

eduPass Quick Guide:

Unlock a Student's eduPass Account

Introduction

You can unlock a student's eduPass account. This may be required for a student whose self-service password reset (SSPR) function has been locked for security reasons.

1.



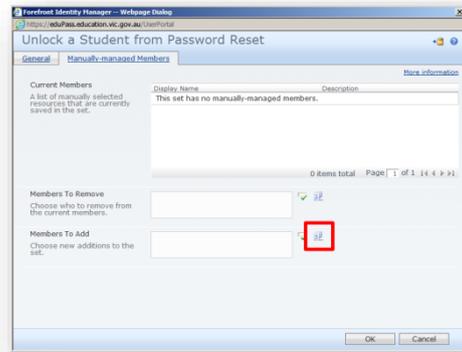
From the Administration Home page, click on the **Unlock a Student from Password Reset** link.

2.



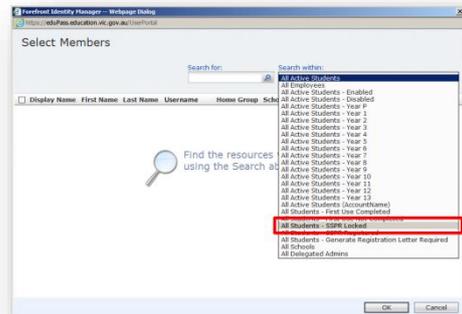
Click on the **Manually-managed Members** tab.

3.



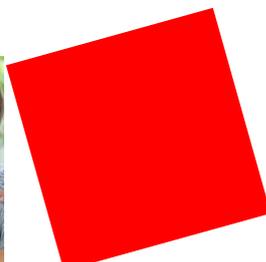
Click on the **Browse** icon to add a student.

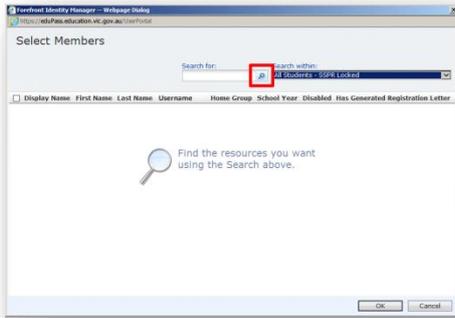
4.



You can use the **All Students – SSPR Locked** filter to narrow your results to show only students whose accounts are locked.

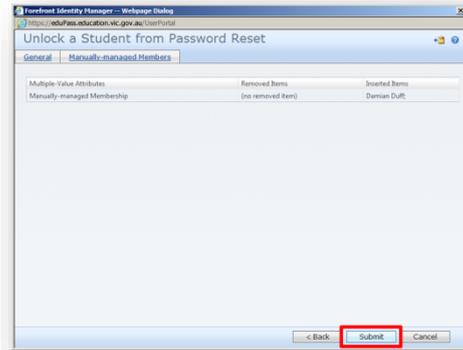
5.



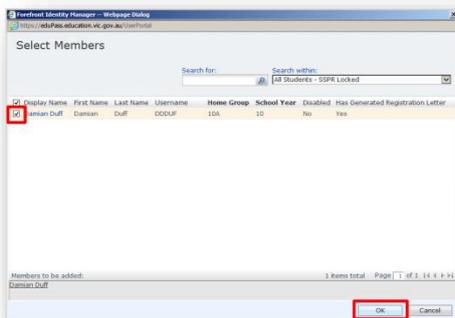


Click on the **Search** icon beside the **Search for** field.

6.

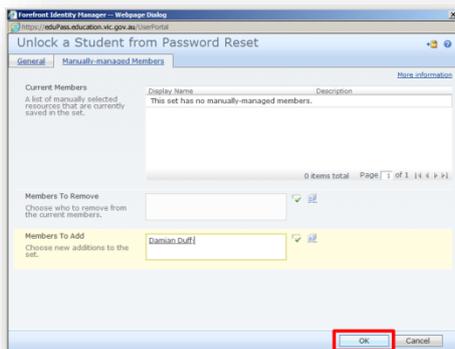


Click on the **Submit** button and the student will now have access to the Self Service Password Reset facility again.



Select the student using the check box and click on the **OK** button.

7.



Click on the **OK** button.

8.

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