

Clearing Student Locks

If one of your students tries to log in to the Student program with the wrong password (default is 3 wrong attempts) the student's record may become locked and the student will not be allowed to log in to the program. To unlock the student's record, follow the steps below. See the program preferences section to change the number of times a student may attempt to log in to the program.

- ❑ Click on the **Go** Menu and select **Students**.
- ❑ If you're only clearing locks for certain students, select the students.
 - To choose one student, click on the student's name
 - To choose more than one student, hold down the <Ctrl> key (Windows) or the <⌘> key (Macintosh) and click on each student whose record you want to clear.
 - To select a group of adjacent students, click the first student in the group, hold down the <shift> key, then click the last student in the group. If you want to select student in a particular grade, click the Grade column heading first to sort the list by grade.
- ❑ Click on the **Students** menu and select **Clear Lock**.
- ❑ To clear the locks for all students:
 - Click on the **Students** menu and select **Clear All Locks**. If the AR coordinator does this, it clears all locks for the entire school. If the teacher does this, it clears the locks for the students in that classroom.