Recovering Passwords via the Forgot Your Password Link

Berryessa now has the Password Reset functionality enabled, to recover a password using the **Forgot Your Password?** link (see Image 1).

Image 1

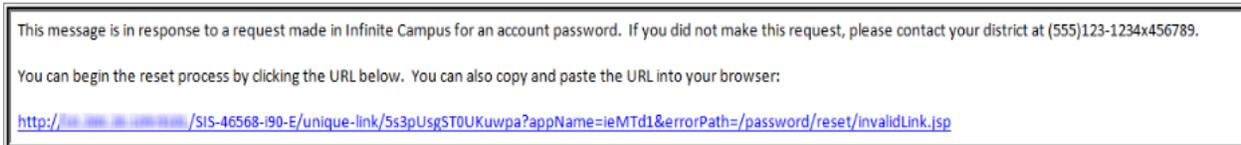Once the **Forgot Your Password?** link is selected, the Reset Your Password editor will appear (see Image 2).

Image 2

Enter your **Username** and select the **Next** button. The Reset Your Password editor will refresh and inform you to check your email for a unique URL which needs to be selected in order to move on to the next step.

! It is critical that the email address established on the user account is valid. Users with an invalid email address will be unable to finish the password recovery process. The user account email address is established during the initial setting of preferences as well as managed on the Account Management tool.

Image 3

This message is in response to a request made in Infinite Campus for an account password. If you did not make this request, please contact your district at (555)123-1234x456789.

You can begin the reset process by clicking the URL below. You can also copy and paste the URL into your browser:

http:// [redacted] /SIS-46568-I90-E/unique-link/5s3pUsgST0UKuwpa?appName=ieMTd1&errorPath=/password/reset/invalidLink.jsp

The image above (Image 3) is an example of the email a user will receive. Select the URL or copy/paste it into a web browser to continue the password recovery process. A district contact phone number which will route you to your school site will also be provided in case additional help is needed.
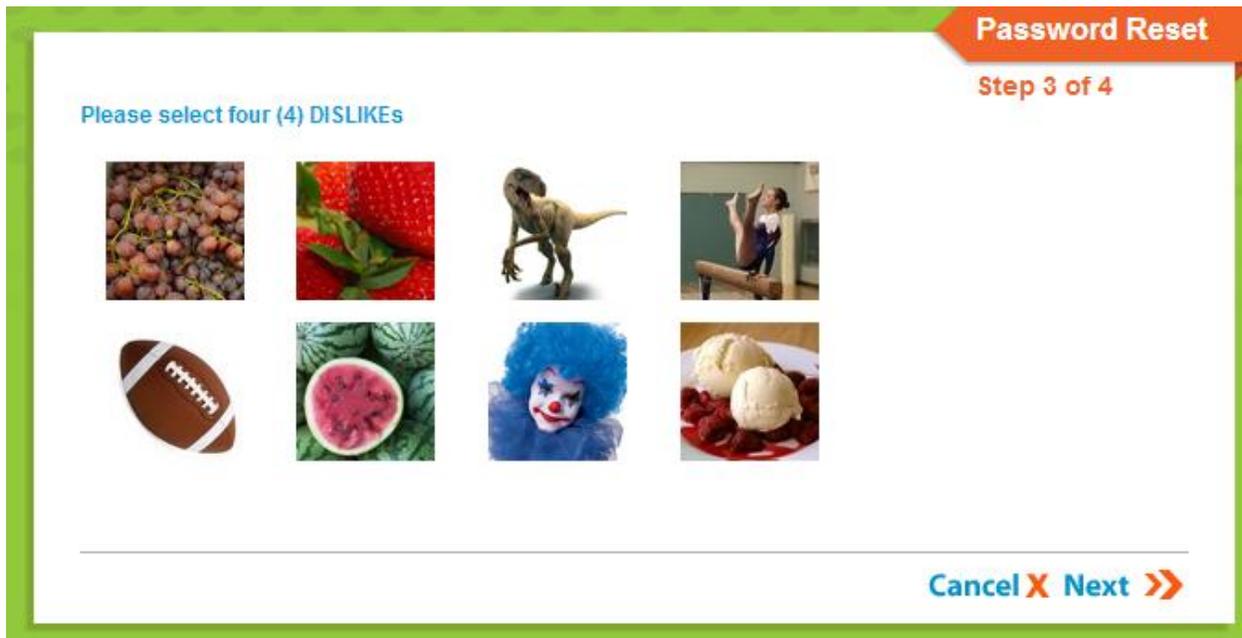

Image 4

Once a user accesses the URL provided in the email, Step 3 of the Reset Your Password editor appears(image 4). Users must either select four of their **Like** or four of their **Dislike** images (depending on the question asked) and select the **Next** button. Like and Dislike images are used to confirm the user's identity.

Image 5

Once four correct images are selected, the user can enter a **New Password** and **Re-enter the Password** to ensure its accuracy. The box to the left of each field indicates the strength of the password. Red indicates weak, yellow indicates medium and green indicates strong. <mark>Users cannot save a weak or medium (red or yellow) password</mark>. Once an appropriate new password is entered, select the **Submit** button. The account password is now reset and the user can log into their account using the password.

Suggestions for Creating a Strong Password

Complex, tricky passwords are not always strong passwords and can be difficult to remember. For example, TheBr0wnC@t is a stronger password than !@#$%&() because TheBr0wnC@t uses a combination of character types and is long, whereas !@#$%&() uses only symbols and is short. A computer program can crack !@#$%^&() easier than it can crack TheBr0wnC@t.

When creating a password, consider the following:

- **Content** - Use a short two or three word sentence as your password.
- **Length** - Make your passwords long enough (8-10 characters is usually sufficient).
- **Combination** - Include letters, punctuation, symbols and numbers.
- **Uniqueness** - Do not use your name or username for your password.

User Incorrectly Attempts to Log Into Campus Multiple Times

Users who incorrectly log into their account multiple times will be required to enter a CAPTCHA each time they attempt to log in. This feature prevents users from being locked out of their account after several failed login attempts and protects accounts from malicious bots and scripts.