How to Manage Student Accounts

> **These instructions have been migrated to the Technology Services department's new documentation platform. Please refer to this link for up-to-date instructions and information regarding student account management. The content on this page is no longer maintained and will be removed in the near future.**

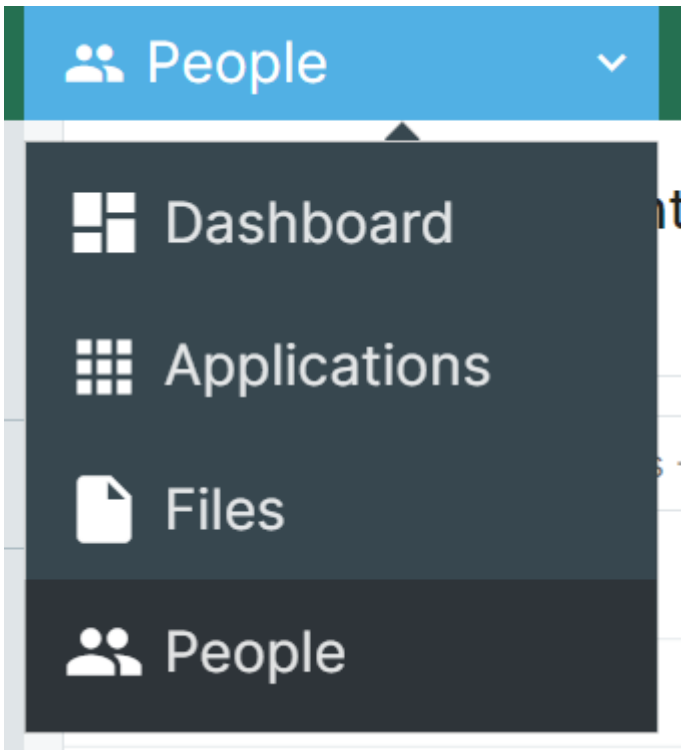
Requirements

1. One of the following RapidIdentity roles: `District QR Badge Manager`, `Building Account Manager`
2. OR be the primary teacher of a class with active student enrollments

Searching For Student Accounts

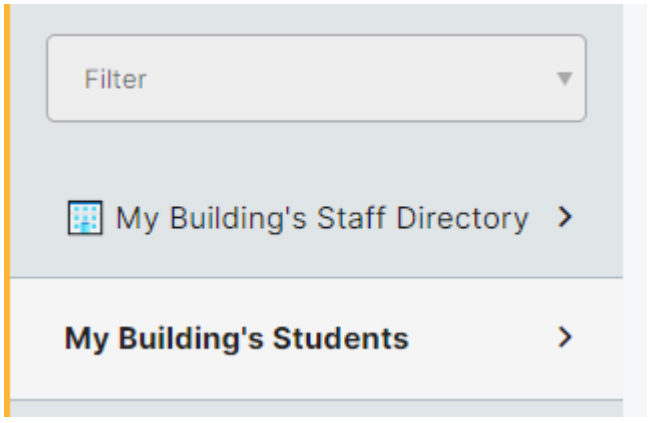
1. Log in to RapidIdentity

2. Navigate to the **People** module



3. Select one of the following profile views depending on your access level

Profile View Name	Description	Requirement
All Students - QR	This view is exclusively used at the district level for managing QR badges. Returns all students.	District QR Badge Manager role.
My Building's Students	This view is intended for use by building administrators and librarians. It will show students who share a common location assignment with you.	Building Account Manager role.
My Students	This view is intended for use by teachers. It will show students who are enrolled in your class(es).	1. Be the primary teacher of a Skyward class with at least 1 active student enrollment



4. Search for a student. You can search by name, username, email, grade level, primary location, or student ID.

Wildcard searches are supported using the `*` character. For example:

