



## Student Lost Password

**For students to re-set their passwords, we require an email address that MSi will assigned to all students **after** they have been enrolled.**

This process is done by MSi Admins after students have been enrolled. Contact MSi and we will set it up for you.

For the email requirement, we would need to put the teacher's email address as the email of record for the students.

You may want to create a separate email account for this purpose, like a Gmail account. If you would like to do this, students can request their password, but the email is sent to the teacher for changing the password.

You would then change their passwords directly from the site using the lost password link sent in the email.

If you choose to not use this option, you can put in a ticket for us to re-set a password through the Help Desk Support located at the bottom of the LMS.

Student will select "**Forgot Password?**".

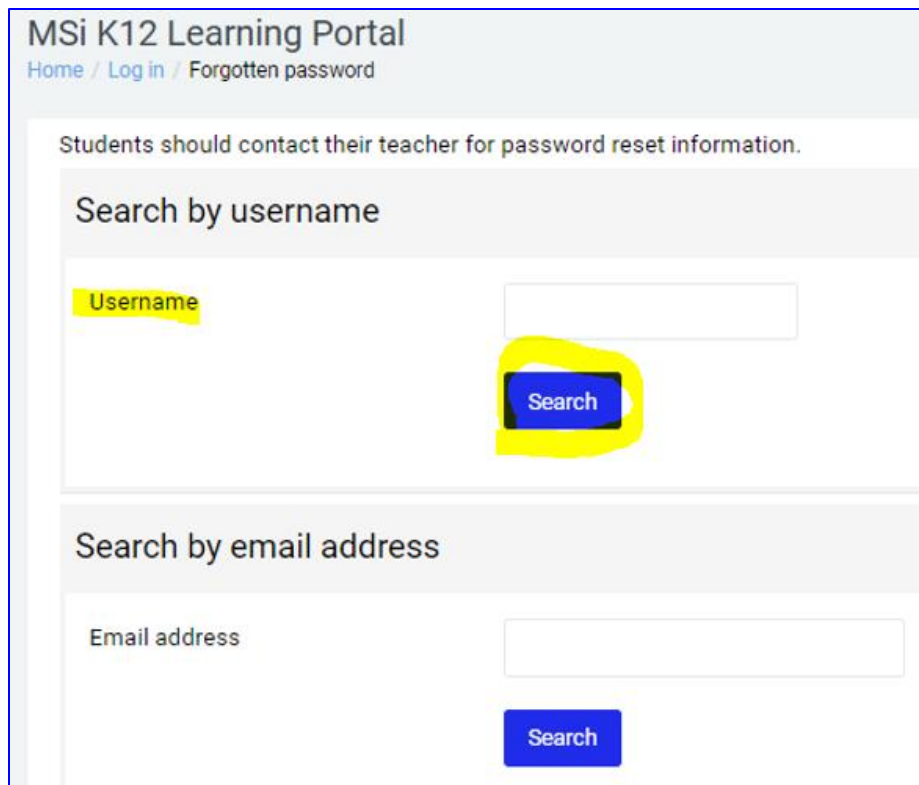
### Sign In

☒ Remember username

[Forgot Password?](#)

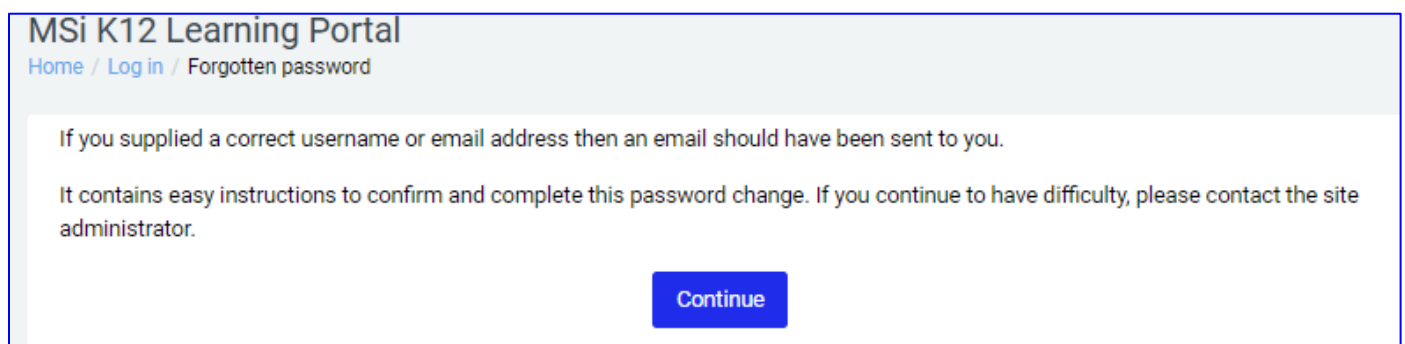
No Account? [Create new account](#)

In the **Search by username**, type in the username and select **Search**



The screenshot shows the MSi K12 Learning Portal interface. At the top, there is a header with the title "MSi K12 Learning Portal" and navigation links: "Home / Log in / Forgotten password". Below the header, a message states: "Students should contact their teacher for password reset information." The main content area is divided into two sections. The first section, titled "Search by username", contains a text input field labeled "Username" and a blue "Search" button. The "Search" button is highlighted with a yellow circle. The second section, titled "Search by email address", contains a text input field labeled "Email address" and a blue "Search" button.

The requester will then receive this page, select **Continue**.



The screenshot shows the MSi K12 Learning Portal confirmation page. At the top, there is a header with the title "MSi K12 Learning Portal" and navigation links: "Home / Log in / Forgotten password". Below the header, a message states: "If you supplied a correct username or email address then an email should have been sent to you." Below this message, another message states: "It contains easy instructions to confirm and complete this password change. If you continue to have difficulty, please contact the site administrator." At the bottom of the page, there is a blue "Continue" button.



The teacher will receive an email from Jeff Mayer (via MSIK12) with the following information. Select the web address link.

### MSi K12 Learning Portal: Password reset request



Jeff Mayer (via MSIK12) <noreply@msik12.com>

Tue 9/22/2020 9:11 AM

To: Demo Student1

Hi Demo,

A password reset was requested for your account 'demo.student1' at MSi K12 Learning Portal.

To confirm this request, and set a new password for your account, please go to the following web address:

[https://msik12.com/login/forgot\\_password.php?token=hCWTWJcmTrn3NJYDLQmobMUK0IEvxAbt](https://msik12.com/login/forgot_password.php?token=hCWTWJcmTrn3NJYDLQmobMUK0IEvxAbt)

(This link is valid for 30 minutes from the time this reset was first requested)

If this password reset was not requested by you, no action is needed.

If you need help, please contact the site administrator,

Admin User



When you select the link, it will bring you to a **Set password** page. Fill it out and then select **Save changes**.

## MSi K12 Learning Portal

[Home](#) / [Log in](#) / [Forgotten password](#)

Please enter your new password below, then save changes.

### Set password

Username	demo.student1
The password must have at least 8 characters, at least 1 digit(s)	
<span>❗</span> New password	<input type="password"/>
<span>❗</span> New password (again)	<input type="password"/>

Save changesCancel

There are required fields in this form marked ❗.