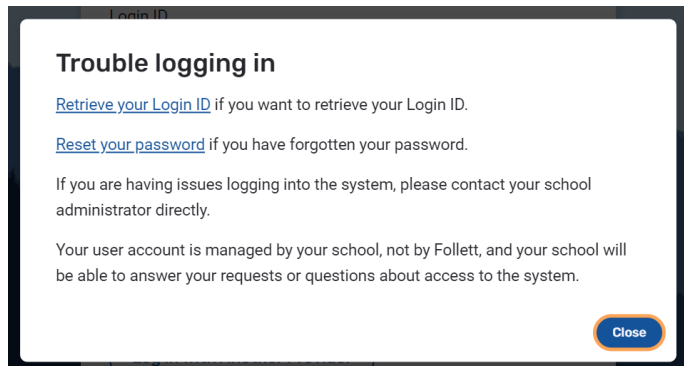


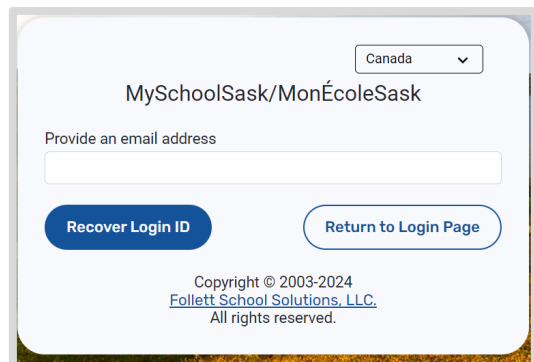
MSS Student Portal Account Login Issues

When you encounter difficulties with your MSS account, you can retrieve your Login ID and reset your password independently by selecting the “Trouble logging in?” link. The link provides two self-serve options: *Retrieve your Login ID* and *Reset your password*. Determine which option applies to you and follow the steps below.



Retrieve your Login ID

When you select “Retrieve your Login ID”, you will be prompted to provide your email address, then select “Recover Login ID”. The email address must be your LCSD email address. If the correct email address is provided, you will receive an email from ‘noreply@pd.myschoolsask.com’ containing your Login ID. Use the Login ID to access MSS.



The email will be similar to the following example shown in blue font. Should you not receive an email, check your Junk and Spam folders.

From: noreply@pd.myschoolsask.com

Date: Thu, Feb 13, 2025 at 1:27 PM

Subject: Login Retrieve Request

To: {your email address}

Last name, First Name will display here,

Hello,

This email has been sent because a request to retrieve your login ID has been made on 02/13/2025 at 14:26:57. Any login IDs associated with your email address are shown below.

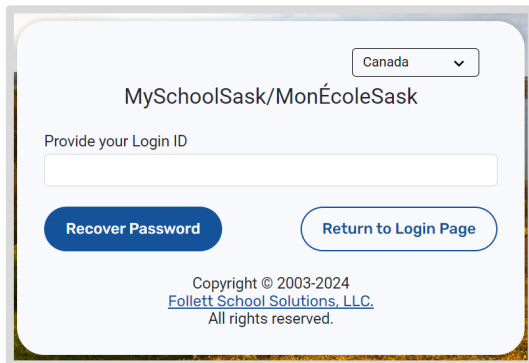
Login ID:
{your Login ID}

If you did not authorize this action, please contact your school office.

Sincerely,
MySchoolSask/MonÉcoleSask

Reset your password

When you select “Reset your password”, you will be prompted to provide your Login ID, then select “Recover Password”. You will receive an email from ‘noreply@pd.myschoolsask.com’ containing a temporary password as per the email example in blue font below. Select the “Reset password” link in the email to reset your password. If you do not receive the email, check your Junk and Spam folders.

A screenshot of a web form for password recovery. At the top right is a dropdown menu set to 'Canada'. Below it is the text 'MySchoolSask/MonÉcoleSask'. A label 'Provide your Login ID' is above a text input field. Below the input field are two buttons: 'Recover Password' (dark blue) and 'Return to Login Page' (light blue). At the bottom, there is a copyright notice: 'Copyright © 2003-2024 Follett School Solutions, LLC. All rights reserved.'

From: **MySchoolSask/MonÉcoleSask** <noreply@pd.myschoolsask.com>
Date: Thu, Feb 13, 2025 at 1:31 PM
Subject: Password Reset Request
To: {your email address}

Hello,

This email has been sent because a request to reset your password has been made on 02/13/2025 at 14:31:18.

If it was you, then you can reset the password by clicking here: [Reset password](#)

If you did not authorize this action, please contact your school office.

Sincerely,
MySchoolSask/MonÉcoleSask

Should you continue to experience issues to reset your password, please visit the school office for further investigation and support.

Security Compliance

It is important that you manage your MSS account like any other account you have such as your LCSD network and Google accounts. Store the Login ID and password securely to ensure only you have access. Do not share your credentials with others.