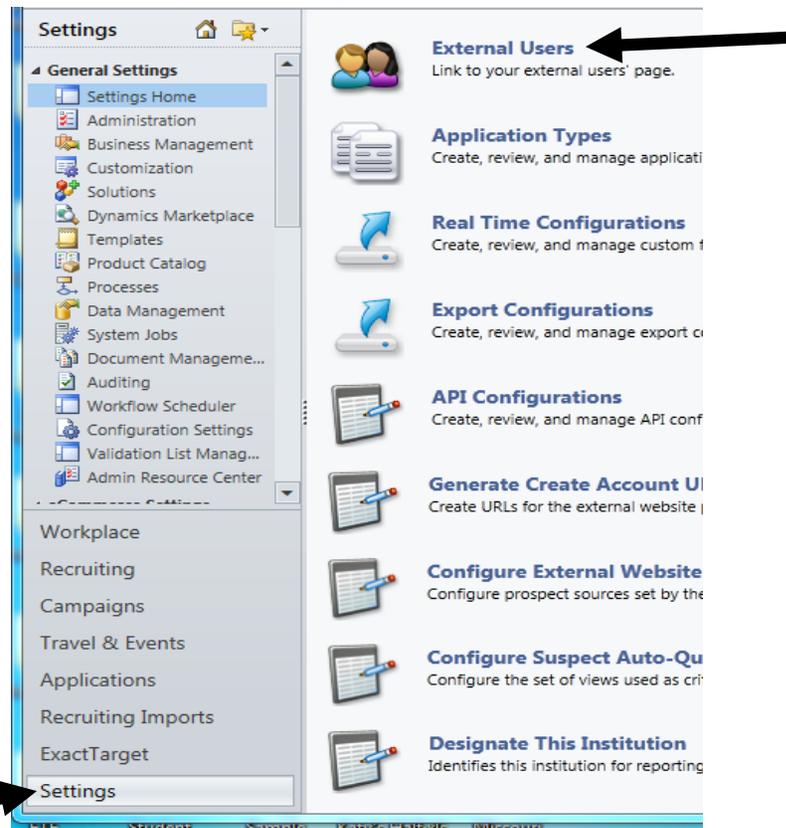To change a password, check the username for a student (to see if they capitalized letters in their email address, etc) or unlock someone who's tried a password 10+ times, etc:

Go to **Settings** at the very bottom left, give the page time to load all the way (at least 10 seconds), then click on **External Users** at the top.

If the page is NOT fully loaded, you will see "Loading Options" under some section headings.

Loading times will vary per computer.

You can search for your student by first name, last name, or email. Use the * when searching by name for best results.

Double-click beside the student's name, and it will open up their external user info. If they've locked themselves out, it will say "Yes" to locked out and the "Unlock User" button will not be greyed out. You can click "Unlock User" and this will unlock them. To reset a password, click "Reset Password" and save at the top. I always make it something easy for the student, like 123456 or murray, then the student can change it after logging back in they wish. The "Name" field at the top will show you their user name. If they say something about their account "Pending Activation" (The button by "Yes" will be filled in), just select "No" and save. Reset their password if necessary.

If a student is creating an account online and they already have an account in the system (from import, data entry, web created account, etc.), they will see this message:

MURRAY STATE UNIVERSITY

Create An Account

You appear to have created an account before.

I signed up previously, please update my information.

I have never signed up here before, please create a new account.

If they select to "update my information", it will show them the security question they made when they created their account, and let them know to contact their admissions area if they cannot remember this information.

If they select the other option, they will see this error

Errors
The Email Address you provided has already been used to create an account. Please enter a different Email Address or contact the institution if you believe you are receiving this message in error. (Email Address, Confirm Email Address)

They will have the option to change the email address and create another account. If they do so, they will show up in the next day's duplicate detection process and will be merged with their old account if they have previous admission or recruitment data, but the newest information will show on the student's Contact record.

If you are doing an on-site visit, and a student tells you the system is saying they already have an account created but cannot remember their information:

Follow the steps above to look at the External Users, and give them their username, unlock their account, or reset their password. Have them go back to the "Log In" page (click "Log In" at top right corner of screen) and user their credentials to log in to their account.

**If (and only if) you do not see their name in External Users, they never connected to their original account that was created for them. Advise them to click "I have never signed up here before, please create a new account" and use an alternative email address. (Their record will be merged in the duplicate detection process by Lauren).