

Unlock a Student's eduPass Account

Introduction

You can unlock a student's eduPass account. This may be required for a student whose selfservice 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.













Click on the $\ensuremath{\textbf{Search}}$ icon beside the $\ensuremath{\textbf{Search}}$ for field.

6.



Select the student using the check box and click on the \mathbf{OK} button.

7.

Bioscience Bioscience List of manually velicitied over in the set. Description The set has no manually-managed members. If the set has no manually-managed members. 0 it emits total Page 1 of 1 it (+ >>) Description If it is it is it	eral Manually-managed	Members		
0 Remote total Page T of 1 (i (i) >).	arrent Members ist of manually selected sources that are currently wed in the set.	Display Name This set has no manually-managed	Description members.	Nore information
dombore To Add	embers To Remove hoose who to remove from e current members.		0 items total Page 1	of1 4 4 ⊨ ≽i
Damian Duff	embers To Add noose new additions to the it.	Damian Duff	⊽ £	

Click on the **OK** button.



	ssword Reset	•	30
General Manually-managed Members			
Multiple-Value Attributes	Removed Items	Inserted Items	
Manually-managed Membership	(no removed item)	Damian Duff;	

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