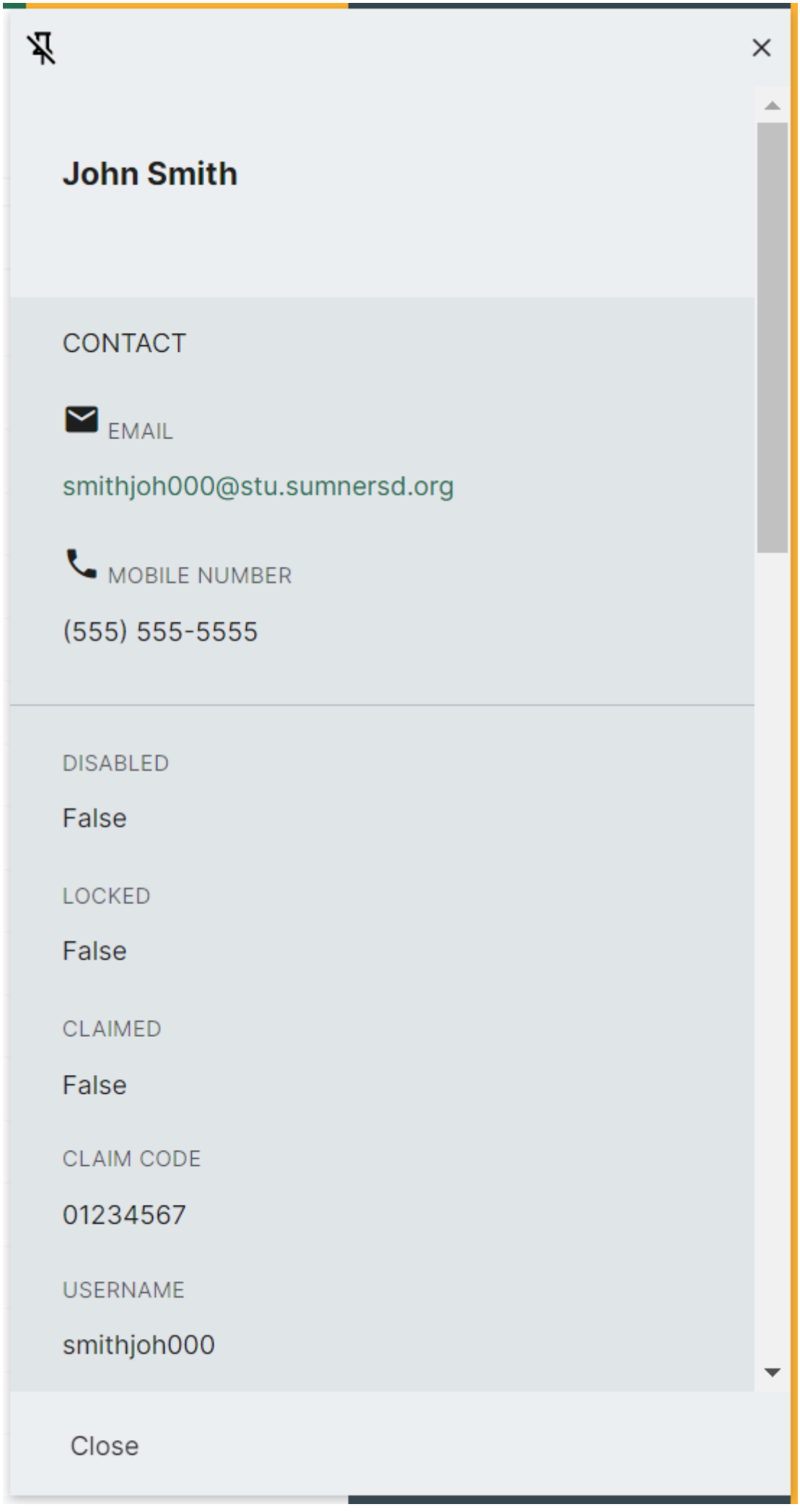
- To search for students who have the word "Tim" in their name, search for `*tim*`
- To search for students whose name begins with "Tim", search for `tim*`
- To search for students whose name ends with "othy", search for `*othy`

All other searches must be an **exact** match on a field. Searching for `tim` will not return any students named "Timothy".

Viewing Account Details

1. Right click on a student result and click the **View Details** option from the context menu

The information available for student accounts includes their name, home phone number, email, username, account status flags (*disabled, locked, claimed*), grade, locations, teachers, classes, and more.

