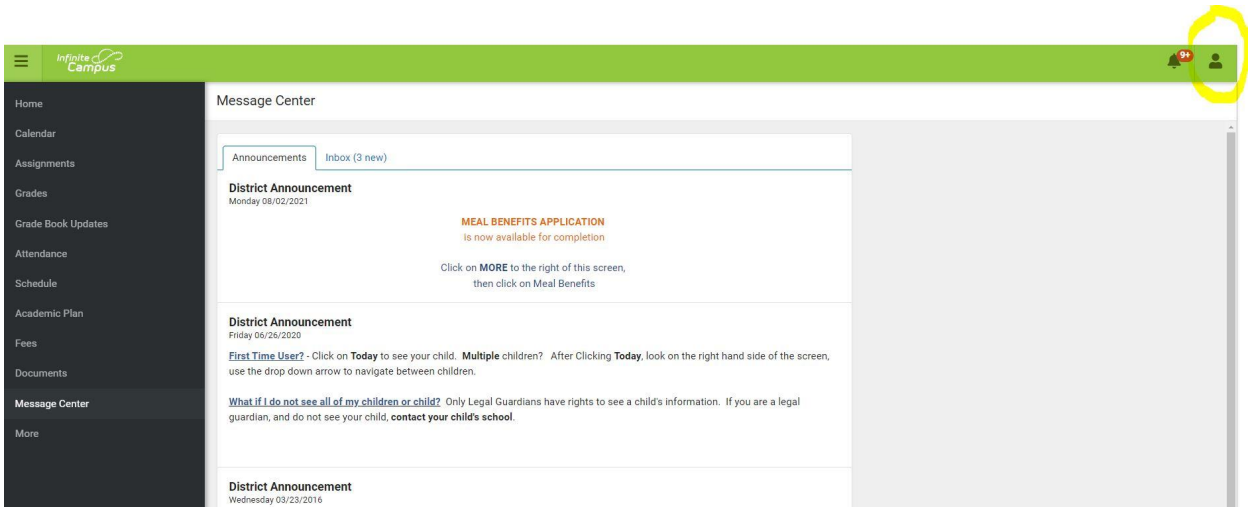


Infinite Campus Parent Portal is NOT sending Password Reset Email

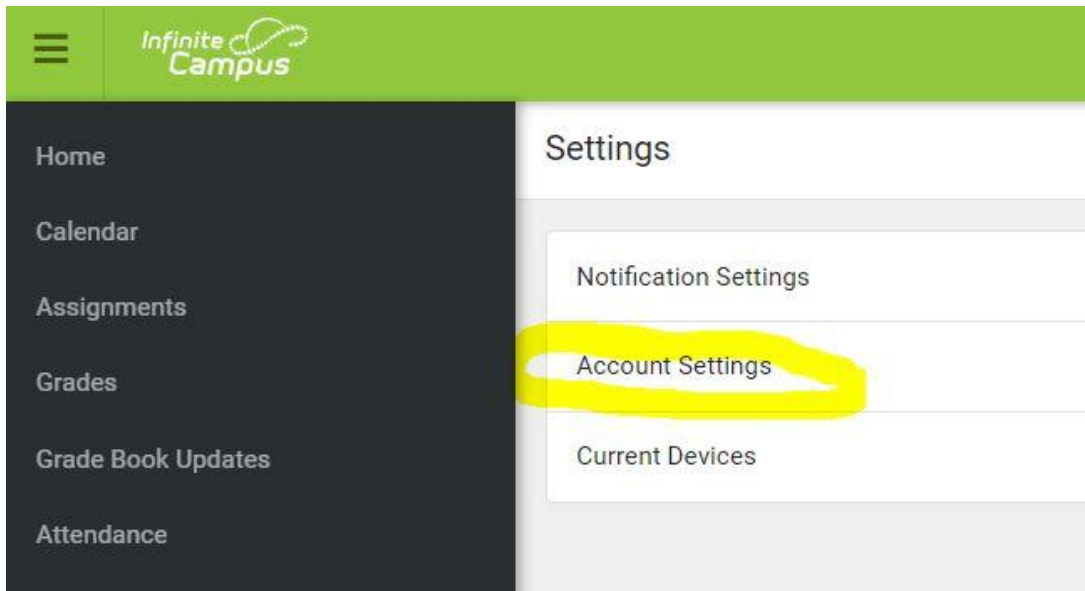
Most of the time, the reason parents are not getting a reply email when they click “forgot password” is because they do not have an Account Security Email set up or they do not have the correct email address entered.

