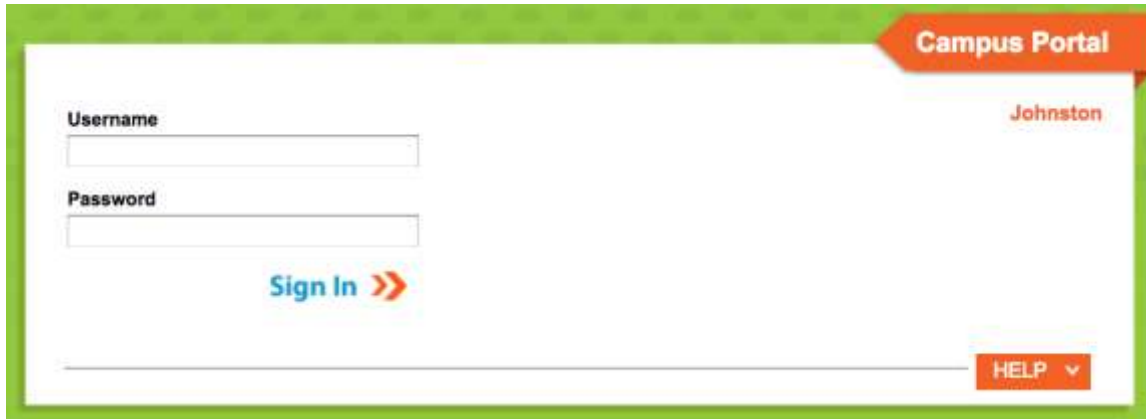**Infinite Campus Parent Portal**
Username Recovery

If you are a parent who has forgotten his or her username for the Infinite Campus Parent Portal, but previously set up your image preferences in the Portal (by choosing pictures you like or dislike), you can recover your username using the instructions below.

To get started, first go to the Infinite Campus Parent Portal at the following url:
https://campus.johnston.k12.ia.us/campus/portal/johnston.jsp

Then, click on the orange help button.

Next, click on the Forgot Your Username link that then appears.

You will then be asked for the email address you entered when you set your image preferences for the Parent Portal.
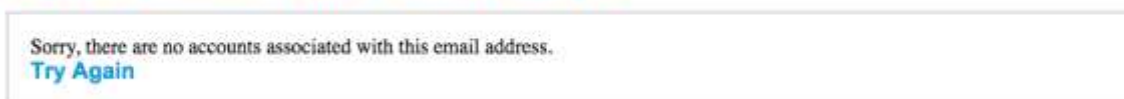

Enter the email address and click the Get Username button. If it was successful, a message will be shown confirming that Infinite Campus sent an email with your username to the email address you entered.

If it did not succeed, you may click the Try Again link and enter another email address.

If you are not able to recover your username through this process, you may use this form instead:
http://tinyurl.com/jcsdportalhelp