

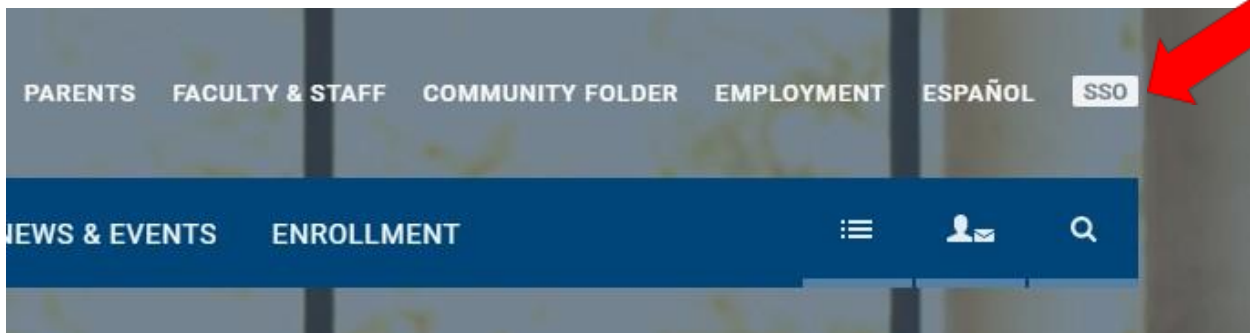
Single Sign On (SSO) Troubleshooting

****Logging into SSO gives you access to HAC and Canvas.****

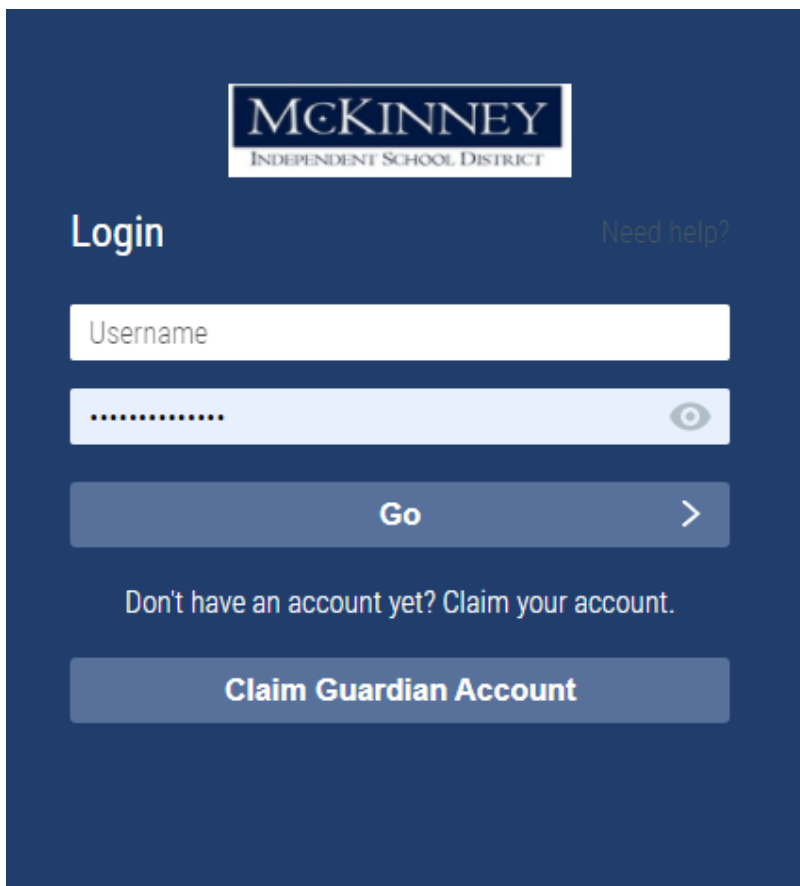
****For the process to be successful you MUST use the new SSO link provided on the McKinney ISD website.****

ACCESSING SINGLE SIGN ON (SSO)

