metadata**

**Single Sign-on URL**

**Single Sign-out URL**

**\*Campus (Service Provider) Entity ID (It must be a unique value for the IDP)**

**Optional Attribute Name (default is nameID. Required for Azure)**

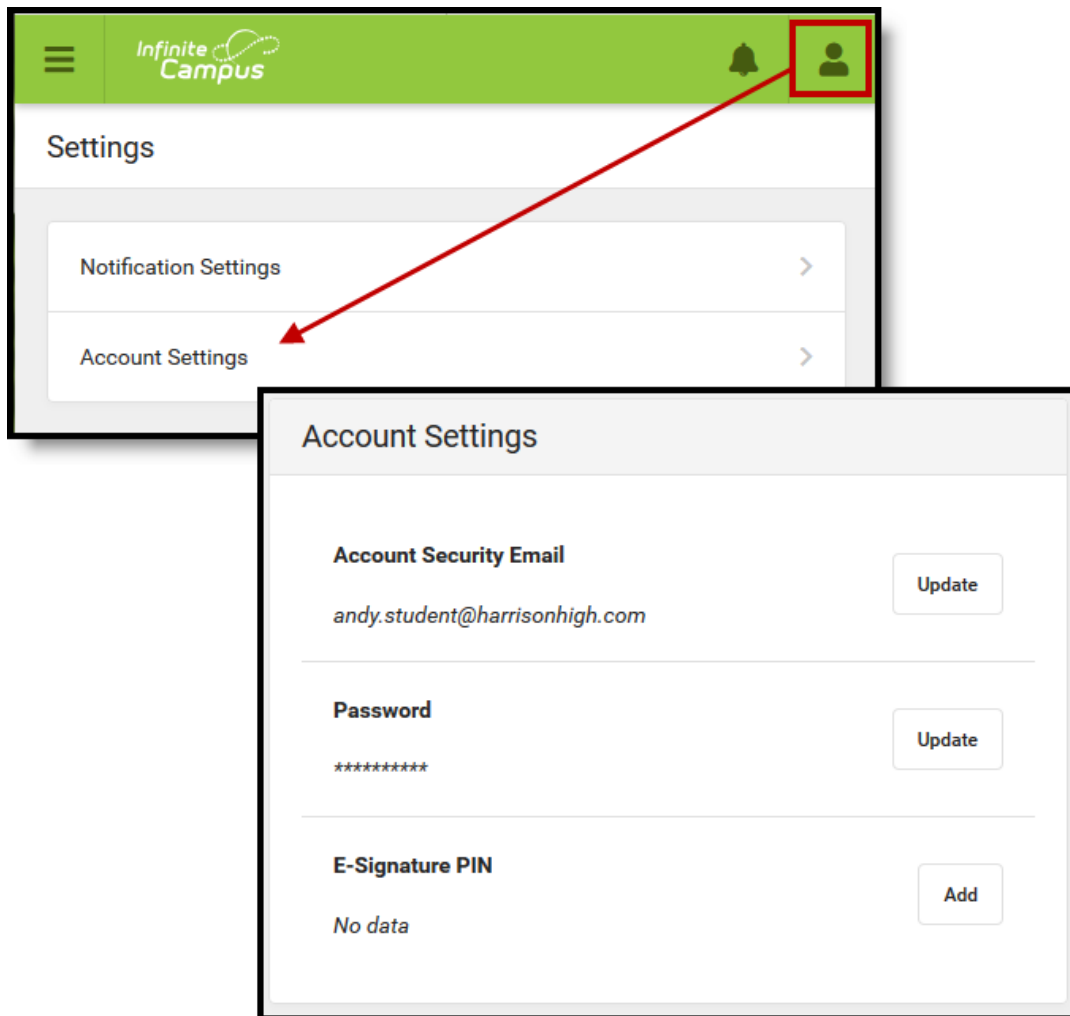
**\*Select an option to retrieve Identity Provider (IDP) server data**  
☒ Metadata URL ☐ Metadata XML file

Sync

# Managing Password Preferences within the Student and Parent Portal

Account settings allow users to update their security email on record or to change their Password and E-Signature PIN. From the User Menu, select Settings, then Account Settings.

- The Account Security Email is the email used if a user forgets their username or password.
- Passwords can only be modified if the district has enabled Password Reset. Strong passwords are enforced, meaning that passwords should have a mix of letters, number, and characters to make them more secure.
- E-Signature PINs are used to electronically verify and sign Meal Benefit Applications. This field is only available if enabled by the district.



For more information, see the [Campus Student Portal](#) and [Campus Parent Portal](#) articles.

## Managing Your Own Password within Infinite Campus

Non-Portal users can manage their account security preferences via [Password and Security Settings](#). This tool functions differently depending on whether or not your district has enabled Password Reset functionality.

