MSIN 6.0

Recover Your Username or Password

Introduction

The Migrant Student Information Network (MSIN) is an online system for Migrant Education Program (MEP) staff and organizations that work with migratory children and youths. This how-to-guide will walk you through how to recover your username and/or password in MSIN 6.0. The same steps apply to both the MSIN 6.0 site and the Training MSIN sister site, which is used to practice entering and retrieving data.

The MSIN 6.0 system has the following access rules and requirements:

- Accounts that are not used in more than 120 days are automatically deactivated.
- Users must reset their passwords every 90 days.
- Users cannot re-use their previous passwords.
- Concurrent login sessions are not allowed; a warning message will display if concurrent sessions are attempted.
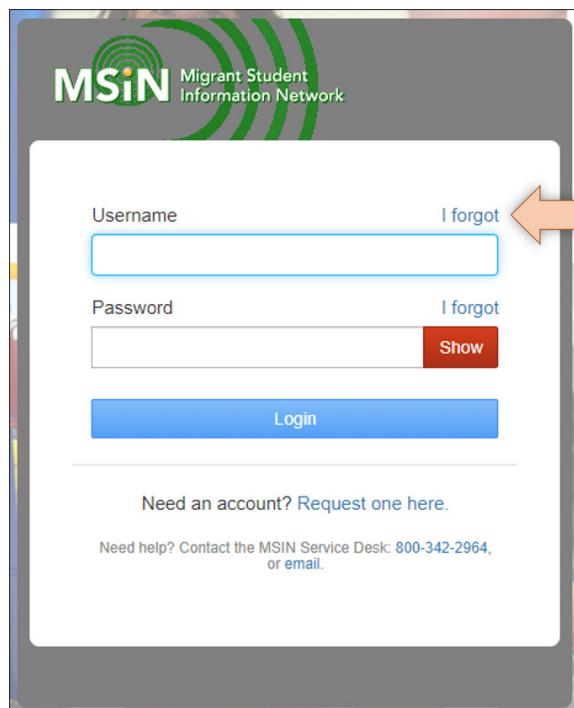
Recovering Your Username

As an education professional, you probably use multiple data systems to perform your duties. As a result, it is possible to forget one's username. The following steps show you how to recover your username, assuming you already have an active MSIN account.

STEP 1: GO TO THE MSIN 6.0 SITE
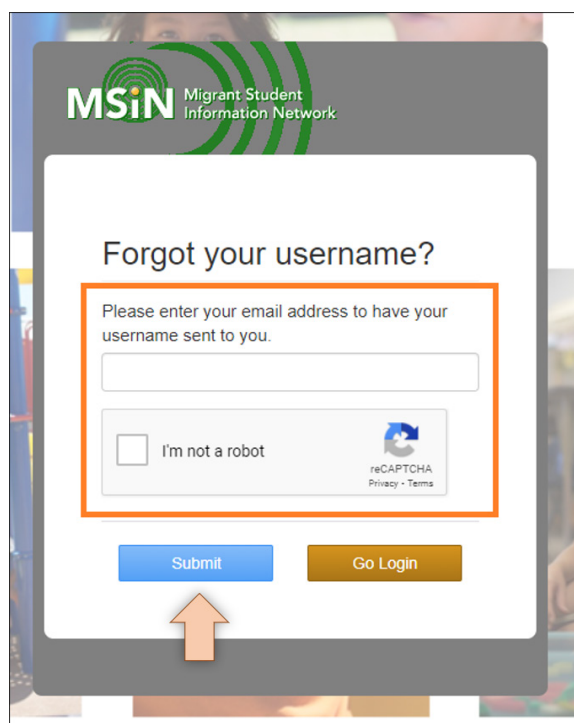
Enter the following address in your web browser: https://msin.wested.org/

STEP 2: REQUEST YOUR USERNAME

Click on the "I forgot" link on the top right corner of the Username field, as shown below.

The link will take you to the "Forgot your username?" screen, which will allow you to check if there is an existing account associated with your work email address.

