## How to look up a student's account or change a student's password

## Open a web browser and log into the <u>GSD Portal.</u> Search for the "Technology Work Orders" tile





4. When you get to the work order page, you will select "Student Users" on the left-hand side of the page. It will take you to a screen that looks like this:

🕒 Granite School District -	🕞 🗙 🕒 AD User A	Accounts ×					
← → C 🖬 🗋 he	lpdesk.granitesch	hools.org/Tools/ADU	Jsers/?LimitTo=StudentsOnly				¢
👖 Apps 🛛 🌀 Granite School	Distr						
Granite			Envi	A ACA	320 MQ		
J <mark>ser Accounts</mark> Search Password Reset Log			Search	h for User Acco	unts		
S. Help Desk Home Help Documents Work Orders Staff Directory Student Users Preferences Logout	First Name:		Title:		Created To:		
	Last Name:		Phone:		Sort By:	Name	•
	Department:		Employee ID:		Link to Cases:		
	Location #:	- Select -	<ul> <li>Limit To:</li> </ul>	Students Only V			
	Username:		Created From:				
	<ul> <li>Effective searches use only as much information as necessary. The more fields you use, the more restrictive the search. You can find most users by entering the first three letters of their fir last names.</li> <li>To search by location, use either the Location # drop-down or type a name in the Department box. Student accounts do not use the Location # field, so use Department instead. Parent us have no location information to search on.</li> <li>For students, the student ID can be used in either the Username or Employee ID fields. The grade level can be entered as a numeral in <i>Title</i> field (i.e., for third grade, enter 3). Do not use t Location # drop-down list.</li> <li>Use the Created From and Created To fields to set beginning and ending date for when the user account was created. The search goes from midnight of the start date to 11:59 PM of the edate. To see users created on a single day, enter the same date in both boxes.</li> </ul>						

## You should now be here:

		Searc	h for User Accounts
First Name:		] Title:	
Last Name:		Phone:	
Department:		Employee ID:	
Location #:	- Select -	▼ Limit To:	Students Only V
Username:		Created From:	

You can search by name or student 9 number (username). Make sure you limit the search to "students only". After entering the necessary information, a student account should populate with some options like this:

If you click on this icon, it will tell you the details of the student account (such as their granitesd.org username). See the next page for more information.



This is where you want to look first!

If you click on this icon, you can change the student's password. This is helpful if the student is unable to login to their account or can't remember their password. See directions on the next page to change a password.

The other two icons are mostly for STS use, so you don't need to worry about them!

## User Details Screen:

	User [	Details	
Name Department Title: <b>6</b>	Furner E Elementary	Bad Password: 0 Portal Login: Se PM MDT	ptember 11, 2017 5:50:51
Username: 959 Employee ID: 959 AD Created: 7/15/20 AD Modified: 9/12/20 Password Changed: 8/22/20	011 12:33:25 AM 017 2:05:57 PM 017 2:04:41 PM	Portal V1s1ts: 34 Reset Questions: No Context: Stu Home Directory: \\gsdstudents02\2024\95 Email Address:	ot Configured adents
Last Logon: 9/12/20 Logon Count: 9	017 2:00:06 PM	4@granites Google Account:	chools.org @granitesd.org
hange Pass	sword Sc	reen:	
Change pass For staff users or for students gra contain three or more consecutiv Passwords must include three ou	Change P word for "Turner des four and higher, the pas e characters from the user's t of the following four requi	<b>assword</b> E", 9 at <i>Elementary</i> sword needs to be at least seven cha first or last name. You cannot reuse rements:	racters long. It cannot old passwords.
<ul> <li>an upper case letter</li> <li>a lower case letter</li> <li>a number</li> <li>a special symbol (For example)</li> </ul>	mple: !, \$, #, or %)		
Cor	New Password:	Submit	Granite School Distr ← → C ㎡ ㎡
Use this screen to cha student's password if unable to access their	ange a they are ° account.		Case 411043 Printable Work Orders Submit Case
eated by: Krystal Plott	If your studen account, you can clicking on "subr help you out. ©	t still cannot access th n submit a work order nit case" and your STS	Print Cases Print Cases I. S. Help Desk Home Help Documents Work Orders Staff Directory Student Users Preferences Logout