

# SmartPass

- [Fixing Missing Student in SmartPass](#)

# Fixing Missing Student in SmartPass

## Overview

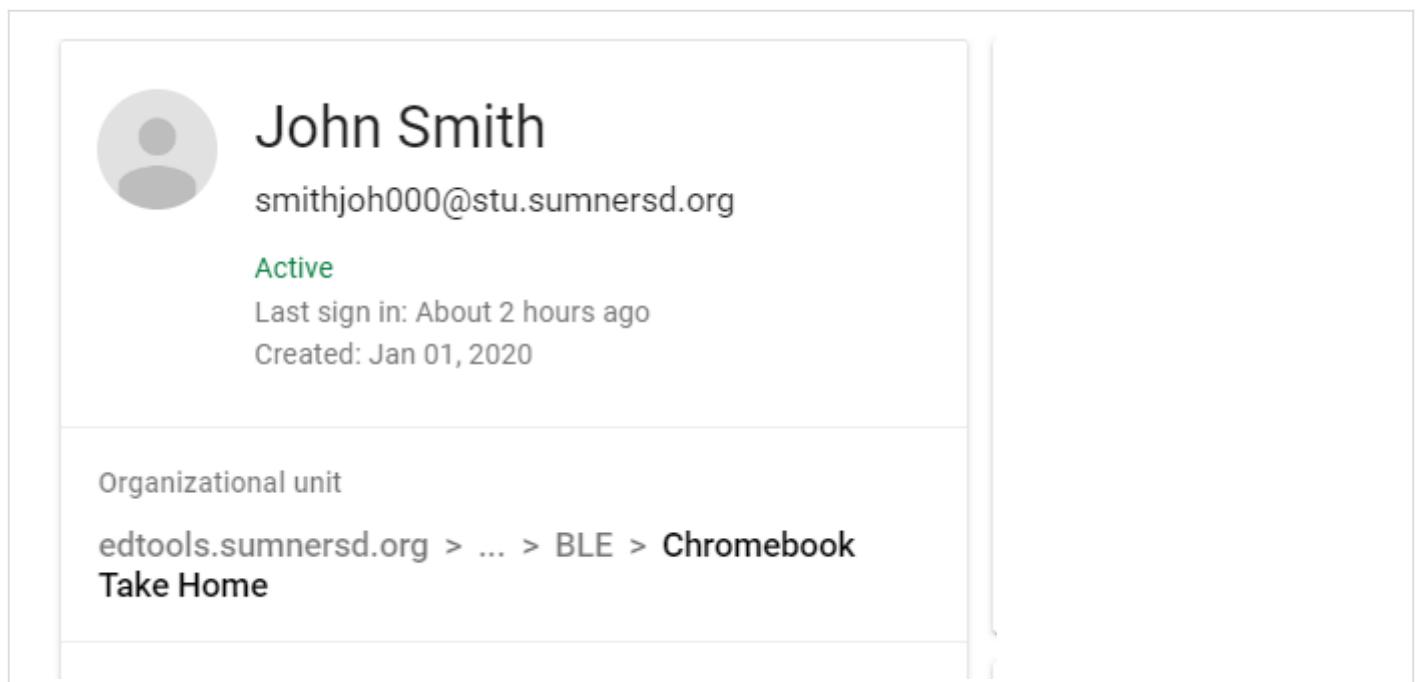
---

SmartPass syncs student and staff accounts from Google OUs. There are some situations where a student's account may have manually been moved to a different OU and forgotten about over time (e.g. *Google Only OU*, *Chromebook Take Home OU*), making it so that SmartPass can't find their Google account.

