

Infinite Campus Parent Portal Account Set Up and/or Password Reset Steps

Account Set Up for First Time Users

For parents/guardians of any Henderson County School student who have never set up your Infinite Campus Parent Portal user name or password, please use the following steps:

1. You must first get your account Activation Key by emailing OLR@HENDERSO.KYSCHOOLS.US or calling 270-831-8784.
2. Once you have the Activation Key, go to Henderson Co School's web page at www.henderson.kyschools.us
3. Locate the box titled QUICK LINKS and click on INFINITE CAMPUS PARENT PORTAL LINK
4. Infinite Campus Parent Portal log in page opens
5. Go to the line under the log in boxes stating: "If you have been assigned a Campus Portal Activation Key, Click Here." And Click that link.
6. You will be sent to a page to enter your Activation Key and complete the process of setting your user name and password. Your user name has no special rules. Your password must be at least 9 characters long with a combination of letters, numbers, or symbols.

Account Reset Steps for Users who have forgotten User Name or Password

For parents/guardians who have forgotten your user name or password, there is a link on the portal log in page to allow the retrieval or reset yourself at any time.

1. Go to Henderson Co School's web page at www.henderson.kyschools.us
2. Locate the box titled QUICK LINKS and click on INFINITE CAMPUS PARENT PORTAL LINK
3. Infinite Campus Parent Portal log in page opens
4. Click FORGOT PASSWORD or FORGOT USER NAME link on the log in page
5. An email will be sent to you with reset or retrieval information

How to update your personal contact information in the portal

The important step to the self-service reset process working is having the correct parent's email address in your IC account. This and other personal information can be updated by following these steps:

1. Go to any Henderson Co School's web page
2. Click on INFINITE CAMPUS PARENT PORTAL LINK
3. Log into Portal account
4. Click into the Account Settings
5. Change email address or password within this section and click Save
6. Sign Out of the portal account

If additional assistance is needed please email OLR@HENDERSO.KYSCHOOLS.US or call 270-831-8784.

Mobile Parent Portal App

– Note Online Registration cannot be done with the app, it is used to view student school information and progress

1. Download the Infinite Campus Mobile Portal App from an app store
2. Launch the Campus App and enter **Henderson** as district code
3. Log into your Portal Account with your Campus Username and Password

