

## What to Do If You Forget Your Username or Password to the Middle School Parent Portal

To use the Middle School's Parent Portal, you must **first** create an account using the separate directions handout provided by the Middle School for "How to Create an Account in the Mansfield Middle School Parent Portal".

However, if you have already created an account in the past and have forgotten the username or password for it, here is how you can retrieve it:

- 1) Go to <https://mansfield.powerschool.com/public/> and click on the link for "Having Trouble Signing In?"

A rectangular button with a thin black border and the text "Having trouble signing in?" in a blue, sans-serif font.

- 2) If you forgot your password, click on the "forgot password?" tab and fill in your username and the email address you listed for your account. It will then email a link to change the password.

If you forgot your username, click on the "forgot username?" tab and fill in the email address you listed for your account. It will then email you the username.

If you have forgotten both, then first request the username and then request the password.

If you do not know what email address is listed with your account (or do not have access to that account), then you will need to bring a photo ID to the school office to have your password reset.

A screenshot of a web form for account recovery. At the top, it says "To recover your account sign in information, provide the information below." Below this are two tabs: "Forgot Password?" (which is selected and highlighted) and "Forgot Username?". Under the "Forgot Password?" tab, there are two input fields: "Username" and "Email Address". A blue "Enter" button is located at the bottom right of the form area.

- 3) The aforementioned emails will come from [mmsoffice@mansfieldct.org](mailto:mmsoffice@mansfieldct.org). Be sure to check your "junk" or "spam" mail folders in case it went there.

For further support, view the helpful online videos, handouts, and FAQs on the middle school's website (<http://mansfieldct.gov/mms> - click on "Parent Portal" under the "Family" menu). The aforementioned resources are intended to answer any how-to questions about the portal.