Password and Security Settings ☆
My Account > Settings > Password and Security Settings

Change Account Settings

Account Security Email:  
Add an account security email.  
Unconfirmed Account Security Email:  
@infinitecampus.com

Add  
Resend Verification Email

Password:  
\*\*\*\*\*

Edit

Time-based Two-factor Authentication  
Time-based two-factor authentication is disabled.

Options

# Forcing a Password Change for all Student Accounts

Tool Search: User Account Batch Wizard

You can force a password change for all students in a school or for a specific set of students using the [User Account Batch Wizard](#).

User Account Batch Wizard

This tool will allow for batch creation, enabling, disabling, and flagging for password change of user accounts via school filter or search and select.

1. Account Type Students ▼

2. Change Type Force Password Change ▼

3. Additional Account Information

☒ Force password change for all student accounts in the selected school(s)

AREnEnded  
AREnNoShow  
AREnPrimary  
AREnSecondary  
BOE  
Booth Hill Elementary School  
CSReportEnded  
CSReportNoShow  
CSReportPrimary  
CSReportSecondary  
DAEWStudentPrimary  
Daniels Farm Elementary School  
Frenchtown Elementary School  
GrRepEnded  
GrRepNoShow  
GrRepPrimary

\*Ctrl-click or Shift-click to select multiple

☐ Force password change for all selected students

Preview Changes Save Changes

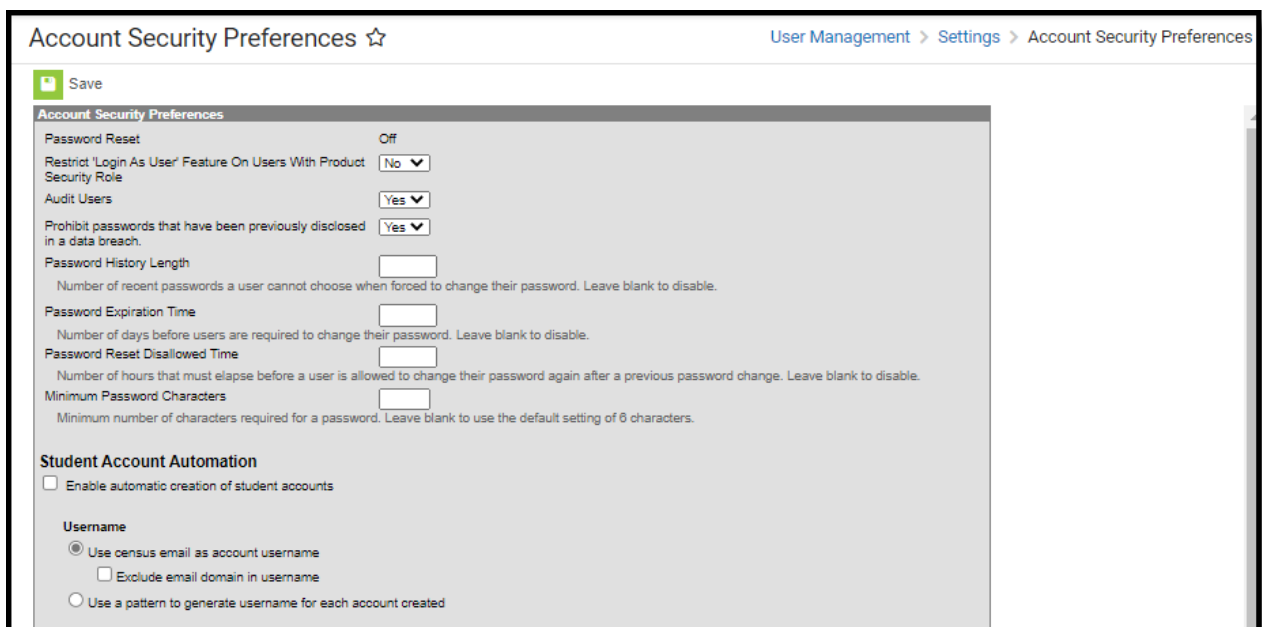


# Password-Related System Preferences

Tool Search: Account Security Preferences

The Password Reset preference indicates whether or not you have Password Reset functionality enabled. A value of Yes means Password Reset functionality is enabled. This preference cannot be changed once set. This value is established in the [Password Reset Configuration](#) tool.

The other preferences within the [Account Security Preferences](#) tool are important and should be set up according to your needs but do not directly related to passwords within Campus.



