

How to complete the forced reset password screen Infinite Campus

User encounters the following recover your username and reset password screen:

In order to properly recover your username or reset your password in the future, you must enter the following information.

On the next page, you will be required to enter each of the following:

1. A valid email address. This email address will be used when recovering your username or resetting your password.
2. Eight Like and eight Dislike images.
3. Your current Campus password.

It is important you select Like and Dislike images which have personal meaning to you. You will need to identify some of these images to prove your identity during the password reset process.

You can update your Like and Dislike images, email address, and password any time after they are initially saved.

click to close

To resolve the screen users must complete these steps:

1. Email to send the link to recover their password
2. Choose 8 “LIKES” and 8 “DISLIKES”
 - a. They must choose a total of 16 images
 - b. Not randomly, because when recovering their passwords it will ask them about the images that they have selected
3. Type in their current Infinite Campus password
4. Once all of the above has been completed the “Save Changes” button will be activated.

The screenshot shows the 'User Settings' page with the following sections and annotations:

- Set User Account Recovery Email:** An annotation '1. ADD EMAIL HERE' points to the email input field containing 'john.doe@gmail.com'.
- Set User Preferences:**
 - Likes:** An annotation '2. SELECT 8 LIKES' points to a grid of 12 images. Below the grid, it says 'You have selected 8 of 8 likes'.
 - Dislikes:** An annotation '2. SELECT 8 DISLIKES' points to a grid of 12 images. Below the grid, it says 'You have selected 8 of 8 dislikes'.
- Your Likes:** A row of 8 selected like images.
- Your Dislikes:** A row of 8 selected dislike images.
- Save Changes:** An annotation '3. TYPE IN PASSWORD' and '4. AND CLICK "SAVE"' points to the 'Current Password' input field and the 'Save Changes' button.