1. Go to the McKinney ISD Website: <https://www.mckinneyisd.net/>
2. Click "SSO"

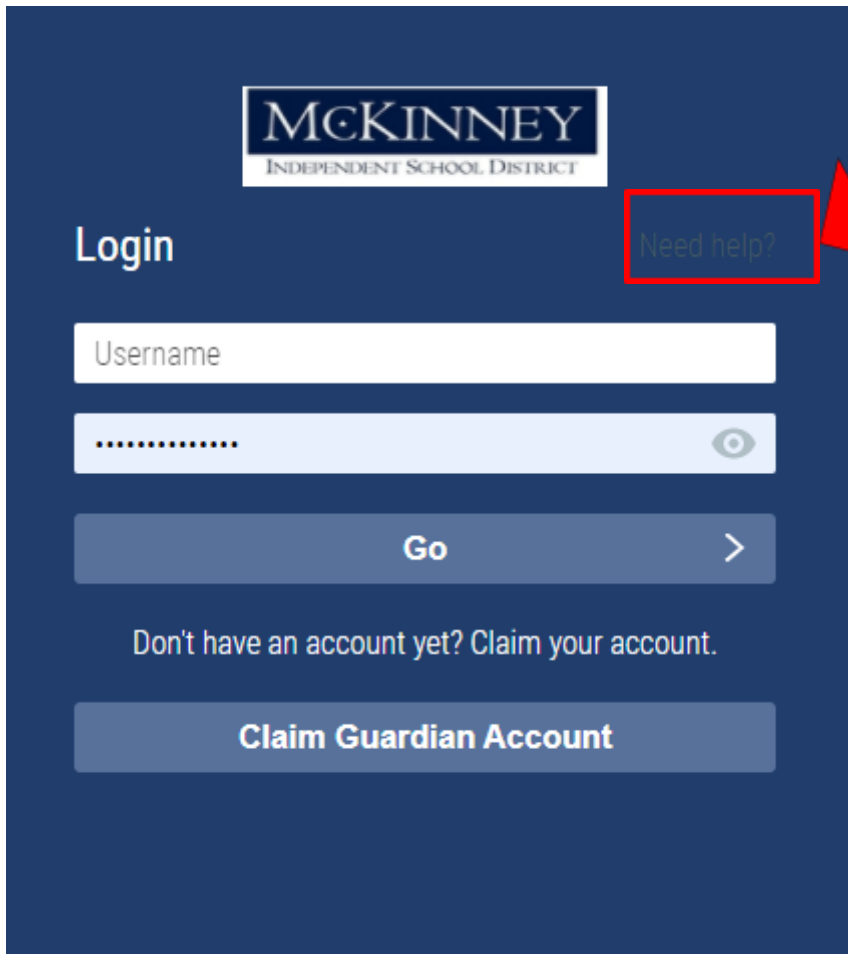


3. OR go to **SSO.MCKINNEYISD.NET**
4. Enter your Username and Password.
 - a. Two guardians may not use the same Username/Login credentials. Each parent MUST use their own Email, Username and Password.

A screenshot of the McKinney ISD SSO login page. The page has a dark blue background. At the top, there is the McKinney Independent School District logo. Below the logo, the word "Login" is displayed in white, with a "Need help?" link to its right. There are two input fields: the first is for the "Username" and the second is for the password, with a toggle icon to its right. Below the password field is a "Go" button with a right-pointing arrow. At the bottom, there is a link that says "Don't have an account yet? Claim your account." and a button labeled "Claim Guardian Account".

FORGOT MY USERNAME/PASSWORD

1. At the Login screen, click "**Need Help?**".
 - a. If you forgot your Username or Password and have **already** claimed your account, **DO NOT** click Claim Guardian Account.



The screenshot shows the login interface for McKinney Independent School District. At the top is the school district logo. Below it, the word "Login" is displayed. To the right of the login heading is a link labeled "Need help?". This link is enclosed in a red rectangular box, and a large red arrow points from the right side of the image towards the box. Below the "Need help?" link are two input fields: the first is labeled "Username" and the second is a password field with a masked password "....." and an eye icon to toggle visibility. Below these fields is a "Go" button with a right-pointing chevron. Underneath the "Go" button is the text "Don't have an account yet? Claim your account." and a "Claim Guardian Account" button.

