

## Infinite Campus User Password Reset

### Parent Portal Log In and Online Registration use the same password

**Notice to Current users of Infinite Campus** - Please be aware that with the beginning of online registration and other changes involved with Infinite Campus, there is a possibility that your current password does not meet the new criteria for log in. If your password does not meet the criteria, you will receive a notification from Infinite Campus that a password reset is needed. There will be information on the steps you need to follow to help get your new password as well. You should not need to call the school for help.

**New user of Infinite Campus** – Parents who have never logged into Parent Portal will need to contact their child’s school to get an Activation Key to be used at first log in. Once you have an Activation Key, click the Infinite Campus Parent Portal link under Quick Links on any HCS main web page.

**New Students to Henderson Co Schools** – those who will register as a student for the first time in any HCS will not be able to log into Parent Portal until registration is done and enrollment approved. There will be a special online registration link for you available on **April 24**.

Infinite Campus Log In Passwords for Parent Portal and Online Registration must be:

1. At least 9 characters long
2. A combination of letter, numbers, and symbols
3. There will be a security meter, showing the strength of your password, it must be 100% to be accepted.

**Future Password Resets** - Any future password resets can be done by the user, not the school staff, by using the **FORGOT PASSWORD link** on the Infinite Campus log in page.

If you still need assistance logging into Infinite Campus, please call 270-831- 8759 or email [OLR@HENDERSON.KYSCHOOLS.US](mailto:OLR@HENDERSON.KYSCHOOLS.US) and include a call back phone number with your message.