The screenshot shows the 'Account Security Preferences' tool interface. At the top, there is a breadcrumb trail: 'User Management > Settings > Account Security Preferences'. Below this is a 'Save' button. The main content area is titled 'Account Security Preferences' and contains several settings:

- Password Reset:** A dropdown menu set to 'Off'.
- Restrict 'Login As User' Feature On Users With Product Security Role:** A dropdown menu set to 'No'.
- Audit Users:** A dropdown menu set to 'Yes'.
- Prohibit passwords that have been previously disclosed in a data breach:** A dropdown menu set to 'Yes'.
- Password History Length:** A text input field.
- Password Expiration Time:** A text input field.
- Password Reset Disallowed Time:** A text input field.
- Minimum Password Characters:** A text input field.

Below these settings is a section titled 'Student Account Automation' with the following options:

- ☐ Enable automatic creation of student accounts
- Username:**
  - ☒ Use census email as account username
  - ☐ Exclude email domain in username
  - ☐ Use a pattern to generate username for each account created

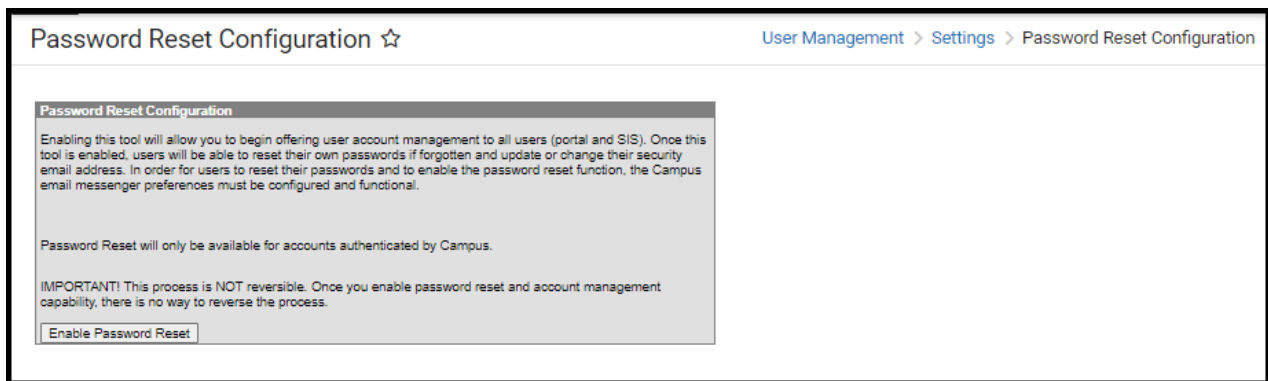
# Enabling Password Reset Functionality

Tool Search: Password Reset Configuration

Password Reset functionality is enabled in the [Password Reset Configuration](#) tool. This functionality allows Campus application and Portal users the ability to reset their account password without the need for Administrator intervention.

**Before enabling Password Reset functionality, consider the following:**

- Once enabled it cannot be disabled or reversed.
- Password Reset functionality is only available for accounts authenticated by Campus (not LDAP).
- [E-Mail Messenger](#) must be enabled prior to enabling Password Reset functionality.
- Ensure parents are given their own Portal accounts for viewing and managing Portal information. Because each individual Portal account will need to have new security information established once Password Reset functionality is enabled, providing parents with their own account prevents them from having to set up each student Portal account they may log into.



To enable Password Reset functionality, click the **Enable Password Reset** button. Users will encounter a pop-up message, requiring them to confirm this action. Select OK to enable password reset functionality.

Once the Enable Password Reset button is selected and the action is confirmed, the following will occur:

- All passwords will appear hidden throughout Infinite Campus.
- All passwords will be required to be strong passwords. This means all users who do not have a strong password will be required to change their password to a strong password the next time they change their password or use the password reset function.
- Password reset functionality also automatically makes the Password Reset [System Preference/Account Security](#).

For creating text to display for users on the login page, see the [Login Page Preferences](#) article.

## Existing Users Logging into Campus After Password Reset is Enabled

All users logging into Campus for the first time after Password Reset functionality is enabled are required to enter an **Account Security Email** address (Image 9). This ensures the password/user

name recovery process as well as the account notification process have a valid email address to use.

Account Settings

Set Account Security Email

Please enter the email address that can be used so that Infinite Campus can notify you of any applicable user security changes to your user account. An email will be sent to both the old (if applicable) and new address to verify the change.

Account Security Email

Save Changes

Please enter your current password to authorize this change.

\*Current Password

Save Changes

## Recovering Passwords via the Forgot Your Password Link

If a user is part of a school or district which has Password Reset functionality enabled, they may recover their password using the **Forgot Password?** link.

If the school or district does not have Password Reset functionality enabled, a message will appear informing users of the steps they must take to recover their password (often this means calling the school or district to correct the issue).

Infinite Campus

Student Information System

Username (Required)

Password (Required)

Log In

Forgot Password?

