

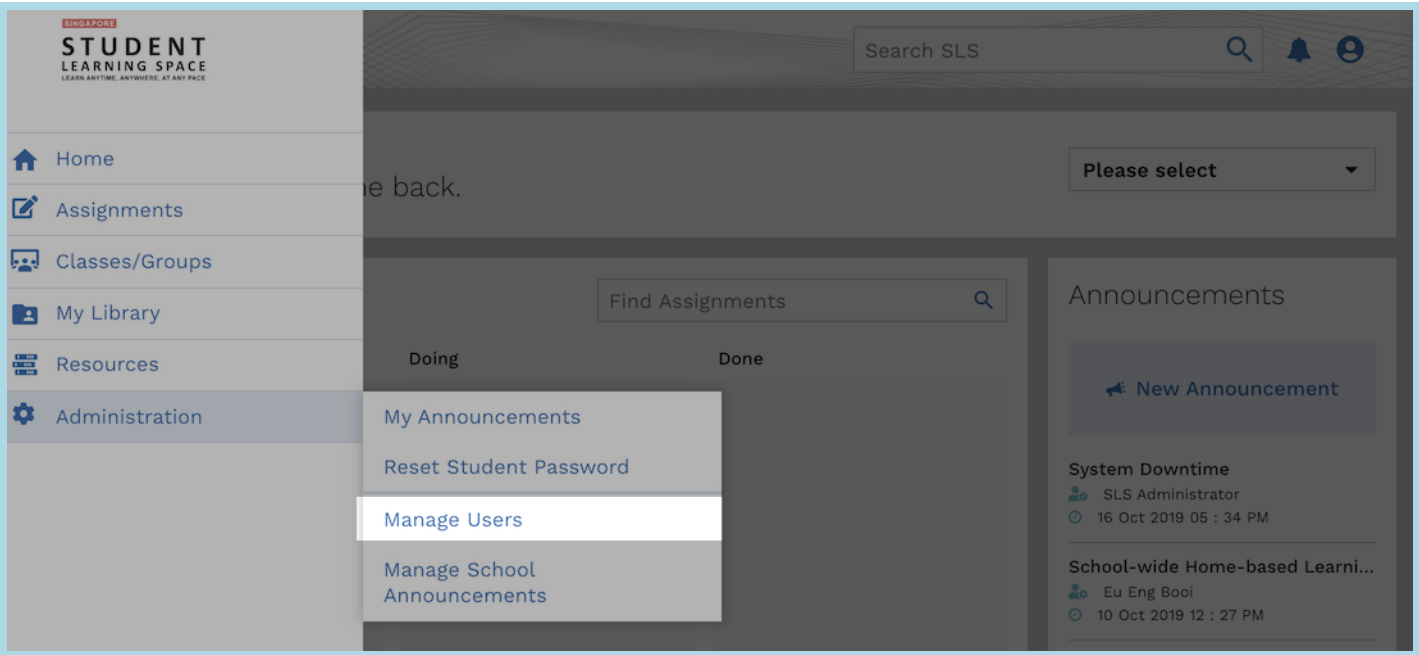
Unlock Account

Home (../../index.html)
/ School Admin Features (../../school-admin-features.html) / Unlock Account

Unlock Accounts

Note: When a teacher or student account is locked after repeated unsuccessful failed login attempts, the user's school admin can unlock the account for them.

1. Select the **Manage Users** page from the main menu under **Administration**.



2. In the School Admin's **Manage Users** page, search for the accounts that need to be reset. If searching by name, use search operators such as "+" to refine the search (e.g. Amy+Choo).
3. Click the **Search** button.
4. Mark the checkboxes next to the students for whom you want to reset passwords.
5. Click the **Unlock Account** button.

STUDENT LEARNING SPACE

Manage Users

Browse School User Accounts

Search

amy+choo

IAMS Status

Select IAMS Status

Form Class

Select Form Class

SLS Account Status

Select SLS Account Status

School

NATIONAL PRIMARY SCHOOL

Role

Teacher

SEARCH

RESET

You may select students across multiple pages.

1 user(s) selected

UNLOCK ACCOUNT

RESET PASSWORD

<input checked="" type="checkbox"/>	Name	Email Address	User ID	Role(s)	IAMS Status	SLS Account Status	Account Expiry Date	Last Reset Date	Last Reset By
<input checked="" type="checkbox"/>	Amy Choo	amy_choo@moe.edu.sg	MOE-00113T	Teacher	ACTIVE	ACTIVATED (LOCKED)	NO EXPIRY	23 Oct 2019 3 : 48 PM	Grace

Showing 1 to 1 of 1 result(s)

1

6. A confirmation prompt will pop up indicating the number of users selected. Click **OK**

STUDENT LEARNING SPACE

Manage Users

Browse School User Accounts

Search

User Id / Email

SLS Account Status

Activated (Locked)

vle.stg.sls.ufinity.com says

Are you sure you want to unlock these user(s):

Amy Choo

Cancel

OK

7. For unlocked student accounts, a one-time-password (OTP) is also generated at the same time. This OTP will need to be communicated to the student(s).

Reset Password

✓

The 1 selected student accounts have been successfully unlocked and reset to:

twv8trku

This password will expire in 1 year at 22 Oct 2020 3 : 53 PM.

Please contact helpdesk at (65) 6702 6513 or helpdesk@sls.ufinity.com if you require further assistance.

OK

8. For unlocked teacher accounts, a password reset email will be sent to their email addresses shown in the **Manage Users** page.

Reset Password

✓

The 1 selected accounts have been successfully unlocked and sent an email containing instructions on how to reset their password(s):

Amy Choo

OK

If teachers report that they did not receive their password reset email, please assist to check that they are referring to the correct email address, user ID and that their SLS account is activated. If the SLS account is inactive due to the IAMS status being inactive, please approach your school's IAMS local admin to reactivate the account.