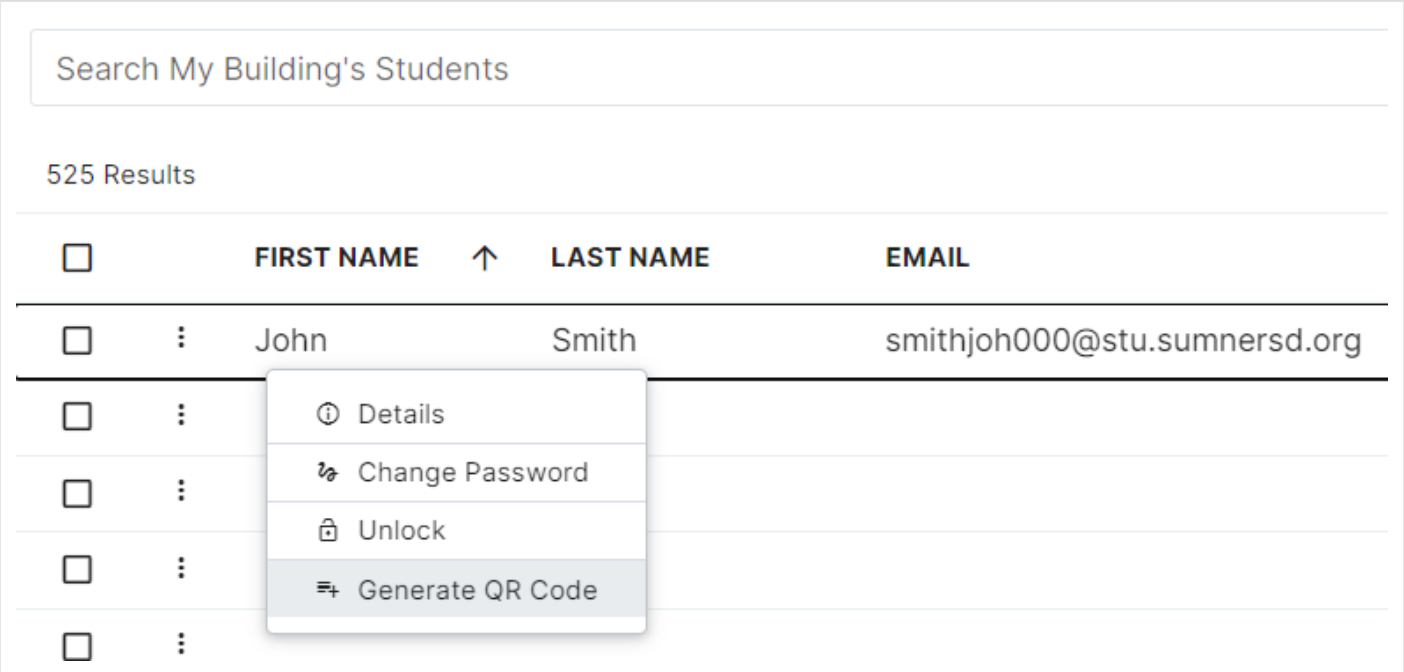

John Smith
CONTACT
EMAIL
smithjoh000@stu.sumnersd.org
MOBILE NUMBER
(555) 555-5555
DISABLED
False
LOCKED
False
CLAIMED
False
CLAIM CODE
01234567
USERNAME
smithjoh000
Close

2. When you are finished, click the **Close** button in the bottom-left of the details pane. Optionally, you can keep the details pane open while browsing results by clicking the pushpin icon on the top-left of the pane.

