

HAVING TROUBLE LOGGING INTO MISSG?

Having trouble logging into MiSSG? 1

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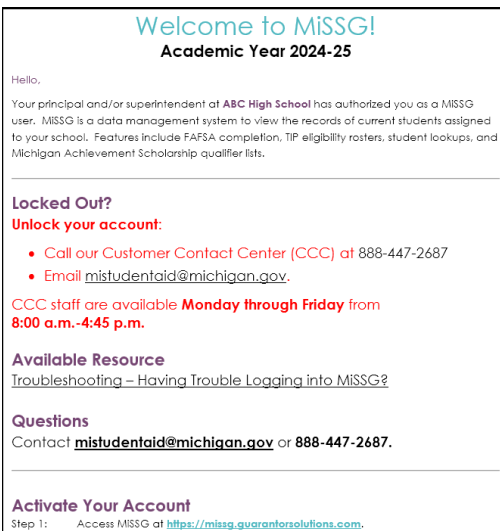
WERE YOU AUTHORIZED ACCESS?

To have access to MiSSG, your principal/superintendent must complete the [MiSSG Data Use Agreement](#) annually.

Academic Year 2024-25 Data Use Agreement			
MI Student Aid		I	
Michigan Department of Lifelong Education, Advancement, and Potential (MiLEAP)			
Section 1: High School Information			
High School Name		High School SAT Code	
Street Address	City	State	Zip Code
		MI	
High School Web Site		Phone Number	
Section 2: Data Use Agreement Details			
<i>Read and understand the details of the Data Use Agreement.</i>			

DID YOU RECEIVE A ‘WELCOME TO MISSG’ EMAIL?

You will receive a ‘Welcome to MiSSG’ email with login instructions.



Please review the [MiSSG High School User Access Schedule](#) to determine when to expect to receive access.

**MiSSG High School User
Access Schedule
Academic Year 2024-25**

MI Student Aid
Access • Assistance • Advocacy

What must be completed before I am granted access?
Your school must have a current-year Data Use Agreement (DUA) on file with MI Student Aid. The DUA must be submitted electronically to mistudentaid@michigan.gov by the principal or superintendent of each high school.

My DUA is on file, when will I receive my login information?
When the next User Account Release Date is reached, MI Student Aid will email login information to all users who had not already received it.

User Account Release Dates
September 4, 2024
September 18, 2024
October 2, 2024
October 16, 2024
October 30, 2024
November 13, 2024
November 27, 2024
December 11, 2025
December 19, 2024

Late-Year Access
DUAs received after January will be processed as received.

Questions?
Please contact MI Student Aid at mistudentaid@michigan.gov or 888-447-2687.

michigan.gov/mistudentaid • 888-447-2687 • mistudentaid@michigan.gov

I AM BEING PROMPTED TO ENTER MY REGISTRATION CODE, WHERE CAN I FIND THIS?

Your Registration Code will be emailed to the same email address you received your 'Welcome to MiSSG' email.

Generally, you will receive the Registration Code within a few minutes after you enter your User Name. You may want to check your Junk folder before contacting MI Student Aid for help.

Note: Be sure to enter the most recent Registration Code sent to your email after your User Name was entered.