2. Click the link that applies:



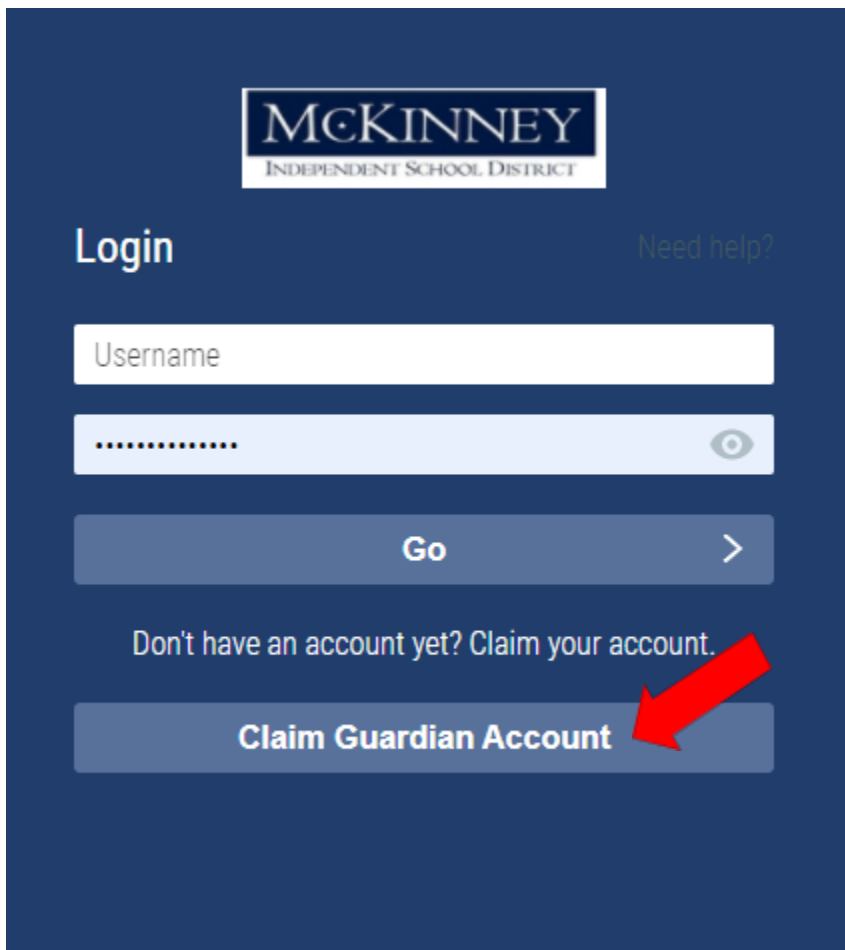
The screenshot shows the "Help Links" page for McKinney Independent School District. At the top is the school district logo. Below the logo, the heading "Help Links" is displayed on the left, and a "Back" link is on the right. Below the heading are two buttons: "Forgot My Password" and "Forgot My Username".

Claiming Your Guardian Account (This may ONLY be done 1 time.)

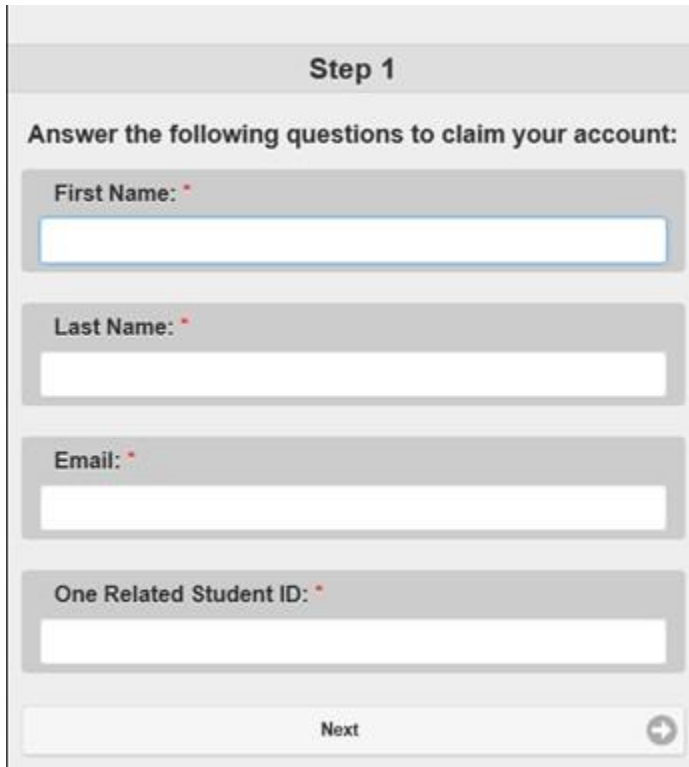
1. Go to the McKinney ISD Website: <https://www.mckinneyisd.net/>
2. Click "SSO"