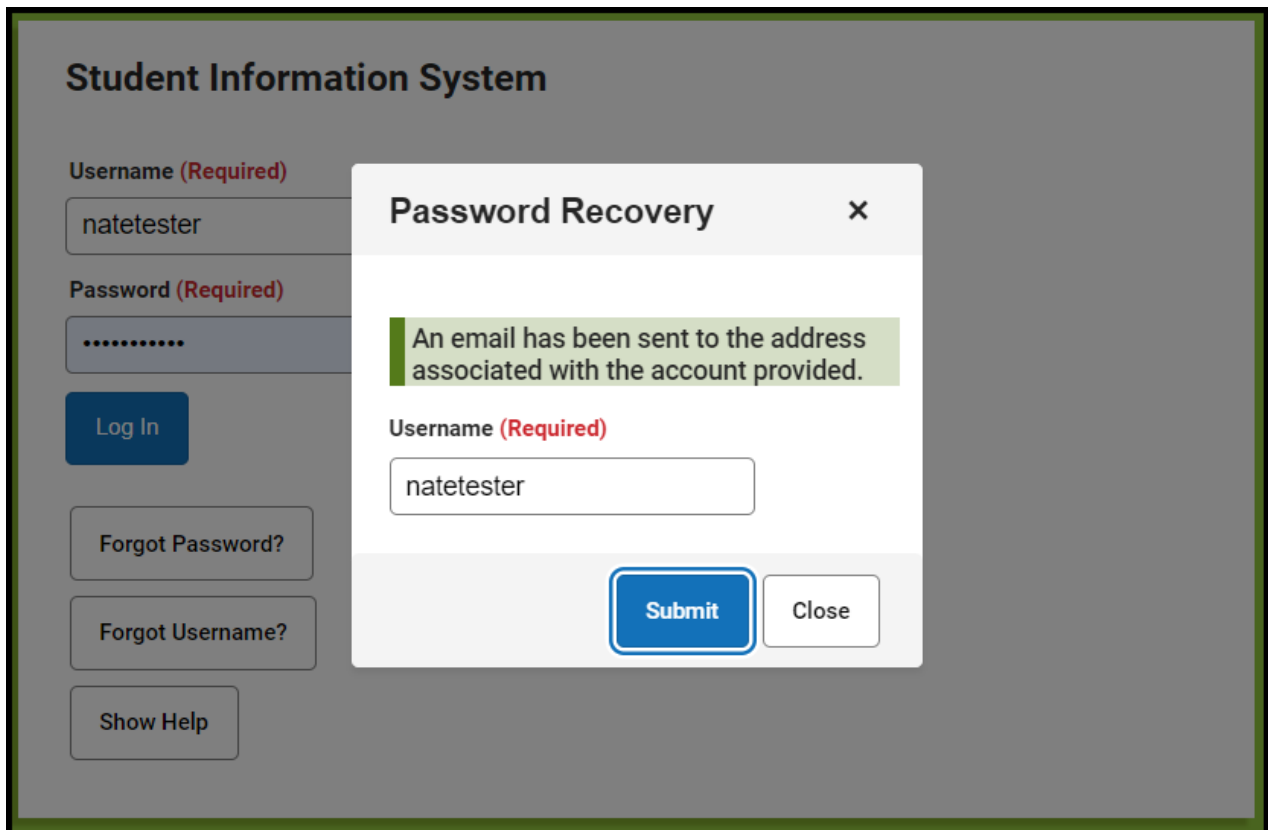
Forgot Username?

Show Help

Version: Campus-31.4.8 | intCAFS  
© 2003-2024 Infinite Campus, Inc.  
[www.infinitecampus.com](http://www.infinitecampus.com)

Once the **Forgot Your Password?** link is selected, enter your Campus username in the field below and click **Continue**. A message will appear, informing you to check your email (sent to your recovery email address).

It is critical that the Recovery Email address established in the Account Settings tool is valid. Users with an invalid email address will be unable to finish the password recovery process. The recovery email address is established during the [initial setting of preferences](#) as well as managed on the [Account Settings](#) tool (for Campus users) or [Campus Parent Portal](#).