Enter your work email address and acknowledge the reCAPTCHA feature by clicking on the checkbox. Finally, click on the "Submit" button.
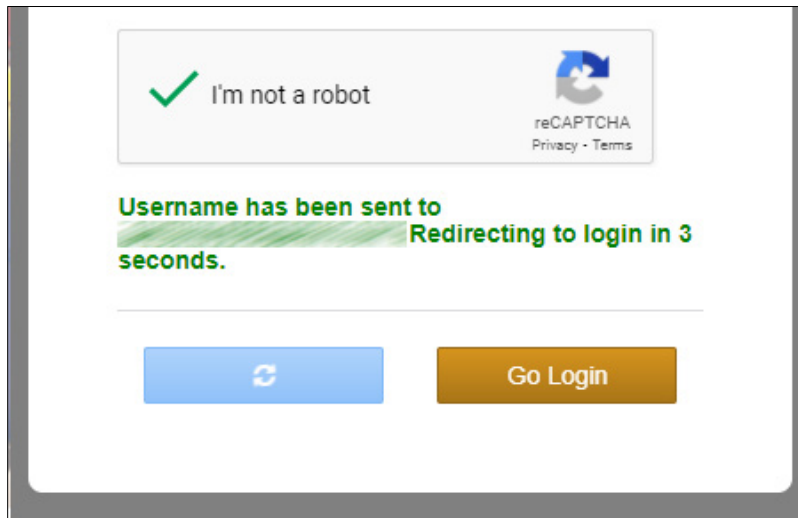
The reCAPTCHA feature may prompt you to select images that answer specific questions. If so, select all the images that apply to the questions.

Note: The reCAPTCHA service protects MSIN 6.0 from spam and unauthorized access.

If an account is already associated with the work email address you entered, the "Forgot your username?" window will display the following message: "Username has been sent to <your email address>. Redirecting to login in 3 seconds," as shown in green text below.
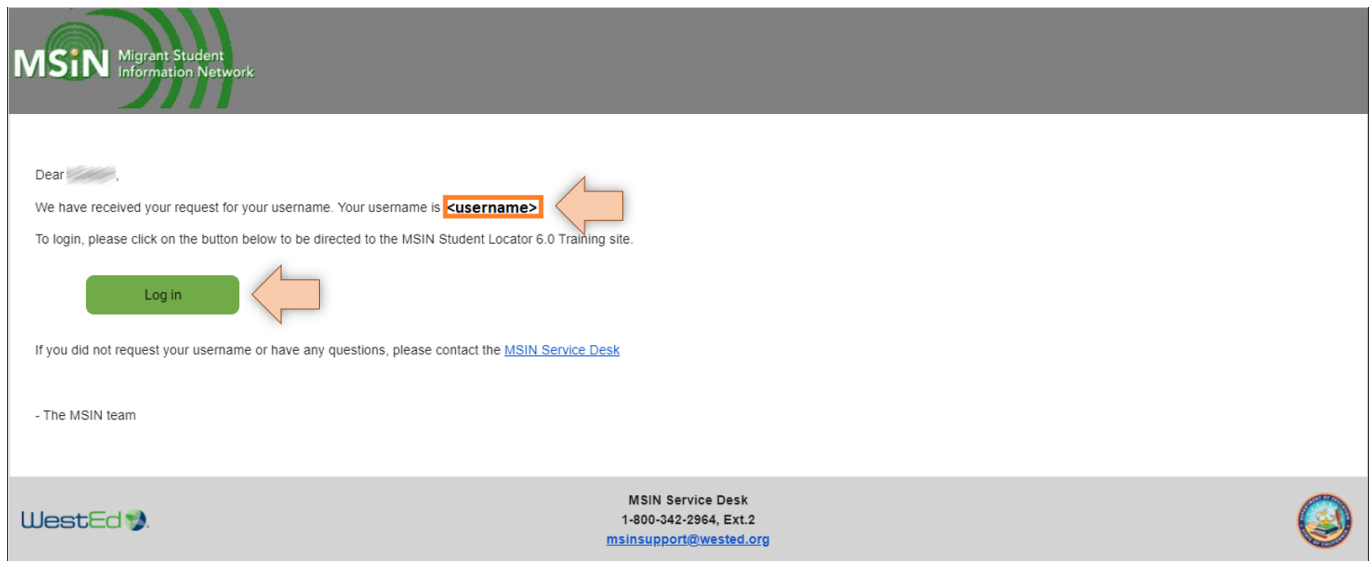

If there is no account in the system associated with the work email address you entered, the message you receive below the reCAPTCHA will be in red text and will read: "The email address you have entered does not exist in the system. Please enter a different email address." If you receive this message, try entering your work email again, taking care to make sure the spelling is correct. If you continue to receive an error message, please contact the MSIN Service Desk for assistance.

STEP 3: CHECK YOUR WORK EMAIL TO VIEW USERNAME

If you received a message that the username has been emailed to you, please log into your work email inbox, and look for an email from MSIN_donotreply@wested.org. The email will contain your username in bold text and a re-directing "Log in" link, as shown in the screenshot below.

Note: If you do not find the email in your inbox, check the Junk/Spam folders.

