

# SmartPass

- [Fixing Missing Student in SmartPass](#)

# Fixing Missing Student in SmartPass

## Overview

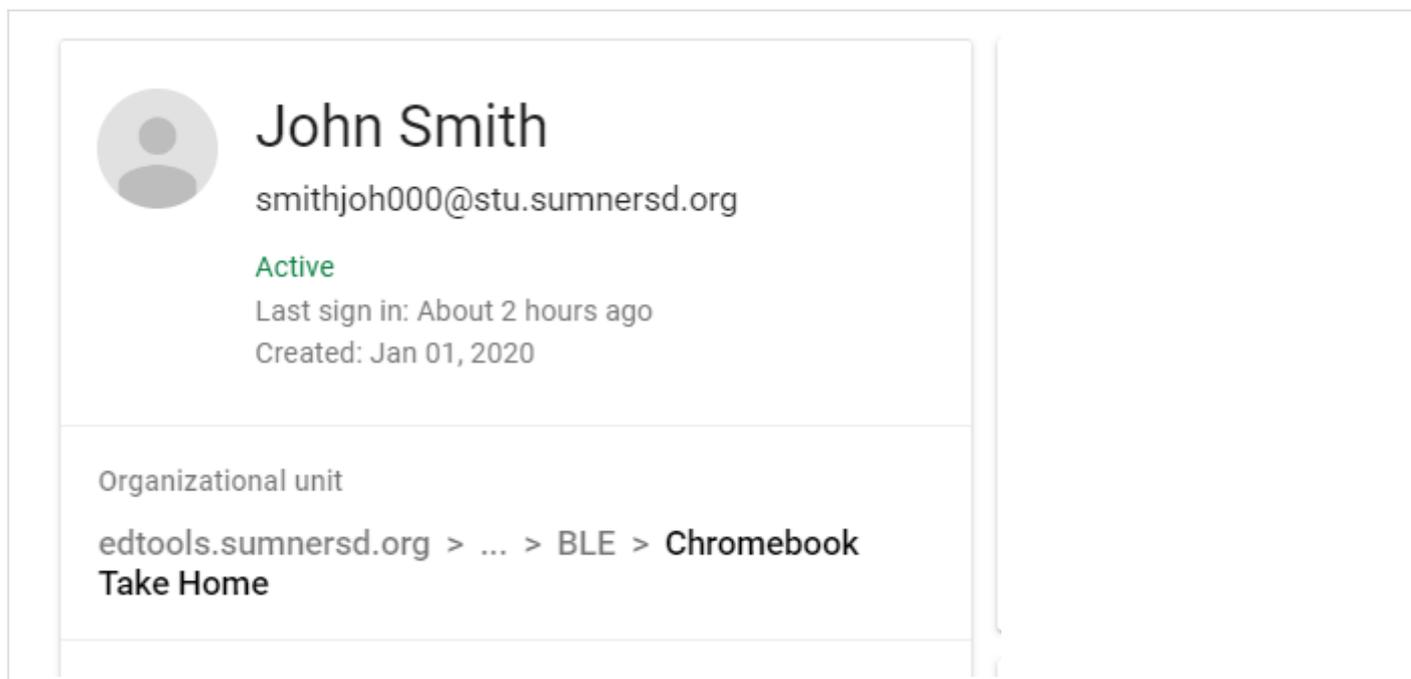
---

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

---

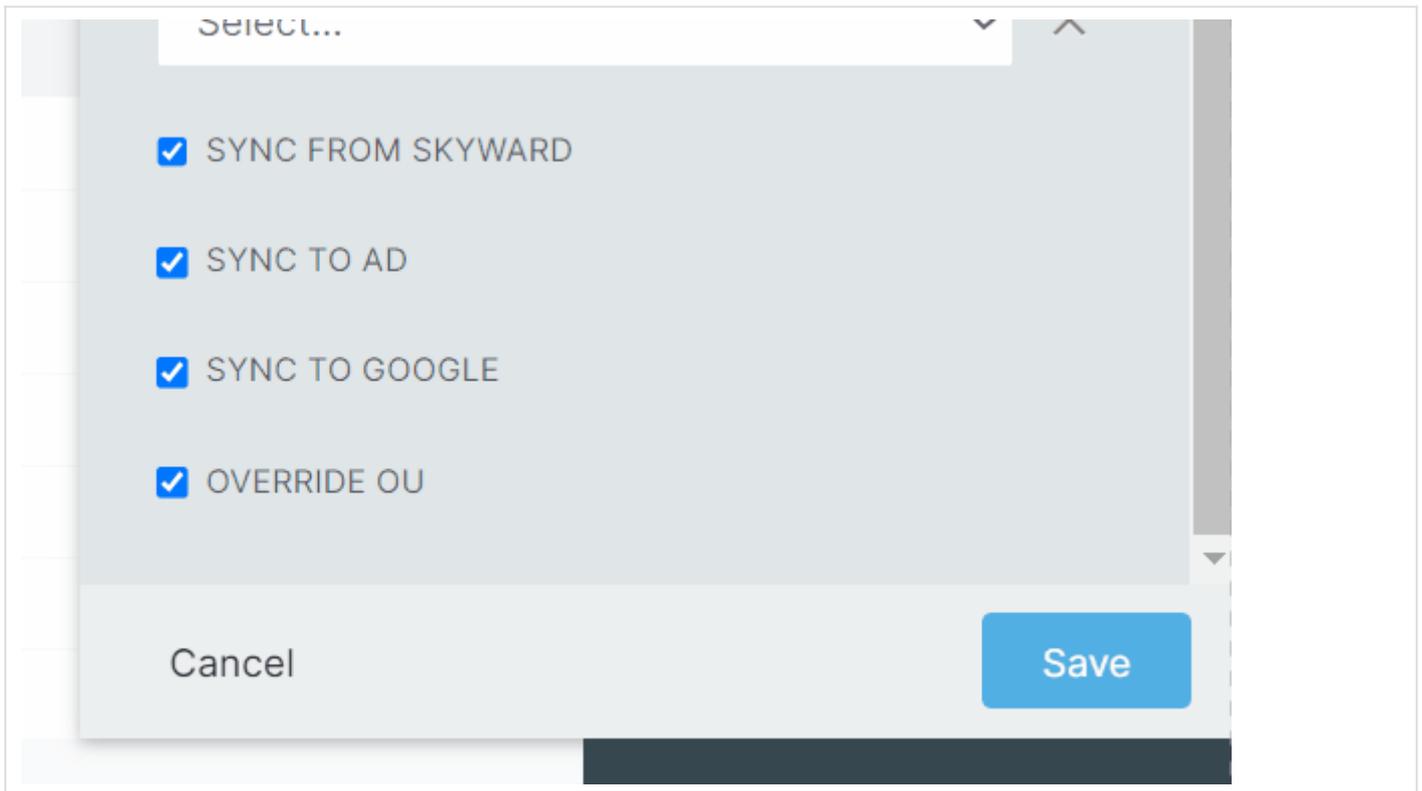
1. Confirm that the student is not in the expected Google OU. Their expected OU should reflect their primary location in RapidIdentity. In this case, the student currently attends a middle school, but they were manually moved into the '*Chromebook Take Home*' OU when they were attending an elementary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



The screenshot displays a Google account profile for John Smith. The profile includes a placeholder for a profile picture, the name 'John Smith', and the email address 'smithjoh000@stu.sumnersd.org'. Below the email, it indicates the account is 'Active' and shows the last sign-in time as 'About 2 hours ago' and the creation date as 'Jan 01, 2020'. A section titled 'Organizational unit' shows the path: 'edtools.sumnersd.org > ... > BLE > Chromebook Take Home'.

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



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