THIS IS ONLY FOR PARENT ACCOUNTS. FOR STUDENT INFORMATION PLEASE EMAIL PSADMIN@MCCSD.NET

How to Retrieve your Parent Portal Username and/or Password

To retrieve your Parent Portal username and/or password please complete the following steps:

- 1. Go to the Middle Country Central School District website: <u>www.mccsd.net</u>
- 2. Click on the PowerSchool icon at to top right side of the screen.
- 3. Click on Click for Parent and Student Portal

| HOME / Departments | | |
|--|---------------------------------|--|
| PowerScho | ool | |
| Parent and Student Portal | Teacher Portal | Administrator and Staff Portal |
| <u>Click for Parent and Student Portal</u> | <u>Click for Teacher Portal</u> | Click for Administrator and Staff Portal |
| Parent and Student Mobile App Info | <u>Teacher Mobile App Info</u> | |

3. Click on the link **Forgot Username or Password?** which is on the Student and Parent Sign in page (see below).

| Powe | erSchool | | | | |
|----------------------------|----------------|---------------|-----------------|--|---------|
| Student and Parent Sign In | | | | | |
| Sign In | Create Account | | | | |
| Username | • | | | | |
| Password | | | | | |
| | | Forgot Userna | me or Password? | | |
| | | | | | Sign In |

4. Click on either the Forgot Password? Tab or the Forgot Username? tab



5. Enter your username and/or e-mail address and click the Enter button

| PowerSchool | |
|---|---|
| Recover Account Sign In | Information |
| Forgot Password? Forgot Username? | |
| Parents, to recover your password, provide the the school directly. | e information below. Students need to contact |
| Parent Username | |
| Parent Email Address | |
| | Enter |
| If you are experiencing sign in issues, please co reasons, PowerSchool is unable to assist with s issues. | ntact your school for assistance. For security ign in, password, or other accessibility-related |

The following message will appear:

| 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. |

- 6. Check your e-mail account Inbox or Junk/Spam folder for a message from <u>DoNotReply=mccsd.net@rackspace.powerschool.com</u>
 - If you are trying to retrieve your password, click on the link in the message.
 - If you need your username, it will appear in the first line of the e-mail message

| PowerSchool Password Reset Request | | | |
|--|--|--|--|
| DoNotReply=mccsd.net@rackspace.powerschool.com on behalf of DoNotReply@mccsd.net | | | |
| You recently requested a new password. | | | |
| To reset your password, visit the link below. This link is valid for only 24 hours. | | | |
| https://mccsd.powerschool.com:443/public/recover_password.html?t=I32HD3CILosjmVVb0eBs7A0000b21e | | | |
| 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. | | | |
| Sent on behalf of DoNotReply@mccsd.net | | | |

Sample e-mail message from PowerSchool

If you have any problems, please send an e-mail message to: <u>psadmin@mccsd.net</u> Please include your child's full name, grade level and school name so we can locate your account information in our system.