Last Saved:5/18/2021 12:25:00 PM
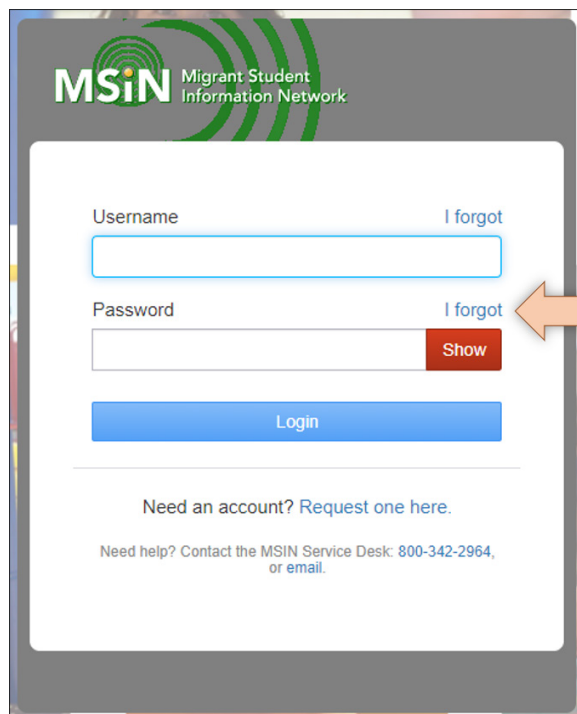
Resetting Your Password

Unlike your Username, your password cannot be displayed in an email message. Instead, you must reset your password if you cannot remember it. The steps to do this are very similar, as described below.

STEP 1: GO TO THE MSIN 6.0 SITE
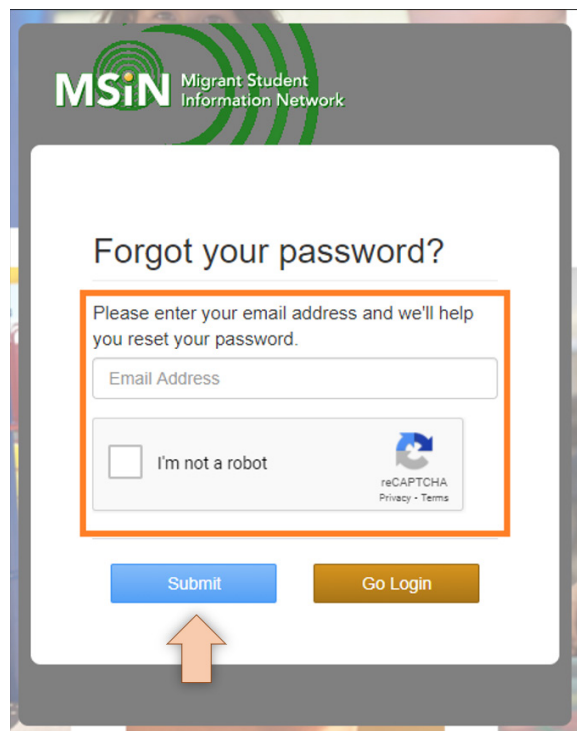
Enter the following address in your web browser: https://msin.wested.org/

STEP 2: RESET YOUR PASSWORD

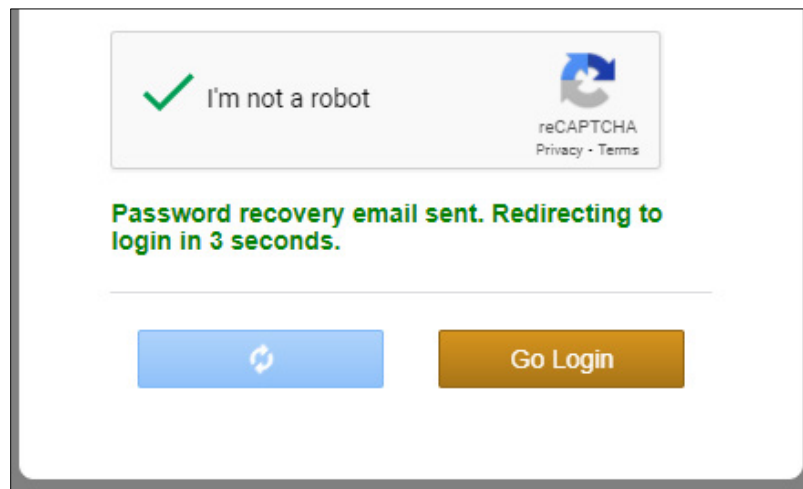Click on the "I forgot" link on the top right corner of the Password field, as shown below.

The link will take you to the "Forgot your password?" screen.

Now enter your work email, click on the "I'm not a robot," and go through the reCAPTCHA feature. Click "Submit" when finished.

