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STUDENT AUP AND PASSWORD RESET TROUBLESHOOTING GUIDE

Whether a student needs to sign the Acceptable Use Policy (AUP) or has simply forgotten their password, there is one website to handle both tasks.

https://studentid.ocps.net

This guide will focus on the most common troubleshooting steps to take when a student is having issues signing the Acceptable Use Policy (AUP) or resetting their password. If the student receives a login error on the StudentID site, aside from checking the spelling and how the data was entered, your first step should be to look up the student's account in the CheckMyID website for clues to what could be the root cause.

http://checkmyid.ocps.net

SCENARIOS:

1. The most common error when signing the student AUP or resetting a password is "Invalid credentials. Please try again." The most common fix is to check the spelling and how the other data was entered and retype it with the correct info.

Please Enter the Credentials:	
First Name	John
Last Name	Doe
StudentId	4801234567
Date of Birth (mmddyyyy)	01 02 2003
Invalid credentials. Please try again.	Submit

When entering a student's name at the StudentID website spelling and syntax is key, especially for students who have 2 last names (ie. Vegas Garcia) or a hyphenated last name (ie. Smith-Jones). **SMS or CampusVue is the primary data source of the name, not Active Directory.** However the students' names or birthdates were entered into the SMS/CampusVue for enrollment that is how it must be entered into the StudentID website.

If the Registrar made a mistake during enrollment, it will have to be corrected in SMS/CampusVue. The student will then have to wait 24 hours before those changes are reflected in Active Directory and the StudentID website.

The most common enrollment typos are misspelled student names, wrong birthdate, or added/removed a space or hyphen in the last name. Extra spaces between last names or at the end of a name is especially hard to notice. However, it should be simple enough for the school's Registrar to verify and fix if necessary. All the typos mentioned above will not produce an enrollment error in the verification that is done on the CheckMyID website.

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2. Other enrollment issues might prevent a student from being able to login to the StudentID website. A quick check of the student's ID number in the CheckMyID website will confirm this for you (See screenshot below).

nrollment Issue Found

Here is another screenshot of what some other errors may look like while verifying a student account in the CheckMyID website.



Some examples of enrollment errors are:

- Wrong enrollment code was entered into SMS/CampusVue.
- Wrong enrollment date was entered into SMS/CampusVue.
- There is a mismatch between Home School vs School of Enrollment vs Zoned School.
- Assigned to wrong Grade assignment based on school type.
 (ie. Elem assigns student to 7th Grade.)

Any enrollment errors will need to be fixed by your school's Registrar. If the Registrar needs assistance, they should submit an <u>OSR ticket</u> or contact <u>Customer Care</u>. After a student's account has been edited in SMS/CampusVue, please allow a minimum of 24 hours for the changes to replicate to Active Directory.