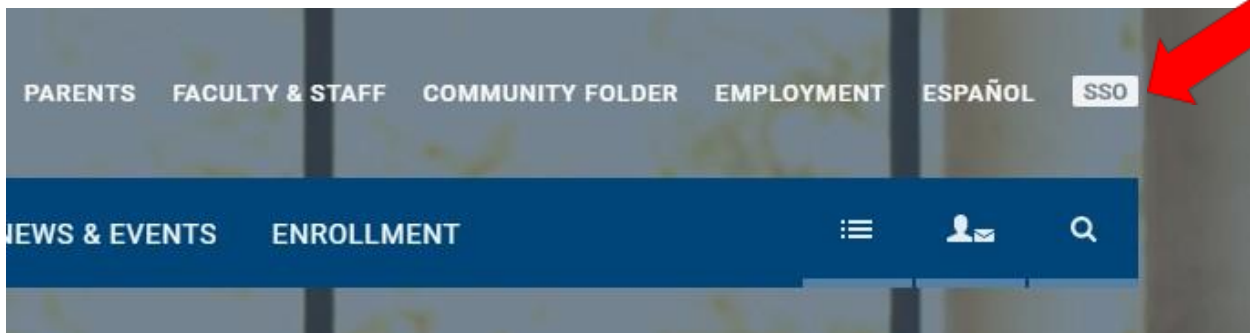# Single Sign On (SSO)
Troubleshooting

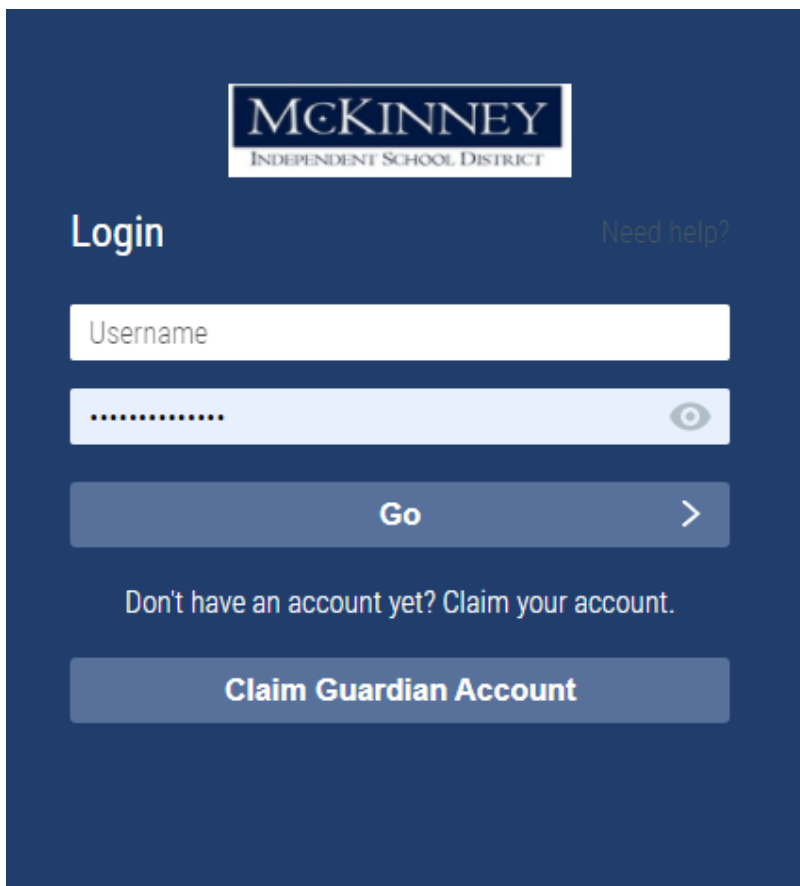****Logging into SSO gives you access to HAC and Canvas.****

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

ACCESSING SINGLE SIGN ON (SSO)