SSG ssg@missg.michigan.gov
****MiSSG Registration Code**

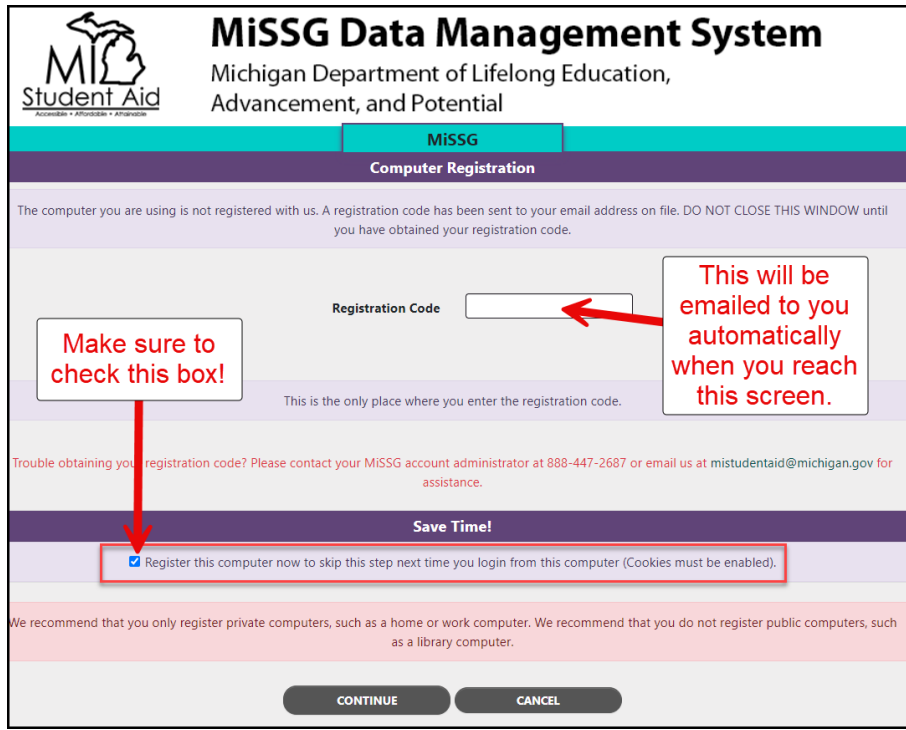
DO NOT REPLY to this email; ssg@missg.michigan.gov is a NO REPLY email address.
The computer you are using has not been registered with us. Please use the temporary registration code provided in this email to access the system.

Your temporary registration code is: nZc2r8dqlhspY6

EXAMPLE

After you enter your Registration Code, you should check the checkbox to register your computer. Sometimes, even after checking the checkbox to register your computer, you may be prompted to still enter the Registration Code. This is

a result of either a setting on your browser that does not remember cookies or a setting your IT department has enabled on your computer.

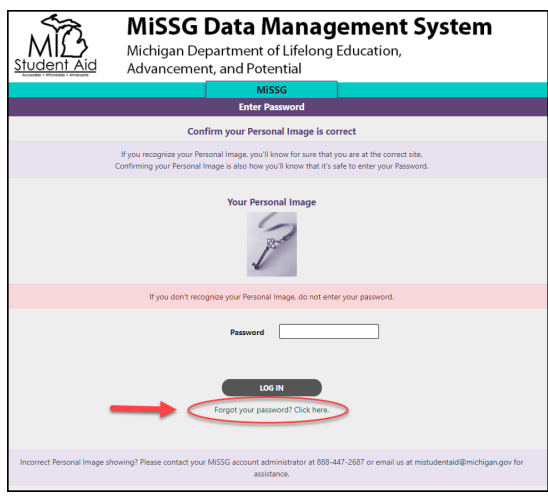


I CAN'T ENTER ANY TEXT INTO THE USER NAME, REGISTRATION CODE, OR PASSWORD BOX.

- Click in the 'User Name' box so the cursor will appear then type your user name.
- Try switching your browser. If you are using more than one browser for your email and accessing MiSSG, there may be a conflict between the two preventing you from entering text into MiSSG.

I DO NOT REMEMBER MY PASSWORD.

You can click on the 'Forgot your Password' link to have a new temporary password emailed to you.



MY ACCOUNT IS LOCKED, WHAT SHOULD I DO?

You may receive a message that your MiSSG Account has been locked for one of the following reasons:

- An incorrect 'Temporary Password' was entered.
- An incorrect 'Registration Code' was entered.
- An incorrect 'Password' was entered.
- Multiple browsers are open, you must close out of all other browsers.

To have your account unlocked, email mistudentaid@michigan.gov or call 888-447-2687. Once your account has been unlocked, you will receive an email from MI Student Aid with a 'Temporary Password.'