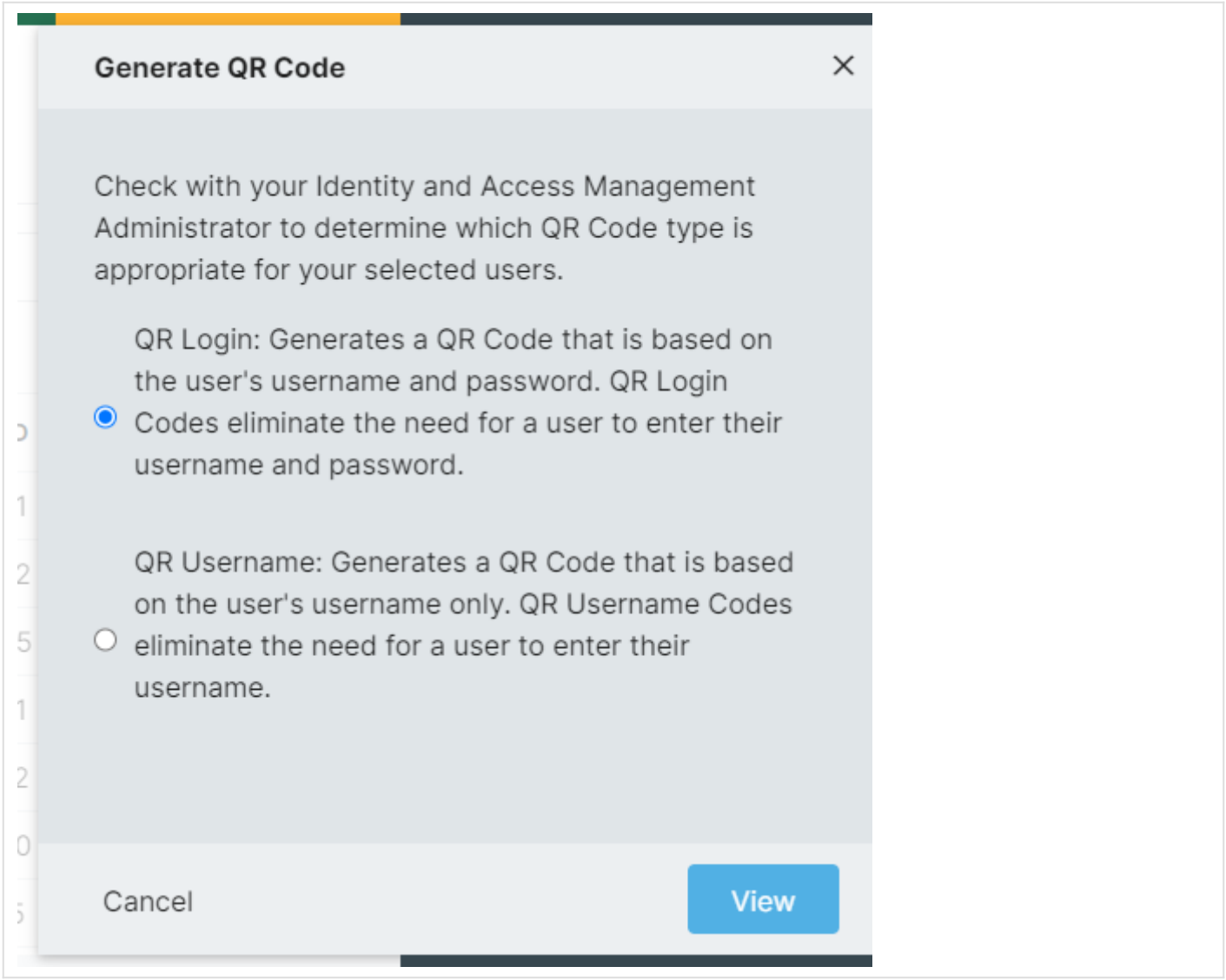
Generating QR Badges

> You can generate QR codes in bulk by selecting multiple results. This will format the page in a way that makes it easier to cut out the badges.

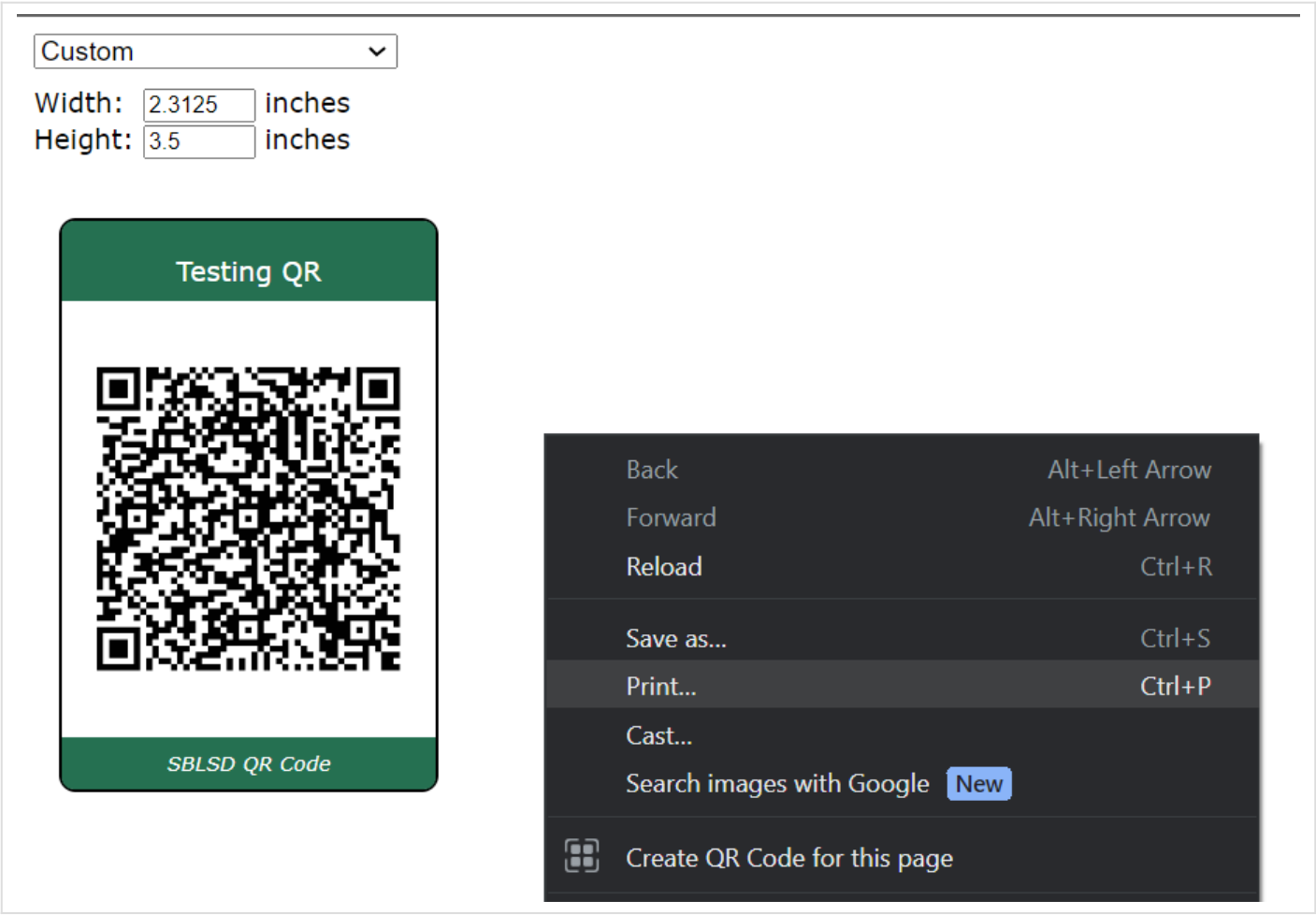
1. Right click on a student result and click the **Generate QR Code** option from the context menu