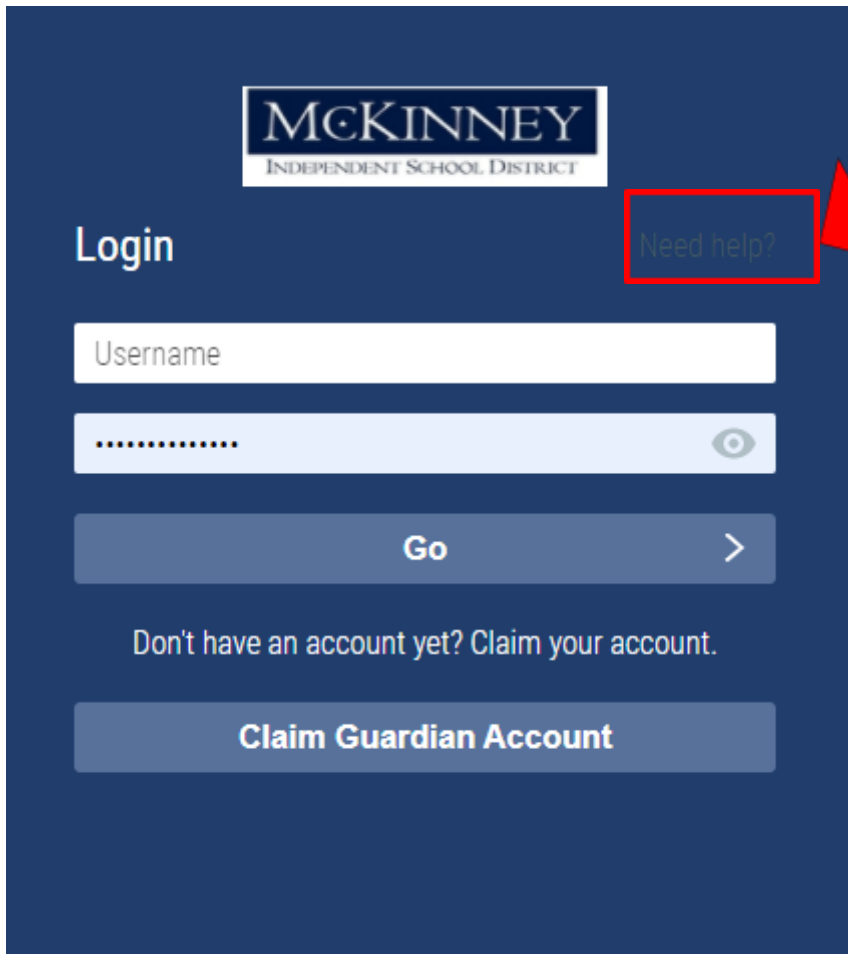1. Go to the McKinney ISD Website: https://www.mckinneyisd.net/
2. Click "SSO"

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.**

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

2. **Click the link that applies:**

<mark>Claiming Your Guardian Account</mark> **(This may ONLY be done1 time.)**
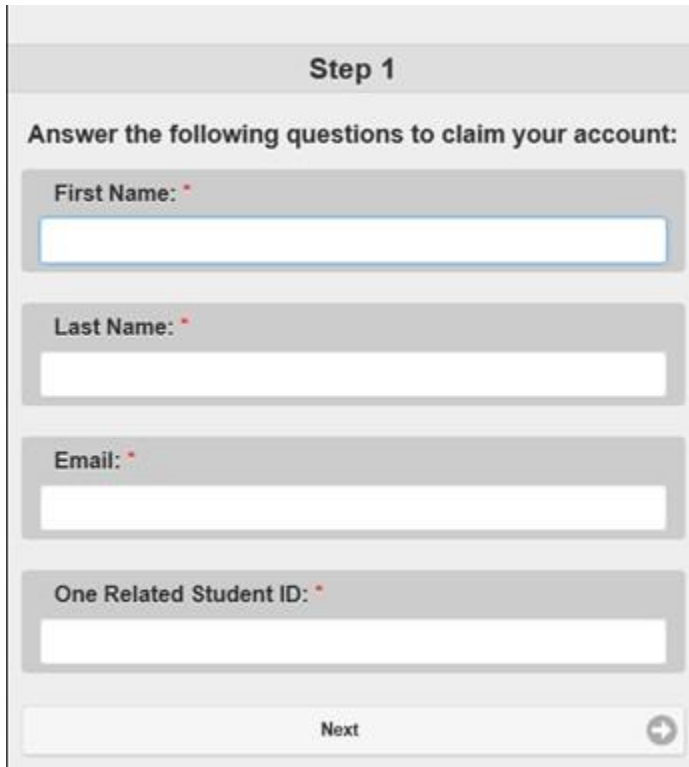
1. **Go to the McKinney ISD Website:** https://www.mckinneyisd.net/
2. **Click "SSO"**

