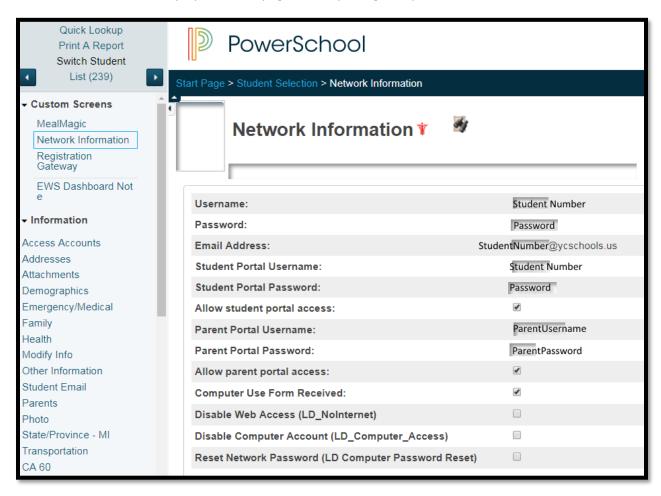
Troubleshooting Student Accounts

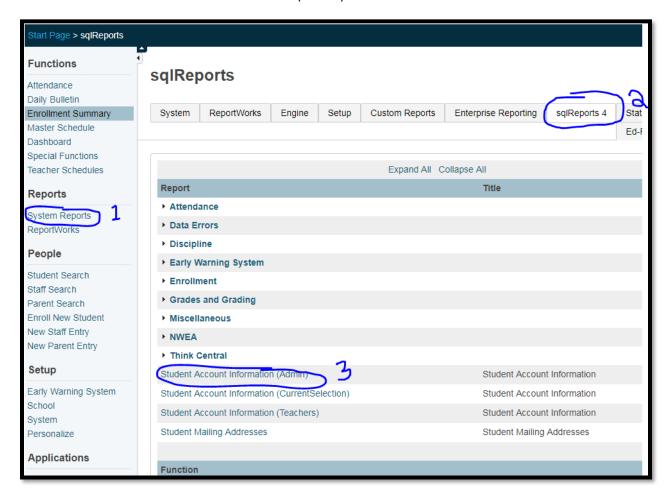
How to Verify Account Information for Individual Students

- 1. Search for and select the student
- 2. Under the "Custom Screens" header in the left hand navigation menu, click the "Network Information" link
- 3. On this page, you will see the username (usually the student_number) and password for the student. Make sure that the "Disable" boxes are not checked and the "Computer Use Form" box IS checked, or the account will not work. If the student does not have any account information, make sure they have a signed AUP on file and check the Computer Use Form box on this page. The account will be created automatically overnight.
- 4. If a student reports that their account is not working, the most common issues are: The Computer Use Form box is not checked OR the student has an incorrect username/password, OR the student is mistyping their username or password. Please try logging in with the student account (https://ps.ycschools.us/public/home.html) using the information displayed on this page before placing a help ticket!



How to Obtain Student Account Information by Section

- 1. From the start page, make sure you are in your school (not district office)
- 2. Click on "System Reports" in the left hand navigation menu
- 3. Click on the sqlReports 4 tab
- 4. Click on "Student Account Information (Admin)



5. Choose the section for which you'd like to obtain account information and click submit

How to Obtain Student Account Information by Student Selection

- 1. From the start page, make sure you are in your school (not district office)
- 2. Select the group of students you'd like to include in the report
- 3. Click on "System Reports" in the left hand navigation menu
- 4. Click on the sqlReports 4 tab
- 5. Click on "Student Account Information (CurrentSelection) and click submit on the report page