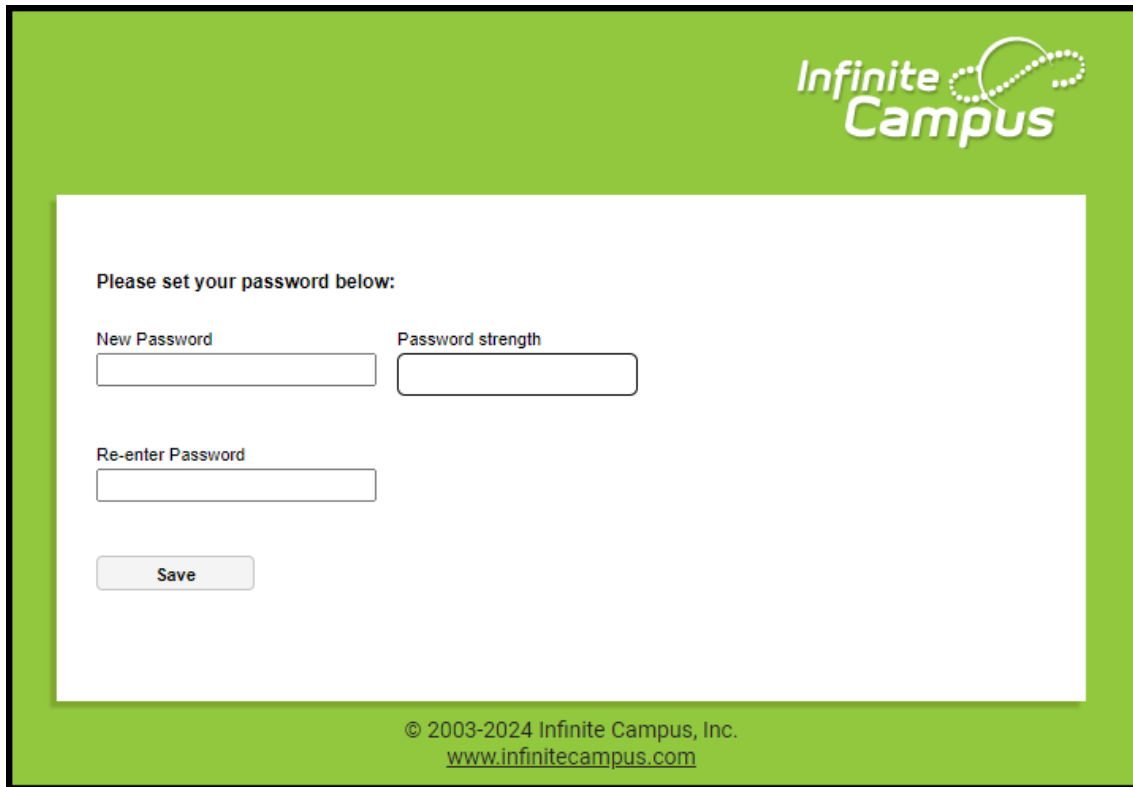
The screenshot shows the 'Student Information System' login interface. On the left, there are fields for 'Username (Required)' with the value 'natetester' and 'Password (Required)' with masked characters. Below these are buttons for 'Log In', 'Forgot Password?', 'Forgot Username?', and 'Show Help'. A 'Password Recovery' modal is open in the center, displaying a green message box: 'An email has been sent to the address associated with the account provided.' Below the message is a 'Username (Required)' field with 'natetester' entered. At the bottom of the modal are 'Submit' and 'Close' buttons.

Open the email and select the unique URL provided. This will direct you to an editor where you can enter and save a new Campus account password.

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 (999)555-9932 or via email at support@district.com. 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. [\[redacted\].com/campus/unique-link/79973BHP5CFWWPUV?appName=intAZ](#)

Please do not reply to this email, as we are unable to respond from this email address. To login to the portal go to [\[redacted\]infinitecampus.org/campus/portal/chandler.jsp](#)

Enter a **New Password** (ensuring the password is [considered strong](#)), **Re-enter the Password**, and click the **Save** button.



Once a new password has been entered and saved, you will receive an email informing you of this change. This email is a safety precaution to ensure you are made aware your password has been changed in case it was changed without your knowledge or consent.

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 (999)555-9932 or via email at [support@district.com](mailto:support@district.com) for assistance.

Please do not reply to this email, as we are unable to respond from this email address. To login to the portal go to [infinitecampus.org/campus/portal/chandler.jsp](https://infinitecampus.org/campus/portal/chandler.jsp)

