

# Fixing Missing Student in SmartPass

## Overview


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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

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**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.



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Active

Last sign in: About 2 hours ago

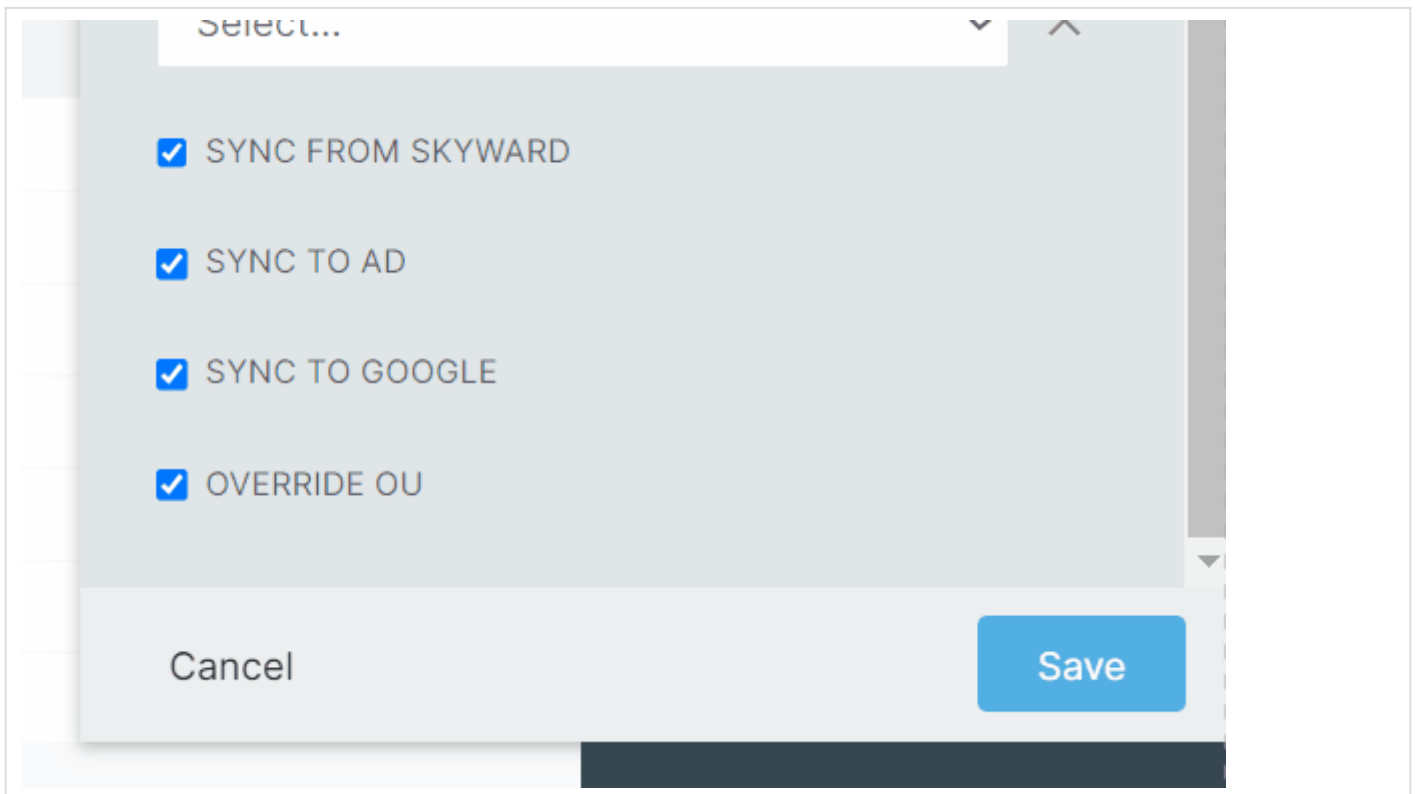
Created: Jan 01, 2020

Organizational unit

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



The screenshot shows a modal window with a 'Select...' dropdown at the top. Below the dropdown is a list of four checkboxes, all of which are checked:

- ☒ SYNC FROM SKYWARD
- ☒ SYNC TO AD
- ☒ SYNC TO GOOGLE
- ☒ 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 highlighted in blue.

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

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