

# MSSD 14 PowerSchool Parent Portal Recovering/Resetting Passwords & Usernames

If you have an existing user account in the PowerSchool Parent Portal and need to recover or reset your username and/or password, follow the steps below.

Access the PowerSchool Portal by entering the web address or by choosing the PowerSchool link on the district home page at <http://www.mssd14.org>.

[ps.mssd14.org](http://ps.mssd14.org)

-OR-

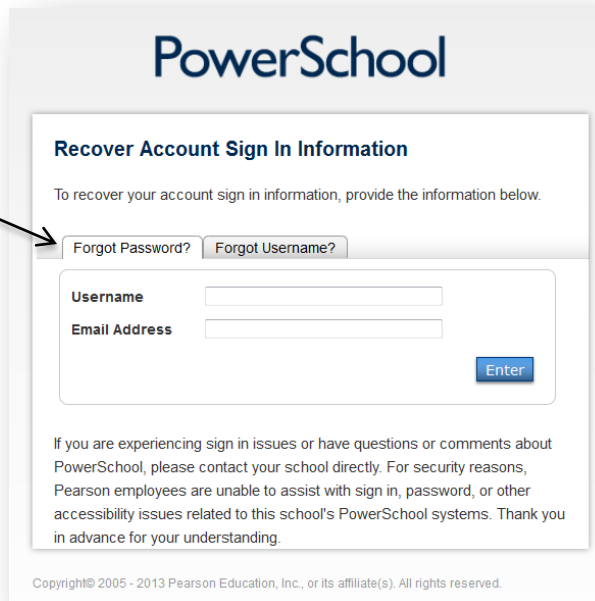


From the **Parent Sign In** screen, click **Having Trouble Signing In?**.

A screenshot of the PowerSchool Parent Sign In screen. The header shows the "PowerSchool" logo. Below it, the "Parent Sign In" section contains fields for "Username" and "Password". A link "Having trouble signing in?" is positioned below the password field. A "Sign In" button is located to the right of the password field. Below the sign-in section is the "Create an Account" section, which includes a brief description and a "Create Account" button. At the bottom, there is a copyright notice: "Copyright© 2005 - 2013 Pearson Education, Inc., or its affiliate(s). All rights reserved."

## Recovering/Resetting Your Password

1. Select the **Forgot Password?** tab.
2. Enter your **Username** and **Email Address** to reset your password.
3. Click **Enter**.



The screenshot shows the PowerSchool login page with the 'Recover Account Sign In Information' form. The 'Forgot Password?' tab is selected. The form has fields for 'Username' and 'Email Address', and an 'Enter' button. An arrow points from step 3 of the instructions to the 'Enter' button.

**PowerSchool**

**Recover Account Sign In Information**

To recover your account sign in information, provide the information below.

**Username**

**Email Address**

If you are experiencing sign in issues or have questions or comments about PowerSchool, please contact your school directly. For security reasons, Pearson employees are unable to assist with sign in, password, or other accessibility issues related to this school's PowerSchool systems. Thank you in advance for your understanding.

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4. A message will appear that an email has been sent.



The screenshot shows a confirmation message titled 'Forgot Password Email Sent'. It informs the user that an email with password reset instructions has been sent to their email address. It also includes a link to 'Return to Sign In'.

**PowerSchool**

**Forgot Password Email Sent**

If the email address you provide is associated with an account in our records, you will receive an email with instructions for resetting your password. If you don't receive this email, please check your junk mail folder or contact the school.

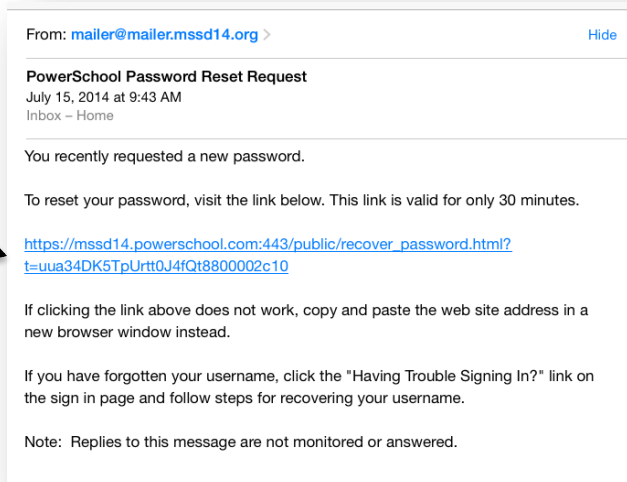
Return to [Sign In](#).