Your submission will trigger a pop-up window containing a message in green text under the reCAPTCHA area. The message will read: "Password recovery email sent. Redirecting to login in 3 seconds," as shown in the image below.
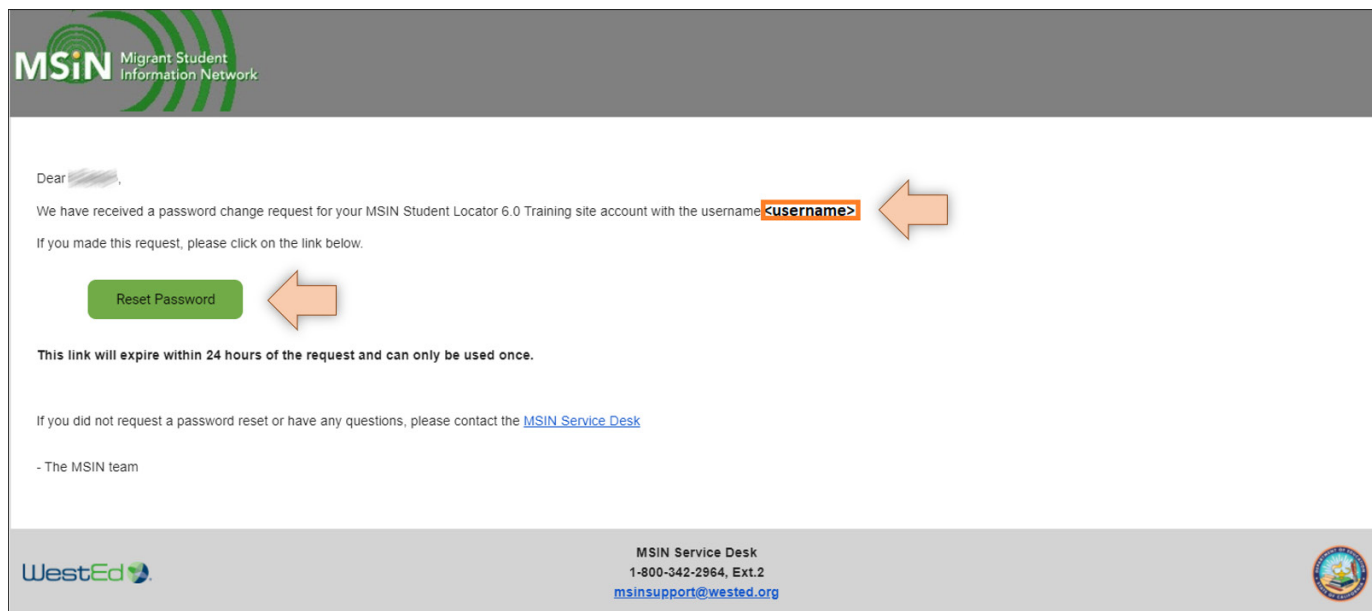

If there is no account in the system associated with the work email address you entered, the message you receive below the reCAPTCHA will be in red text and will read: "The email address you have entered does not exist in the system. Please enter a different email address." If you receive this message, try entering your work email again, taking care to make sure the spelling is correct. If you continue to receive an error message, please contact the MSIN Service Desk for assistance.

STEP 3: CHECK YOUR EMAIL TO RESET PASSWORD

If you receive a message that the password recovery email has been sent to you, please log into your work email address inbox, and look for an email from MSIN_donotreply@wested.org. The email contains the username in bold letters and a redirect button labeled "Reset Password." Click on the "Reset Password" button, which will redirect you to the MSIN 6.0 site and allow you to enter a new password.

Note: If you do not find the email in your inbox, check the Junk/Spam folders

MSIN 6.0

STEP 4: ENTER YOUR NEW PASSWORD

When prompted by the system, enter a unique password. All passwords must include at least one character from each of the four classes below:

- Uppercase letters (A–Z)
- Lowercase letters (a–z)
- Non alphanumeric special characters (!, @, #, etc.)
- Numbers (0–9)

The password you enter must be new, meaning that you cannot re-use previous passwords.

Note: A bar below the "Confirm New Password" section will turn green if your new password meets all requirements. If your password does not meet the requirements, the system will inform you of any missing criteria.

Tip: Click the "Show" red button next to "New Password" or "Confirm New Password" to view the password you have entered.

Once you are satisfied with your password, click the "Change Password" button. It will redirect you to the MSIN 6.0 login page.

STEP 5: LOG INTO YOUR MSIN 6.0 ACCOUNT

You are now ready to access the MSIN 6.0 system. Enter the username you received via email in Step 3 and enter the new password you created in Step 4. You should now be logged into the MSIN 6.0 system.

Resources

If you have specific questions not covered in this guide, please contact your local Regional User Approver or a local MSIN Power User. For any remaining questions or concerns, feel free to contact the MSIN Service Desk by email (msinsupport@wested.org) or phone (1-800-342-2964, option 1).