

Directions for Clearing Locked Accounts

1. On the Home page, click **Personnel, Students, and Parents** under Renaissance Place.
2. Click **Clear Locked Students**.
3. The Clear Locked Students page lists all students whose records are locked.
 - If the list is long, it will be split into more than one page; click **Next >>** and **<< Previous** to move forward and back through the list.
 - To narrow the list to a certain student or group of students, type the first name, last name, ID, and/or grade in the appropriate blank fields (school personnel and teachers can also choose the class). Click **Search**.
4. To clear account locks:
 - for all students, click **Clear All Student Locks**.
 - for individual students, click **Clear** in the row for each student whose account should be unlocked; when you do this, the student's name will be removed from the list.
5. When you have finished unlocking student accounts, click **Done**.

Directions to Locate Student Login Information

1. On the Home page, click **Personnel, Students, and Parents** under Renaissance Place.
2. Click **View Students**.
3. [Search for the student whose information you need to view. >>](#)
4. Click **Search**.
5. The students who matched your search will be listed at the bottom of the page. Click **Select** next to the name of the student. (If the list is long, you may see only a part of the list; if so, click **Next >>** and **<< Previous** to move forward and back in the list.)
6. The View Student page opens, showing the student's information. The links in the Student Task Menu will vary depending on your position, the student's school(s), and the [capabilities](#) you've been given. When you are done viewing the student information, click a link in the navigation bar to go back to any prior page.