

# Recovering Usernames via the Forgot Your Username Link

A user may recover their username using the “**Forgot Your Username?**” link (Image 1).

**Users can request their forgotten username up to five times per day. On the sixth try, the user will be locked out of their account and will need to wait until the next day to try again.**

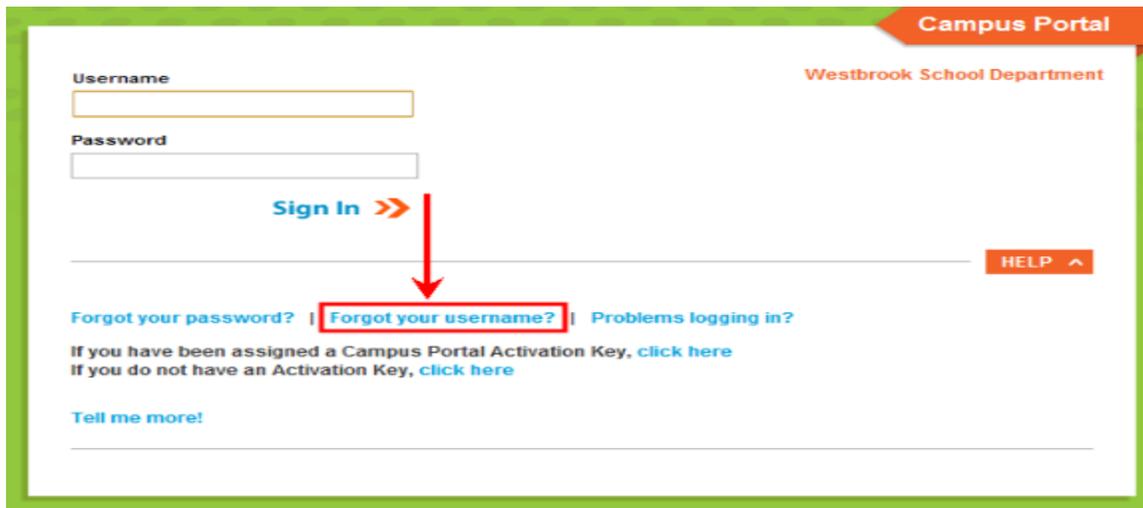
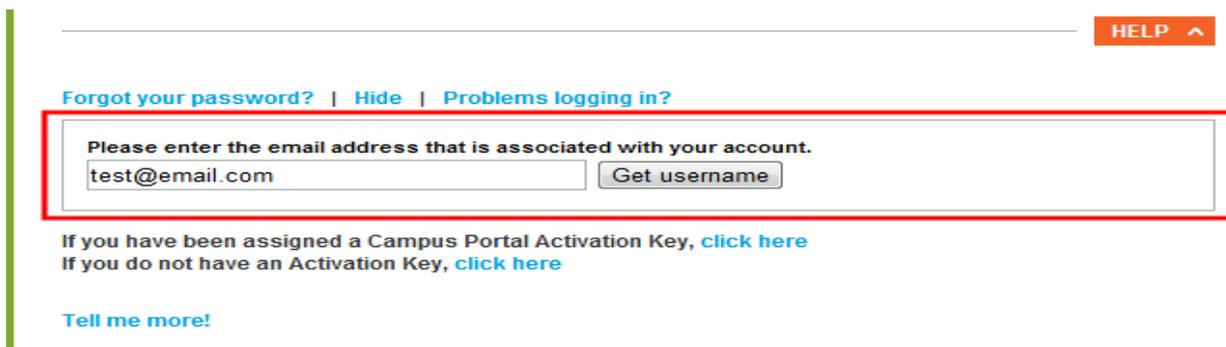


Image 1

Once the “**Forgot Your Username?**” link is selected, a field will appear asking for the email address associated with your account (Image 2).



Enter your email address and select the “**Get username**” button. A message will appear indicating an email has been sent containing your Campus username (Image 3).

**! All usernames associated with the email address entered, will be listed in the email.**

[Forgot your password?](#) | [Hide](#) | [Problems logging in?](#)

An email containing your username has been sent to your security email address.  
[Try Again](#)

If you have been assigned a Campus Portal Activation Key, [click here](#)  
If you do not have an Activation Key, [click here](#)

[Tell me more!](#)

Image 3

If you never received an email from Campus containing your username or if you want to enter a different email, select the **Try Again** button and enter another email address (Image 4)

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>

## 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.

The screenshot shows the login interface for Infinite Campus. At the top right, it says "District Edition" and "Version: E.1214.1 laekyd3 Site". The login form includes fields for "Username" and "Password". Below the password field is a CAPTCHA image with the text "D 8 | c p m B" overlaid on a noisy background. To the right of the CAPTCHA is a "Sign In" button with a double arrow icon. At the bottom, there are links for "Trouble accessing your account? Contact your administrator" and "Forgot your password?".