2. Select the **QR Login** option, then click the **View** button

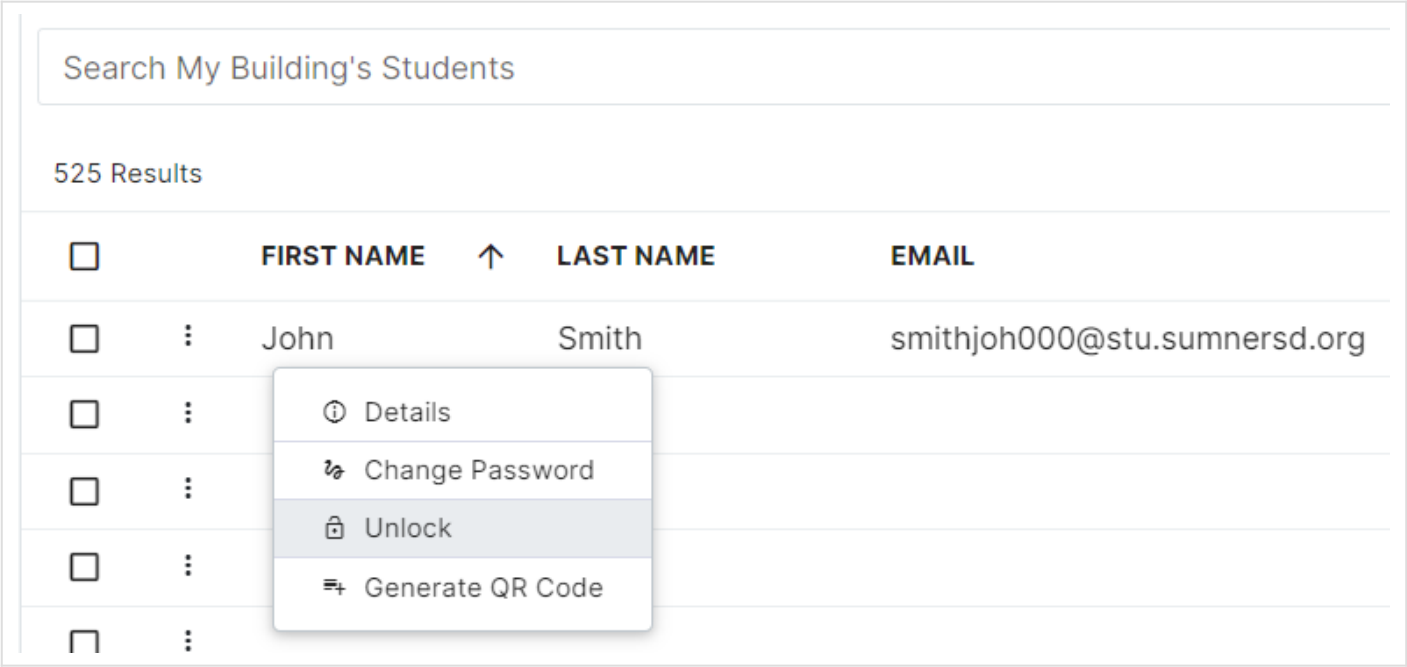


3. RapidIdentity will open a new page with the generated QR code. From here you can adjust the layout of the QR badge (*if needed*) and print it.