3. **Click CLAIM GUARDIAN ACCOUNT**
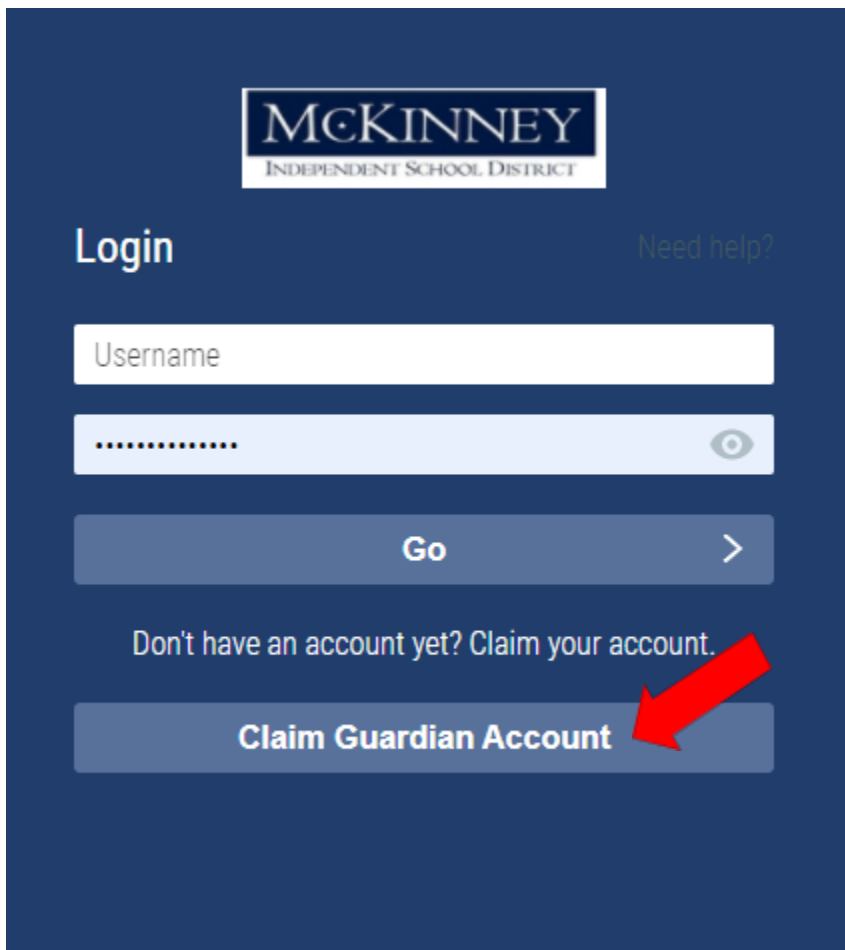
4. Answer the following questions:

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.
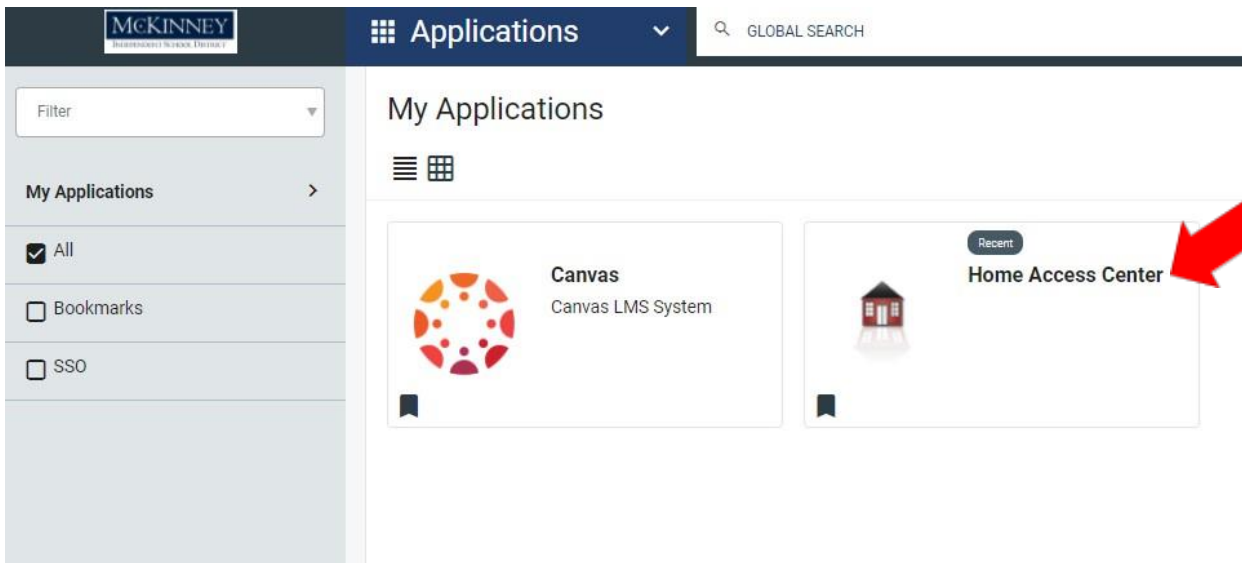
If after following the above troubleshooting options you are still unable to access your SSO account, please fill out the following Google Form:
https://tinyurl.com/MBHS-SSO-Assistance-22-23