Here are the steps to walk them through making sure their Account Security Email is set up correctly:

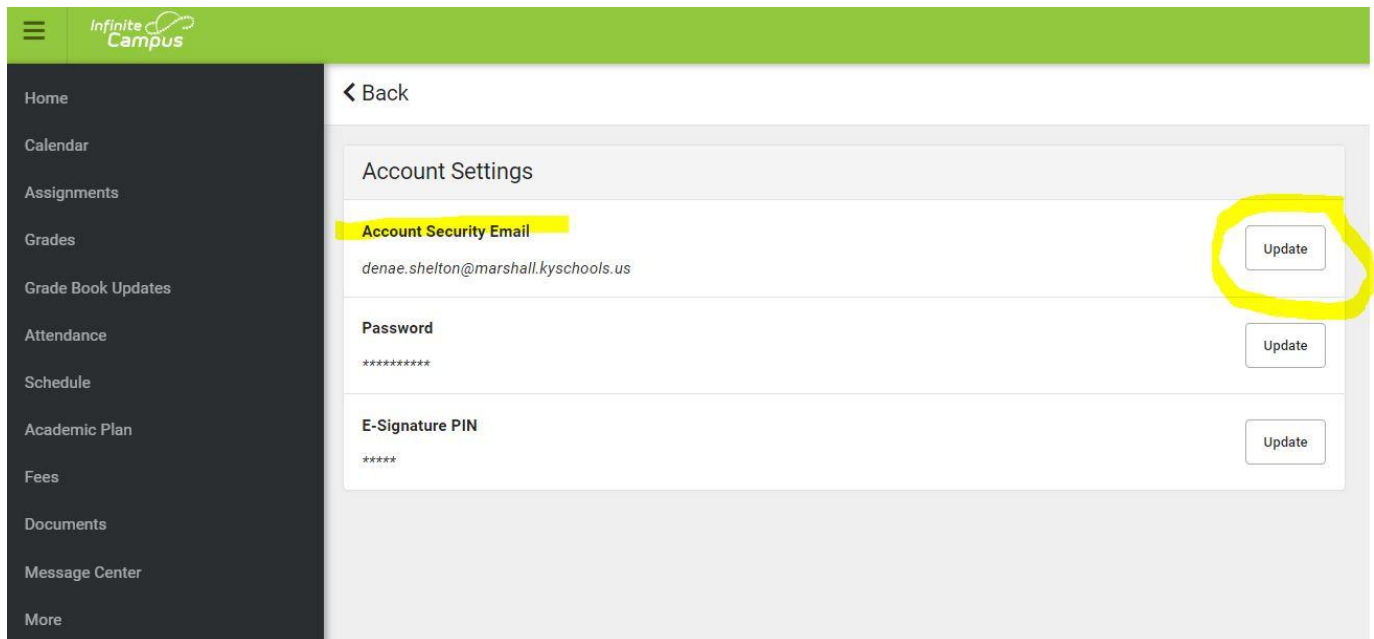
1. Log in to IC Parent Portal:
<https://kycde4.infinitecampus.org/campus/portal/parents/marshall.jsp>
2. Click on the upper right hand “person icon” (I have circled in yellow)



3. Click “settings”
4. Click “Account Settings”



5. Under “Account Security Email” make sure the correct email address is entered by clicking “update”, enter the correct email address and then “Save” at the bottom.



The screenshot shows the Infinite Campus interface. On the left is a dark sidebar with a menu: Home, Calendar, Assignments, Grades, Grade Book Updates, Attendance, Schedule, Academic Plan, Fees, Documents, Message Center, and More. The main content area is titled 'Account Settings' and has a '< Back' link. It contains three sections: 'Account Security Email' (highlighted in yellow) with the email address 'denae.shelton@marshall.kyschools.us' and an 'Update' button circled in yellow; 'Password' with a masked password '*****' and an 'Update' button; and 'E-Signature PIN' with a masked PIN '*****' and an 'Update' button.

After you have walked them through these steps it will send the correct emails from IC now.

Sometimes it is NOT instantaneous for them to get an email with a forgotten password - it can take a few minutes to an hour.

******If you have done all of this and they still DO NOT receive an email, then you can give them my email address to follow up with.***

denae.shelton@marshall.kyschools.us