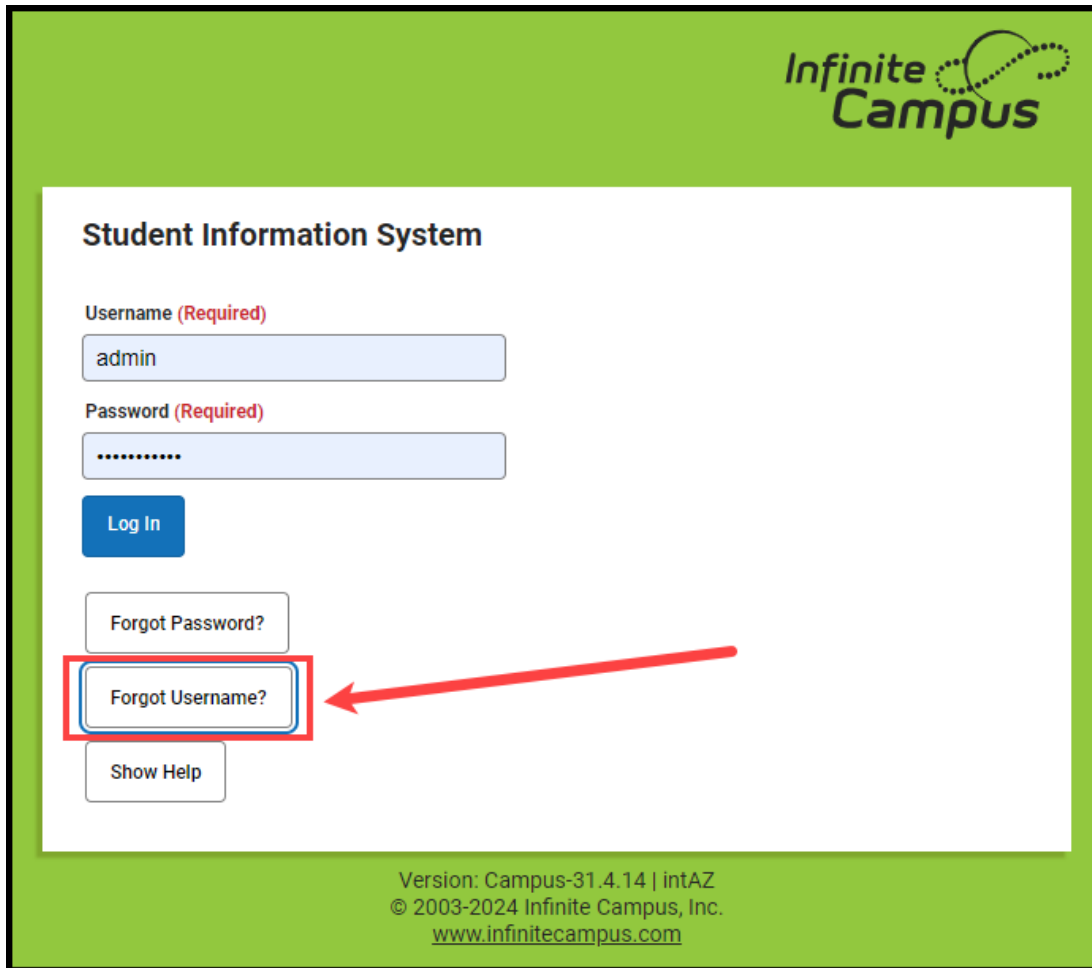
## Recovering Usernames via the Forgot Your Username Link

If a user is part of a school or district that has Password Reset functionality enabled, they may recover their username using the **Forgot Username?** button.

Staff members with proper tool rights to the Demographics tab can also look up a user's Campus Portal username on their [Demographics](#) record.

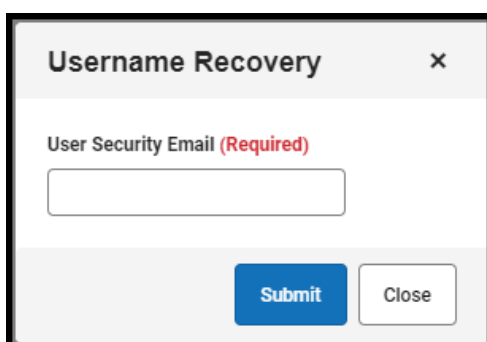
Users can request their forgotten username up to five times per day. On the sixth try, the user

will be locked out of their account and will need to wait until the next day to try again.

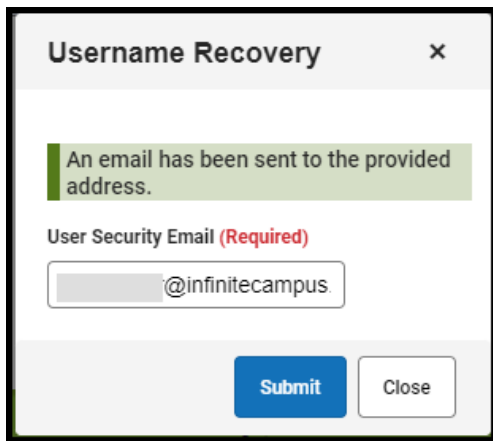


Once the **Forgot Username?** link is selected, enter your **User Security Email** address, and click the **Submit** button.

The recovery email address is established during the [initial setting of preferences](#) and is managed on the [Account Settings](#) tool (for Campus users) or [Campus Parent Portal](#).



A message will appear, informing you to check your email.



