

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

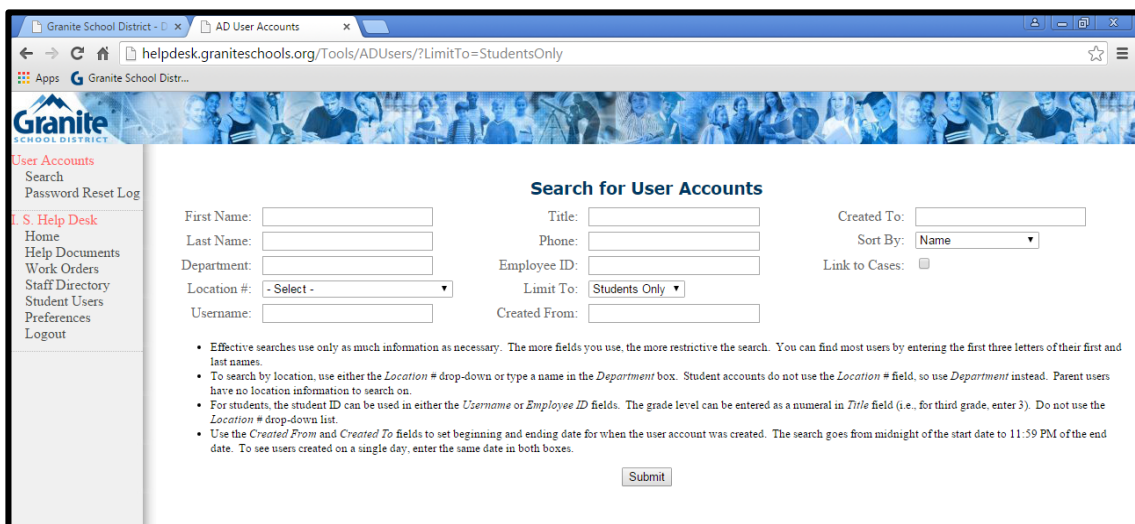
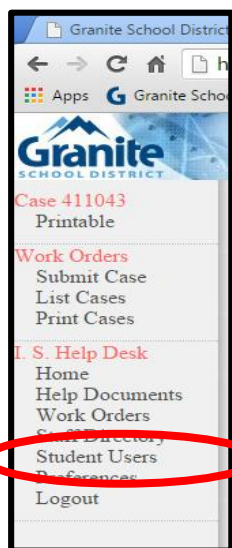
1. Open a web browser and log into the [GSD Portal](#).
2. Search for the "Technology Work Orders" tile



3. Login if prompted:



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:



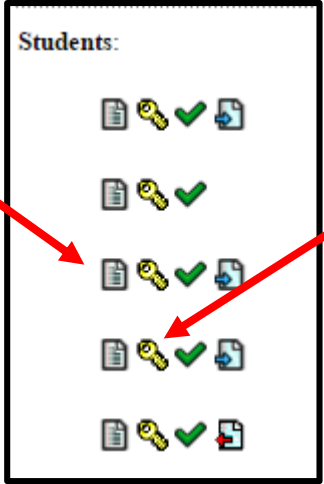
You should now be here:

Search for User Accounts

First Name: <input type="text"/>	Title: <input type="text"/>
Last Name: <input type="text"/>	Phone: <input type="text"/>
Department: <input type="text"/>	Employee ID: <input type="text"/>
Location #: <input type="text" value="- Select -"/>	Limit To: <input type="text" value="Students Only"/>
Username: <input type="text"/>	Created From: <input type="text"/>

You can search by name or student ID 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	Turner E	Bad Password: 0
Department	Elementary	Portal Login: September 11, 2017 5:50:51 PM MDT
Title: 6		Portal Visits: 34
Username: 959		Reset Questions: Not Configured
Employee ID: 959		Context: Students
AD Created: 7/15/2011 12:33:25 AM		Home Directory: \\gsdstudents02\2024\959
AD Modified: 9/12/2017 2:05:57 PM		Email Address: f@graniteschools.org
Password Changed: 8/22/2017 2:04:41 PM		Google Account: @granitesd.org
Last Logon: 9/12/2017 2:05:56 PM		
Logon Count: 9		

Look here for their chromebook login.

Change Password Screen:

Change Password

Change password for " **Turner E**", 9 at **Elementary**.

For staff users or for students grades four and higher, the password needs to be at least seven characters long. It cannot contain three or more consecutive characters from the user's first or last name. You cannot reuse old passwords. Passwords must include three out of the following four requirements:

- an upper case letter
- a lower case letter
- a number
- a special symbol (For example: !, \$, #, or %)

New Password:

Confirm New Password:

User Must Change Password at Next Logon

Use this screen to change a student's password if they are unable to access their account.

If your student still cannot access their account, you can submit a work order by clicking on "submit case" and your STS can help you out. 😊

Granite School District

Case 411043
Printable

Work Orders
Submit Case
List Cases
Print Cases

I. S. Help Desk
Home
Help Documents
Work Orders
Staff Directory
Student Users
Preferences
Logout