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5. Check your email inbox for a message from **mailer@mailer.mssd14.org**.

6. Click the link in the email.

**Note:** The link to reset you email is only good for 30 minutes. If you do not use the link in 30 minutes, you will need to follow steps 1 thru 6 again.



The screenshot shows an email from 'mailer@mailer.mssd14.org' titled 'PowerSchool Password Reset Request'. It contains a link to reset the password and a note about the 30-minute validity of the link. An arrow points from step 6 of the instructions to the link.

From: [mailer@mailer.mssd14.org](mailto:mailer@mailer.mssd14.org) > [Hide](#)

**PowerSchool Password Reset Request**

July 15, 2014 at 9:43 AM  
Inbox - Home

You recently requested a new password.

To reset your password, visit the link below. This link is valid for only 30 minutes.

[https://mssd14.powerschool.com:443/public/recover\\_password.html?t=uua34DK5TpUrtt0J4fQt8800002c10](https://mssd14.powerschool.com:443/public/recover_password.html?t=uua34DK5TpUrtt0J4fQt8800002c10)

If clicking the link above does not work, copy and paste the web site address in a new browser window instead.

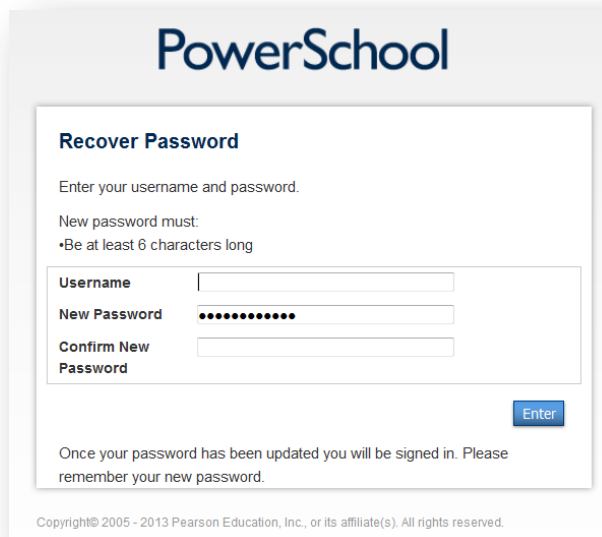
If you have forgotten your username, click the "Having Trouble Signing In?" link on the sign in page and follow steps for recovering your username.

Note: Replies to this message are not monitored or answered.

The email link will take you to the **Recover Password** screen.

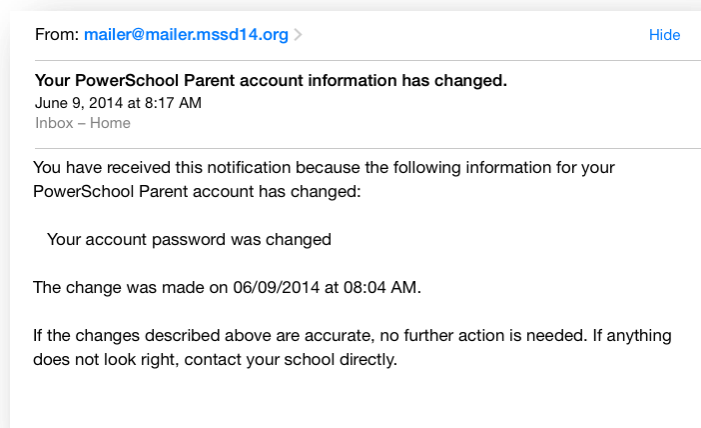
7. Enter your current **Username**.
8. Enter a new password then confirm the new password.
9. Select **Enter** to save your changes.

You will now be logged into the portal.



The screenshot shows the PowerSchool 'Recover Password' interface. At the top is the 'PowerSchool' logo. Below it is the title 'Recover Password'. The instructions state: 'Enter your username and password.' and 'New password must: •Be at least 6 characters long'. There are three input fields: 'Username', 'New Password' (with a masked password of 10 dots), and 'Confirm New Password'. A blue 'Enter' button is to the right of the fields. Below the fields, a message says: 'Once your password has been updated you will be signed in. Please remember your new password.' At the bottom, a copyright notice reads: 'Copyright© 2005 - 2013 Pearson Education, Inc., or its affiliate(s). All rights reserved.'

