

Unlocking Student Accounts

Who Can Do This?

- District Administrators
- District Staff
- School Administrators
- School Staff
- Teachers

Learn more about capabilities on page 56.



You can control the number of times the wrong password can be entered before the program locks the account; to do this, use the Account Login preference. For details, see page 255.

A student's account can be locked if the student enters the wrong password too many times in a row while trying to log in. This is a security feature—it prevents others from having too many chances to guess the student's password and log in under the wrong name.

The program will automatically unlock all accounts at midnight every day; however, if you need to unlock a student account before then, follow the steps below.

District personnel can unlock accounts for any student. If you are a school administrator or school staff member, you can unlock accounts for students in your school. Teachers can unlock accounts for students in their classes.

1. On the Home page, select **Users**.
2. Select **Clear Locked Students** on the Personnel, Students, and Parents page. The Clear Locked Students page will list all students whose accounts are locked.
3. To clear locks for all students at once, select **Clear All Student Locks** **A**.
To clear locks for individuals, select **Clear** in the row for each student **B**.
To search for a specific student, enter all or part of the first name, last name, and/or ID in the appropriate blank fields **C**. You can also choose a grade from the **Grade** drop-down list. Then, select **Search**. If the list of results is long, it will be split into multiple pages. Select **Next >>** to go to the next page of results or **<< Previous** to go back.
4. Select **Done** when you have finished clearing locks.

Student	Grade	ID	School	School Enrollment	
Del Castillo, Miranda	7	mdelc	Maple Academy	Currently Enrolled	Clear B