



Recovering Username

If you forget your username, you can recover it by using the **Forgot Your Username?** link on the login screen.

The screenshot shows the Campus Portal login interface. It includes fields for Username and Password, a Sign In button, and three links: 'Forgot your password?', 'Forgot your username?' (highlighted with a red box), and 'Problems logging in?'. The text 'Colfax-Mingo' is visible in the top right corner.

Once the **Forgot Your Username?** link is selected, a field will appear for the email address associated with your account. It is very important to keep your user account recovery email address up to date in the Infinite Campus system so that you can always recover your username and reset your password.

The screenshot shows the recovery email input screen. It features the same navigation links as the previous screen. The 'Enter Recovery Email' text box and the 'Continue' button are highlighted with a red box.

Enter the email address that you chose for account recovery (which may be different from your primary email address that you entered) and select the **Get username** button. A message will appear indicating an email has been sent containing your Infinite Campus username. If you do not receive the email from Campus containing your username, or if you want to enter a different email address, select the **Try Again** button and enter another email address.

The screenshot shows an error message box. The text reads: 'Please check your email for further instructions. If you do not receive an email, we were unable to locate your account. Please try again or contact your district for support.' Below the text is a 'Try Again' button. The entire message box is highlighted with a red border.

The image below is an example of the username recovery email you will receive.

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 district at (555)100-3216.
The user account(s) and related login URL(s) associated with this email address appear below:
Your username is: natetester <http://10.10.10.10/campus/KYd3.jsp>