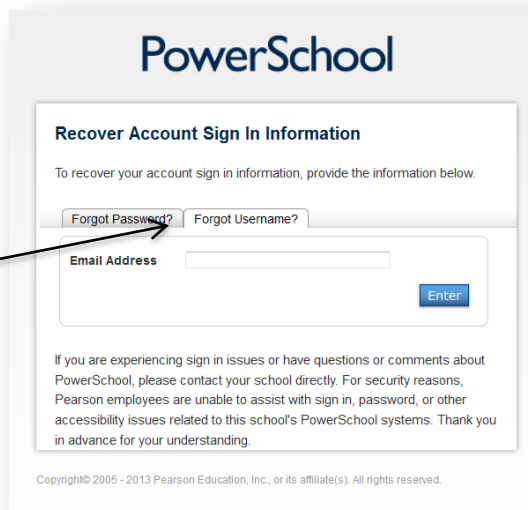
After resetting your password, you will receive another email from **mailer@mailer.mssd14.org** confirming that you have changed your password.



The screenshot shows an email from 'mailer@mailer.mssd14.org'. The subject is 'Your PowerSchool Parent account information has changed.' The email is dated 'June 9, 2014 at 8:17 AM' and is in the 'Inbox - Home' folder. The body of the email states: 'You have received this notification because the following information for your PowerSchool Parent account has changed: Your account password was changed. The change was made on 06/09/2014 at 08:04 AM. If the changes described above are accurate, no further action is needed. If anything does not look right, contact your school directly.'

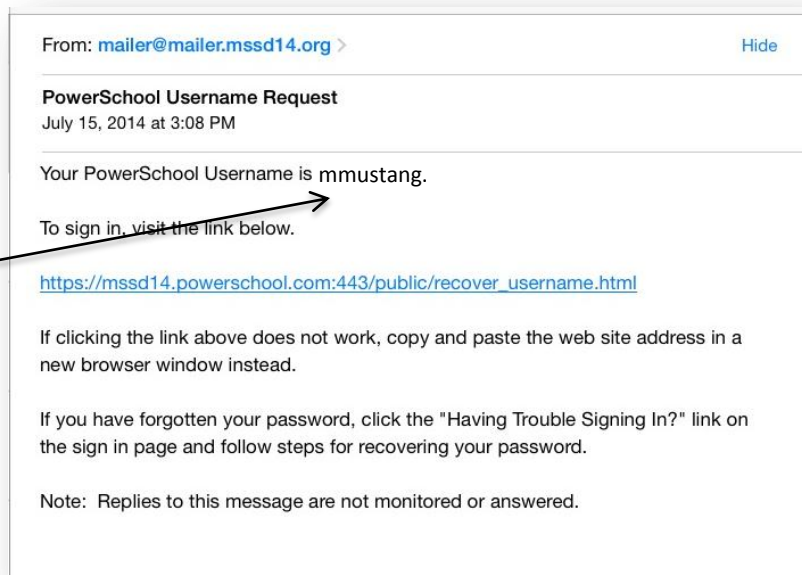
### Recovering Username

1. From the Parent Sign In screen, click **Having Trouble Signing In?**
2. The **Recover Account Sign In Information** page will display.
3. Choose the **Forgot Username?** tab.
4. Type in your email address and click **Enter**.



The screenshot shows the PowerSchool 'Recover Account Sign In Information' page. At the top is the 'PowerSchool' logo. Below it is the title 'Recover Account Sign In Information'. The instructions state: 'To recover your account sign in information, provide the information below.' There are two tabs: 'Forgot Password?' and 'Forgot Username?'. The 'Forgot Username?' tab is selected. Below the tabs is an 'Email Address' input field and a blue 'Enter' button. At the bottom, a message says: 'If you are experiencing sign in issues or have questions or comments about PowerSchool, please contact your school directly. For security reasons, Pearson employees are unable to assist with sign in, password, or other accessibility issues related to this school's PowerSchool systems. Thank you in advance for your understanding.' At the bottom, a copyright notice reads: 'Copyright© 2005 - 2013 Pearson Education, Inc., or its affiliate(s). All rights reserved.'

5. A message will appear that an email has been sent.
6. Check your email inbox for a message from **mailer@mailer.mssd14.org**. The message will display your username.
7. Click on the link to return to the **Parent Sign In** page.



**Note:** Emails from **mailer@mailer.mssd14.org** are automatically generated by PowerSchool. Please do not reply to this sender. For further assistance with username & passwords or other questions about PowerSchool, please contact Christina Baker at cbaker@mssd14.org.