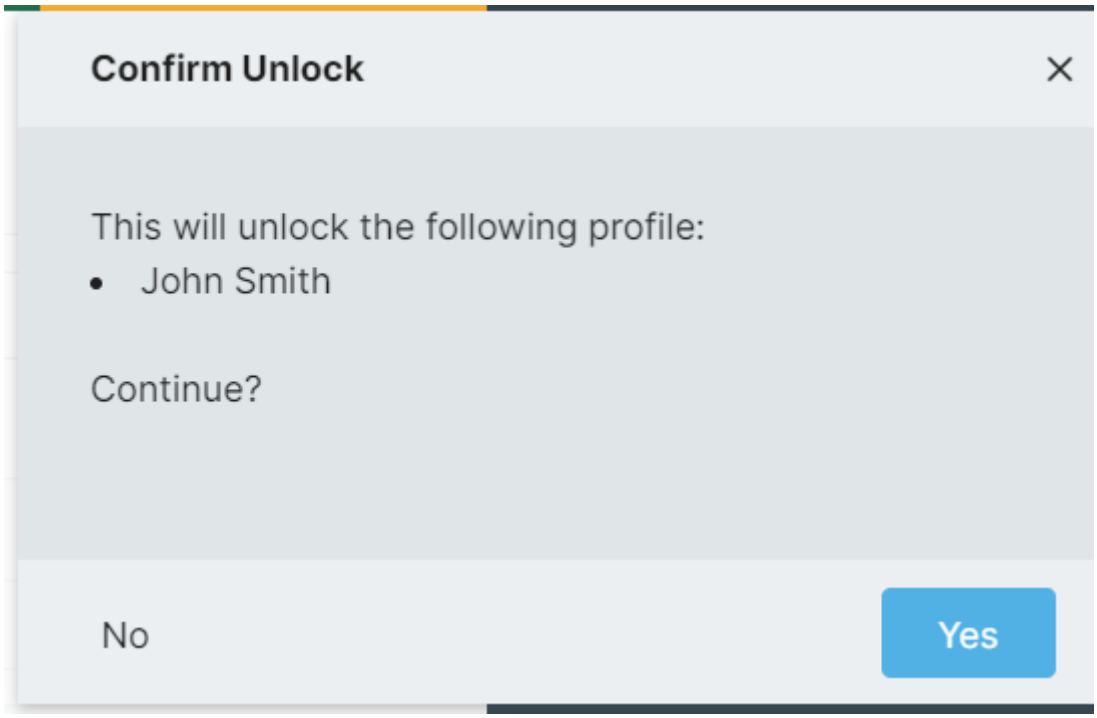


Unlocking Accounts

1. Right click on a student result and click the **Unlock** option from the context menu



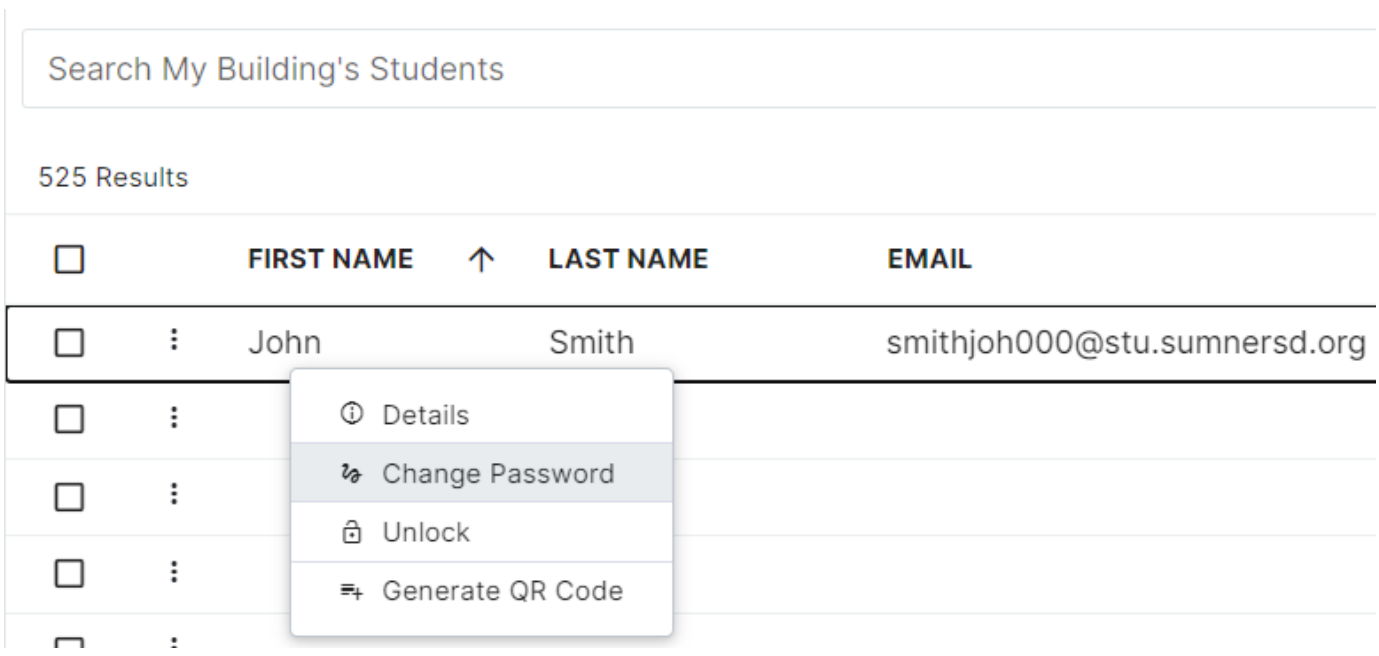
2. When prompted, click the **Yes** button



