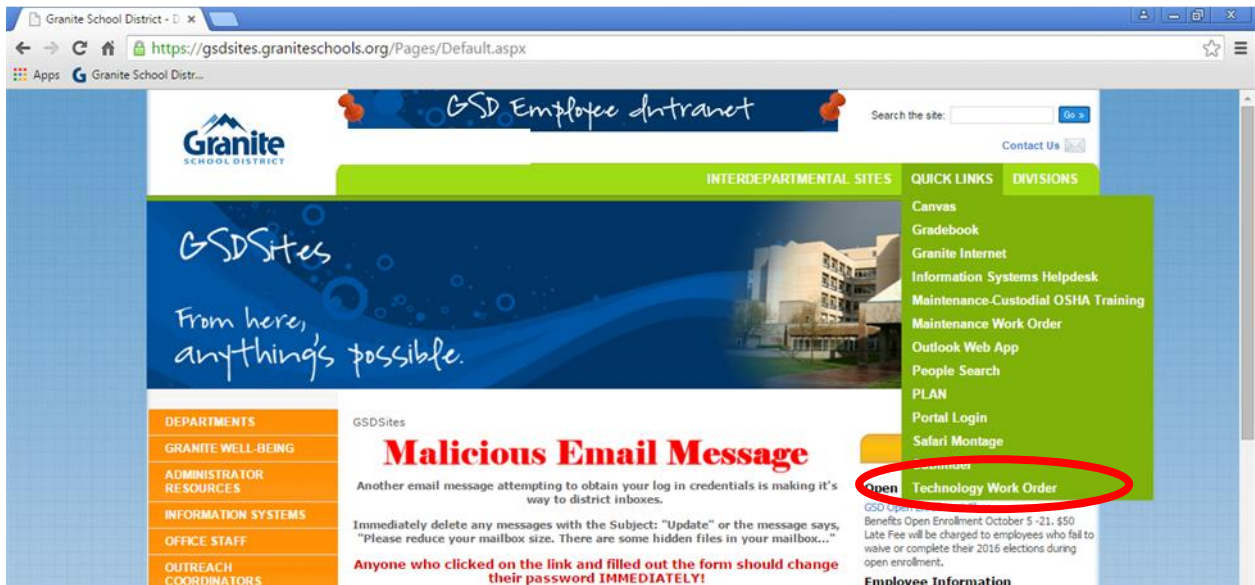
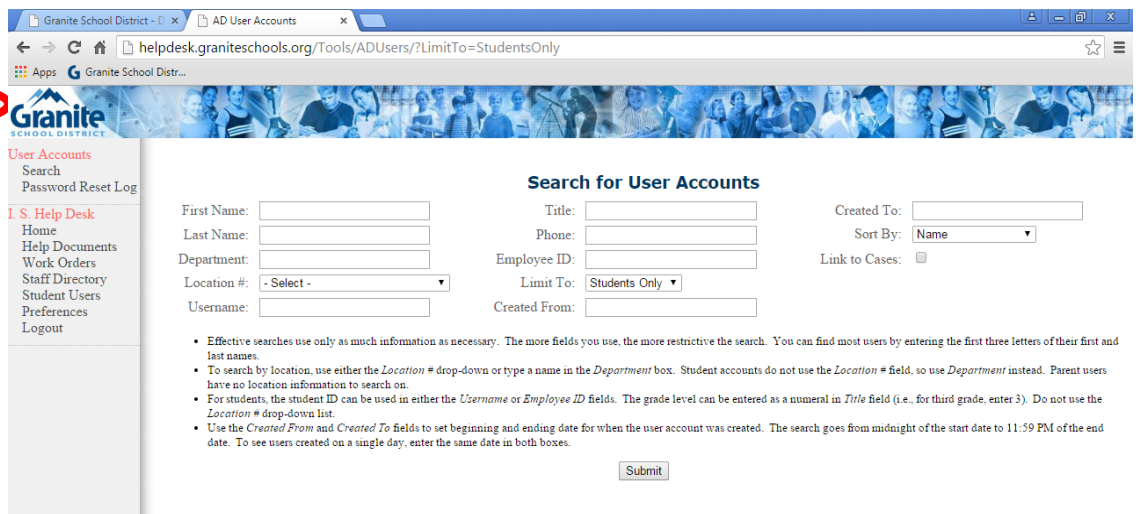


How to look up a student's account or change a student's password

1. Open a web browser and go the [intranet](#).
2. Hover over the "quick links" menu.
3. Select "Technology Work Order" from the menu.



4. When you get to the work order page, you will select "Student Users" on the left-hand side of the page. It will take you to a screen that looks like this:



You should now be here:

Search for User Accounts

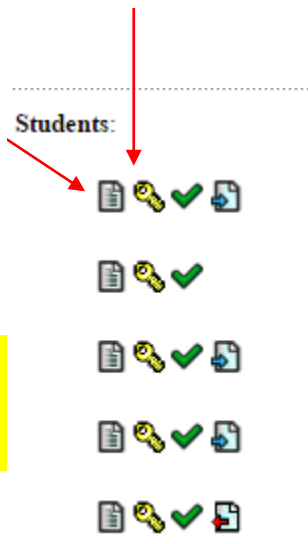
First Name: <input type="text"/>	Title: <input type="text"/>
Last Name: <input type="text"/>	Phone: <input type="text"/>
Department: <input type="text"/>	Employee ID: <input type="text"/>
Location #: <input type="text" value="- Select -"/>	Limit To: <input type="text" value="Students Only"/>
Username: <input type="text"/>	Created From: <input type="text"/>

You can search by name or student ID number (username). Make sure you limit the search to "students only". After entering the necessary information, a student account should populate with some options like this:

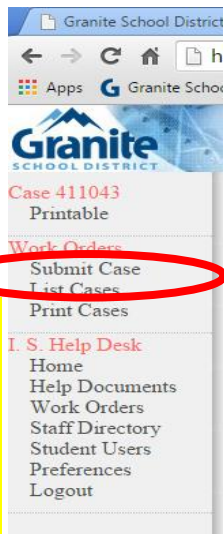
If you click on this icon, you can change the student's password. This is helpful if the student is unable to login to their account or can't remember their password.

If you click on this icon, it will tell you the details of the student account (such as their granitesd.org username).

This is where you want to look first!



The other two icons are mostly for STS use, so you don't need to worry about them!



If your student still cannot access their account, you can submit a work order by clicking on "submit case" and your STS can help you out. 😊