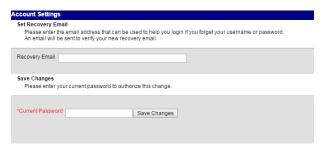# New Password Reset Functionality for Portal Users

The process for recovering a **forgotten** Campus **username** and/or password has been simplified to improve user experience.  Upon your initial log in, all portal users will be prompted to enter a recovery email. This email address will not be stored in Infinite Campus; however, it can be an email address that we already have on file. ***It is recommended all students in grades 6-12 use their stu.naperville203.org email address***. If users enter a Recovery Email but cannot remember their current password, please send an email to parentsupport@naperville203.org.



1. **To reset a forgotten password**:
   - Click the **Forgot your password?** link on the Campus login screen,
   - Enter your Campus username. An email will be sent to your established recovery email address.



   - Click the unique hyperlink contained within the email. You will be directed to a new screen where you can enter a new password for your account.
   - Enter your new password and save. You can now log into Campus using your existing Campus username and the new password



2. **To retrieve a forgotten username**:
   - Click the **Forgot your username?** link on the Campus login screen
   - Enter your security email address.
   - username will be sent to the recovery email address