3. Click CLAIM GUARDIAN ACCOUNT



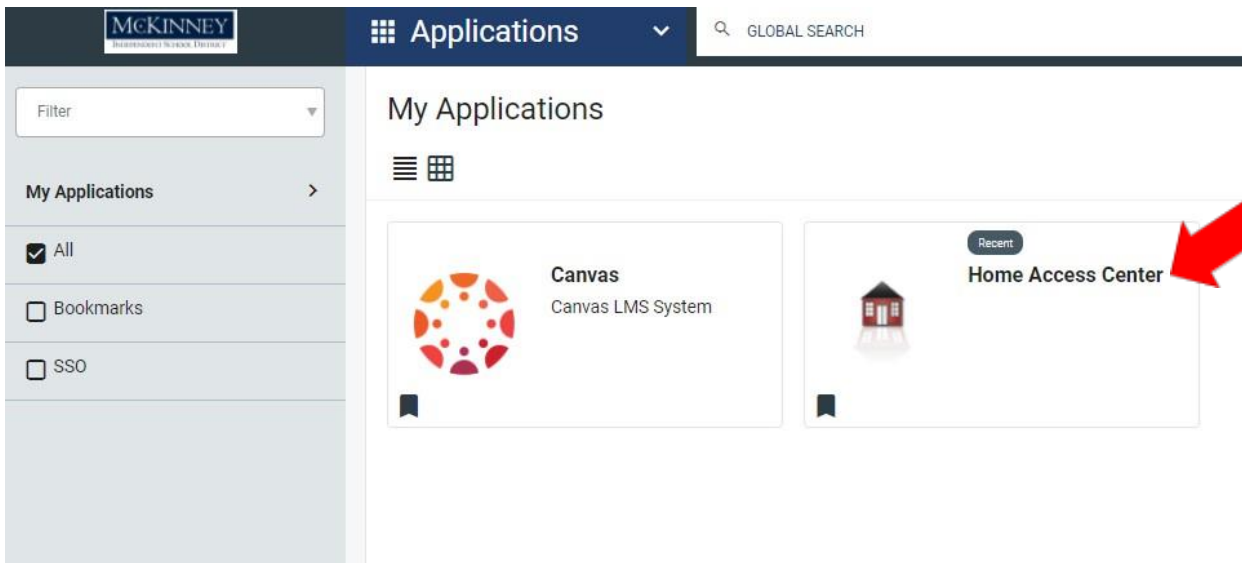
4. Answer the following questions:



The screenshot shows a web form titled "Step 1" with the instruction "Answer the following questions to claim your account:". It contains four input fields: "First Name: *", "Last Name: *", "Email: *", and "One Related Student ID: *". Each field is followed by a small red asterisk. At the bottom of the form is a "Next" button with a right-pointing arrow icon.

5. You will be prompted to create your PASSWORD and select 3 CHALLENGE QUESTIONS in case password reset is necessary.
6. Once this is complete you will be shown your USERNAME and you are ready to log into SSO.

HAC link is located on the dashboard of your SSO account.



If after following the above troubleshooting options you are still unable to access your SSO account, please fill out the following Google Form:

<https://tinyurl.com/MBHS-SSO-Assistance-22-23>