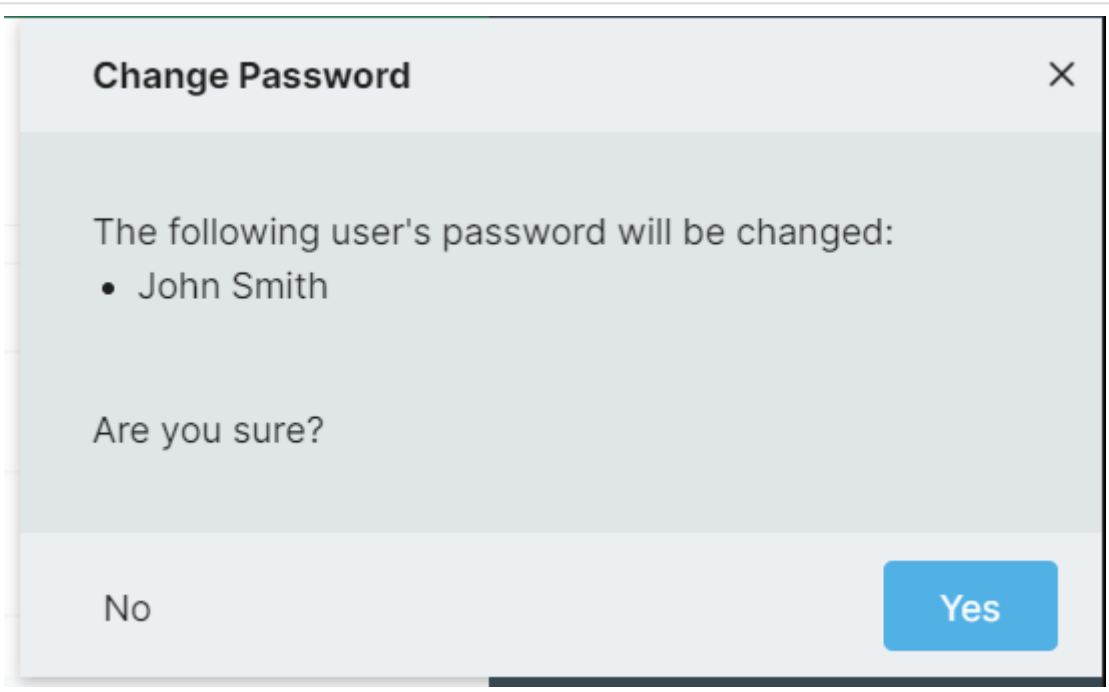
Changing Passwords

> If you are changing the password for a student who logs in to RapidIdentity with a QR badge, they will require a new QR code to be generated after their password is changed