## Instructions

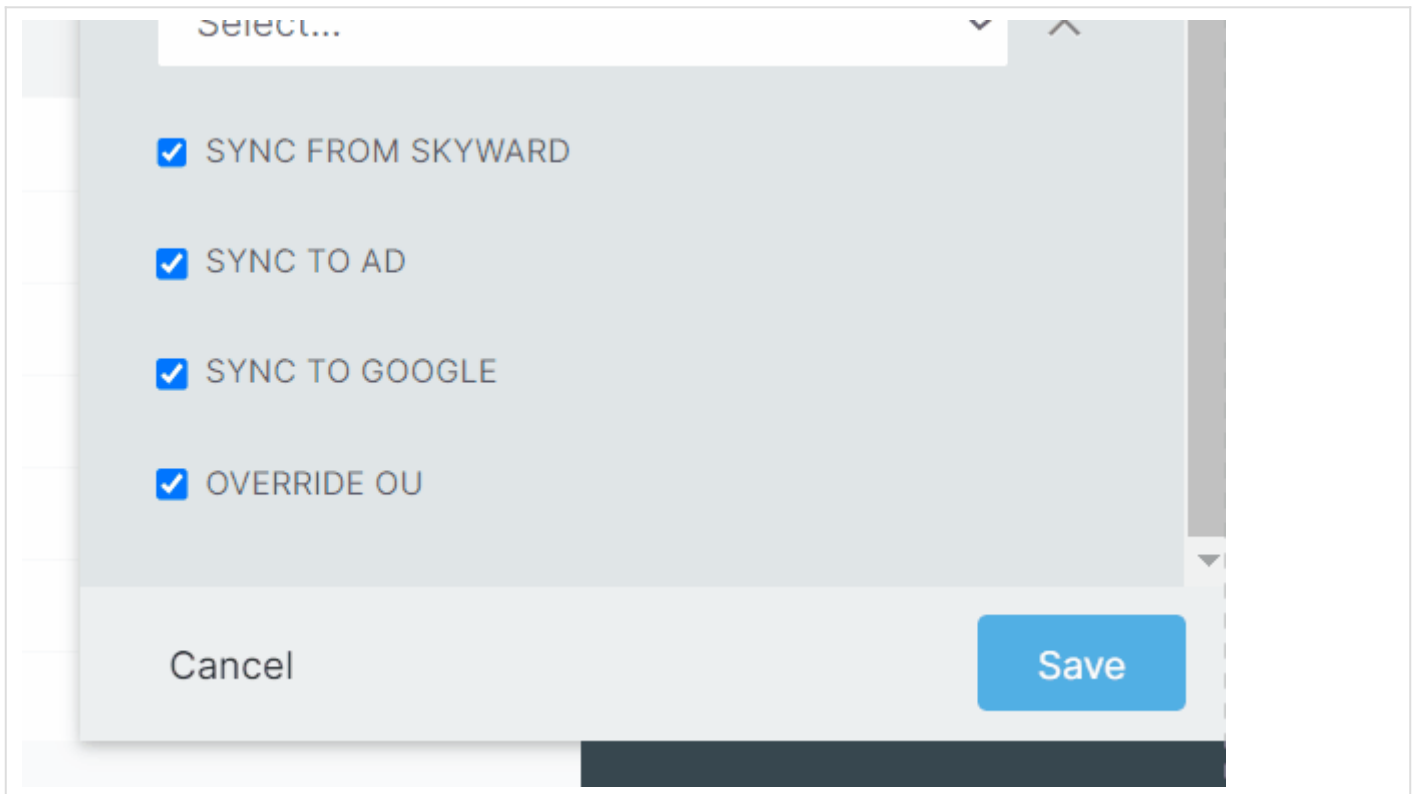
---

1. Confirm that the student is not in the expected Google OU. Their expected OU should reflect their primary location in RapidIdentity. In this case, the student currently attends a middle school, but they were manually moved into the '*Chromebook Take Home*' OU when they were attending an elementary school.



2. Disable the '*Override OU*' flag on the student's RapidIdentity account, then save it. This will automatically recalculate the account's Google OU and move their account accordingly.

Ensure that the **Sync To Google** flag is enabled too



A screenshot of a settings modal window. At the top, there is a dropdown menu with the text "select...". Below it, there are four checkboxes, all of which are checked. The checkboxes are labeled: "SYNC FROM SKYWARD", "SYNC TO AD", "SYNC TO GOOGLE", and "OVERRIDE OU". At the bottom of the modal, there are two buttons: "Cancel" on the left and "Save" on the right. The "Save" button is blue with white text, while the "Cancel" button is light gray with dark gray text.

select...

- ☒ SYNC FROM SKYWARD
- ☒ SYNC TO AD
- ☒ SYNC TO GOOGLE
- ☒ OVERRIDE OU

Cancel Save

**3.** SmartPass will now pull the student's Google account during the next scheduled sync (*typically around 4PM*).