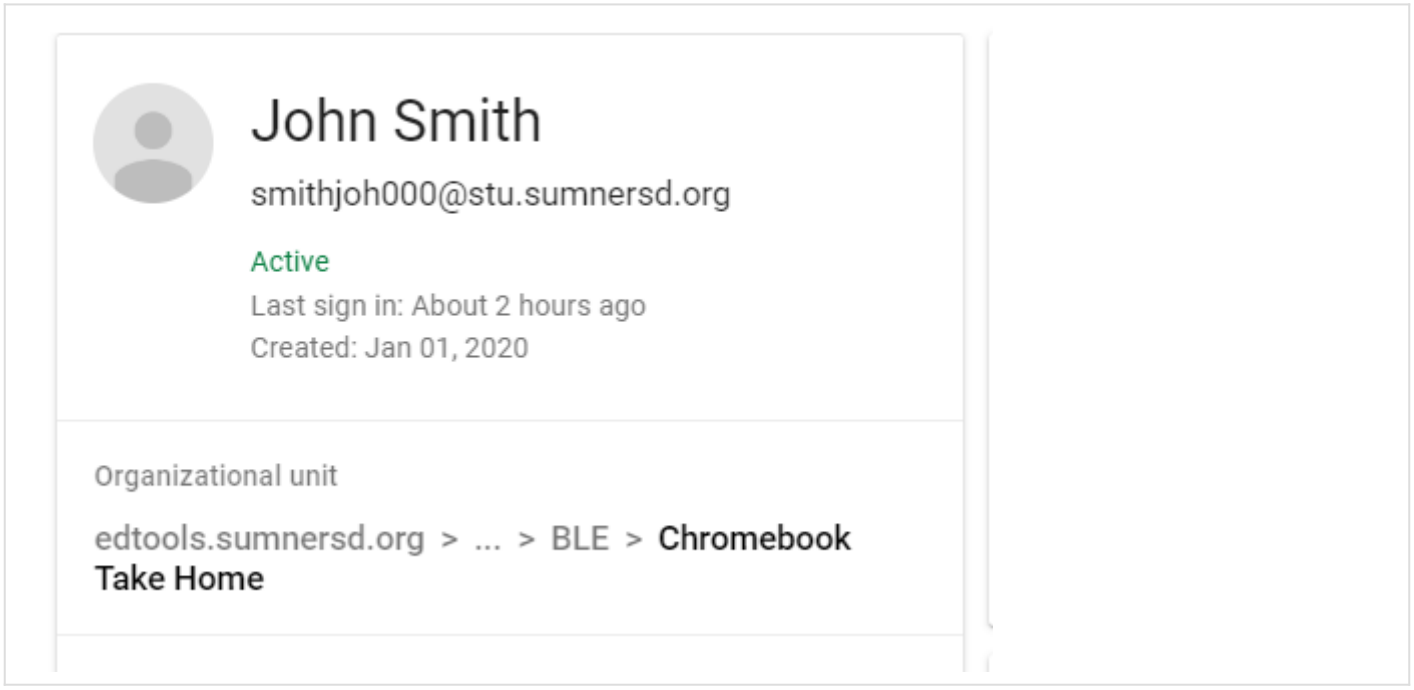
Fixing Missing Student in SmartPass

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.

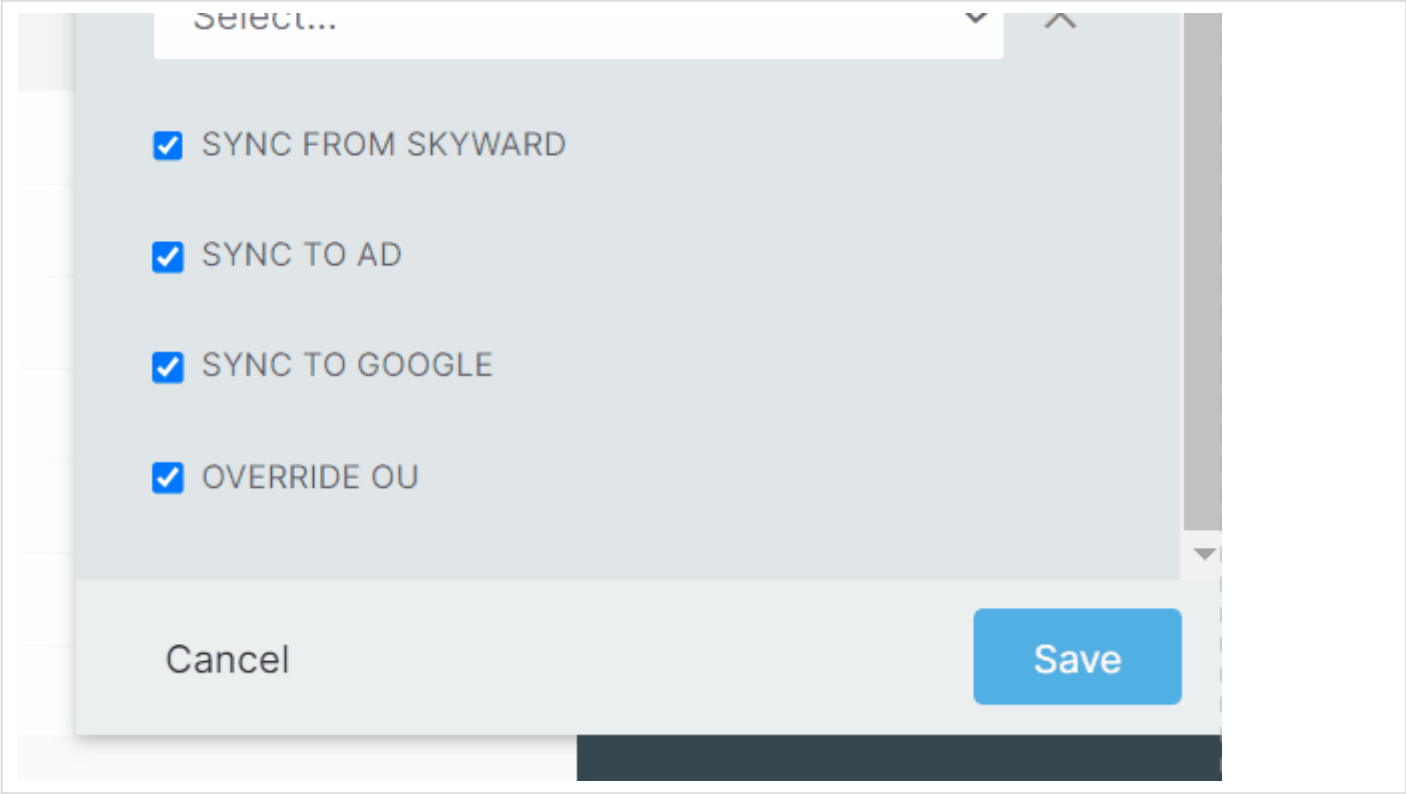
Instructions

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



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

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