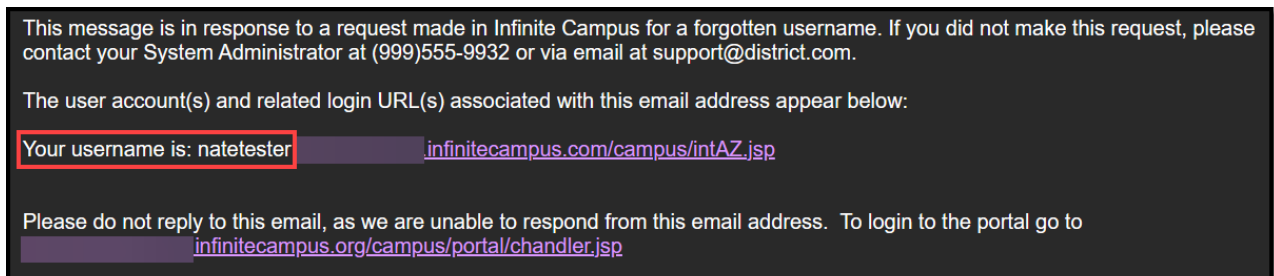
**Username Recovery** [X]

An email has been sent to the provided address.

User Security Email (Required)

**Submit** **Close**

You will receive an email informing you of your current Infinite Campus username.



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 System Administrator at (999)555-9932 or via email at support@district.com.

The user account(s) and related login URL(s) associated with this email address appear below:

Your username is: natetester [infinitecampus.com/campus/intAZ.jsp](#)

Please do not reply to this email, as we are unable to respond from this email address. To login to the portal go to [infinitecampus.org/campus/portal/chandler.jsp](#)

## User Incorrectly Attempts to Log Into Campus Multiple Times

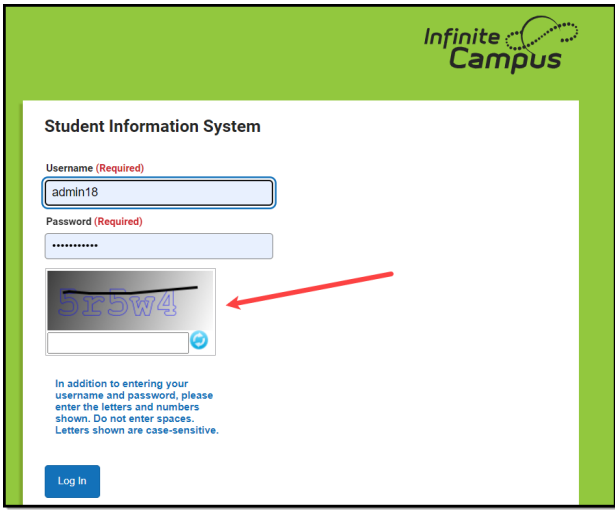
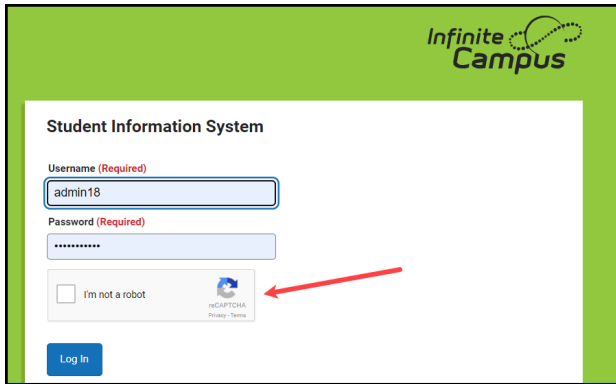
Users who incorrectly log into their account multiple times will be required to enter a CAPTCHA each time they attempt to log in. This feature prevents users from being locked out of their account after several failed login attempts and protects accounts from malicious bots and scripts.

The type of captcha displayed is dictated based on the settings established in the [Login Security Settings](#) tool.

CAPTCHA functionality enforces case sensitivity for all letters other than C, O, P, S, U, V, W, X, and Z.

**The audio challenge option for Google reCaptcha does NOT work properly within the Microsoft Edge web browser.**

Below is an example of each available captcha:

Campus Captcha	Google reCaptcha
	

## Enabling Login Alert Notification Emails

In an effort to increase security and Campus account awareness, the [Login Security Settings](#) tool allows users to enable login notification and verification code emails to alert users when someone logs into Campus using their account from an unknown device.

For more information about this functionality, please see the following:

- [Enable Login Alert Notifications](#)
- [Enable Login Alert Notifications with a Verification Code](#)

The image below is an example of a user setting up their Account Security Email and determining if Campus should remember the device for future logins.

