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.


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

ps.mssd14.org

-OR-
Recovering/Resetting Your Password

1. Select the Forgot Password? tab.
2. Enter your Username and Email Address to reset your password.
3. Click Enter.
4. A message will appear that an email has been sent.
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 your 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 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.

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

### 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**.
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.