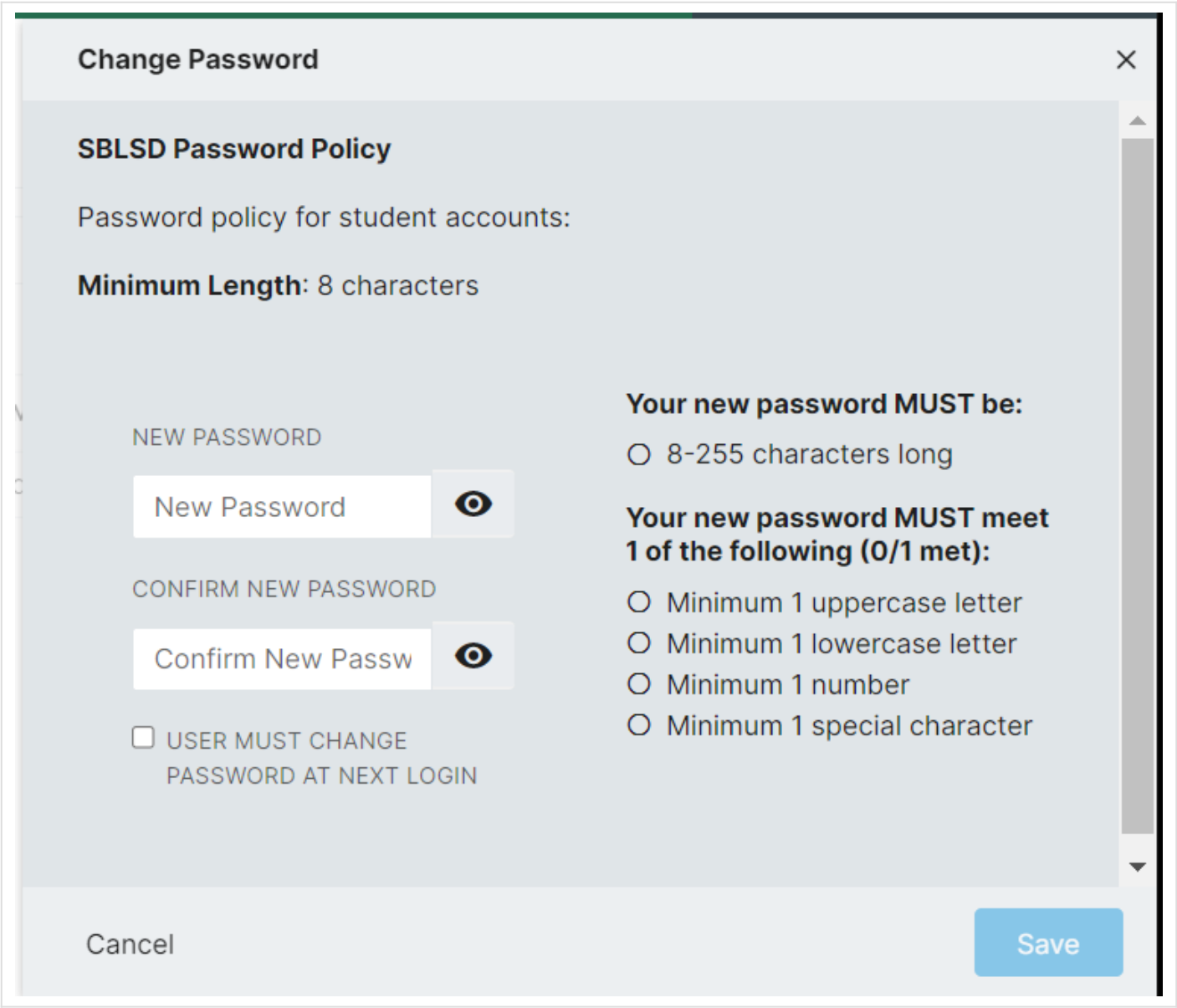
1. Right click on a student result and click the **Change Password** option from the context menu



2. Click the **Yes** button



3. Enter a new password that complies with the minimum requirements for the account's password policy. If the account belongs to a secondary student (*6-12*), we recommend selecting the **User Must Change Password At Next Login** option so that the student may set their own password after re-gaining access to their account.



4. Click the **Save** button

> It may take several seconds for the password change to complete depending on the current system load

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