**In order for a device to be recognized for future logins, your browser MUST be set to allow cookies.**

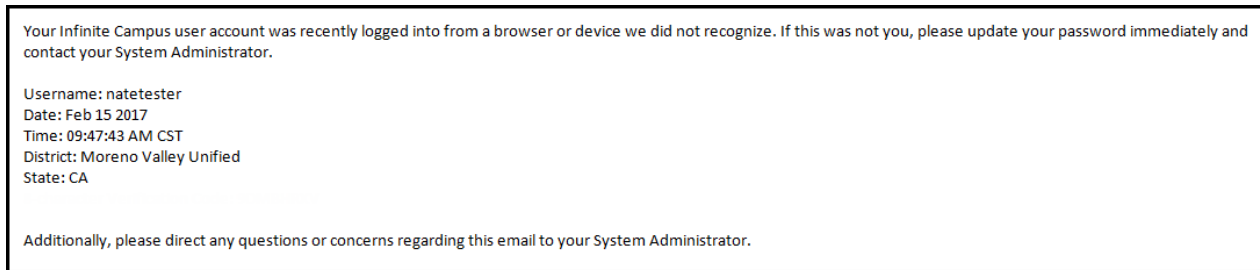
Having your browser set to delete cookies automatically will cause the device to be unrecognized and force you to go through this process each time you log into Campus.





The image shows two screenshots from the Infinite Campus user interface. The first screenshot is the 'Account Settings' page, which has fields for 'Account Security Email', 'Save Changes', and 'Current Password'. Red arrows point to these fields with text boxes: 'Enter an Account Security Email address.' pointing to the email field, and 'Enter your Current Password and click Save Changes.' pointing to the password field and the 'Save Changes' button. The second screenshot is the 'User Device Confirmation' page, which has a checkbox for 'Recognize this device in the future.' and buttons for 'Log Out' and 'Continue'. Red arrows point to the checkbox with a text box: 'To have Campus remember this device and no longer require you to go through this process again, mark the checkbox and click Continue.'

Below is an example of an email users will receive if someone logs into their account from an unknown device.



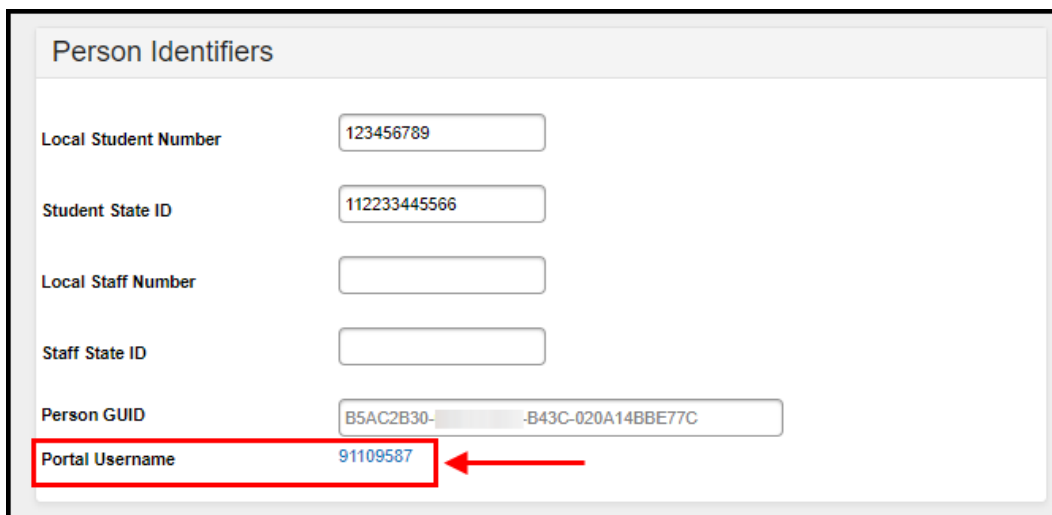
Your Infinite Campus user account was recently logged into from a browser or device we did not recognize. If this was not you, please update your password immediately and contact your System Administrator.

Username: natetester  
 Date: Feb 15 2017  
 Time: 09:47:43 AM CST  
 District: Moreno Valley Unified  
 State: CA

Additionally, please direct any questions or concerns regarding this email to your System Administrator.

## Identifying a Person's Campus Portal Username

You can look up a person's Campus Portal username by going to [Census > Demographics > Person Identifiers > Portal Username](#). This may help troubleshoot issues such as assisting someone who forgot their username.



The image shows a screenshot of the 'Person Identifiers' page. It contains several input fields for identifying a person: 'Local Student Number' (123456789), 'Student State ID' (112233445566), 'Local Staff Number', 'Staff State ID', 'Person GUID' (B5AC2B30- -B43C-020A14BBE77C), and 'Portal Username' (91109587). A red box highlights the 'Portal Username' field, and a red arrow points to it.