Student Account Access Troubleshooting Guide

Throughout the year, there are times when large numbers of students arrive, making it challenging to ensure they are all logged in, connected, and ready to use their devices. To support this process, we've created a guide to help you efficiently get students up and running.
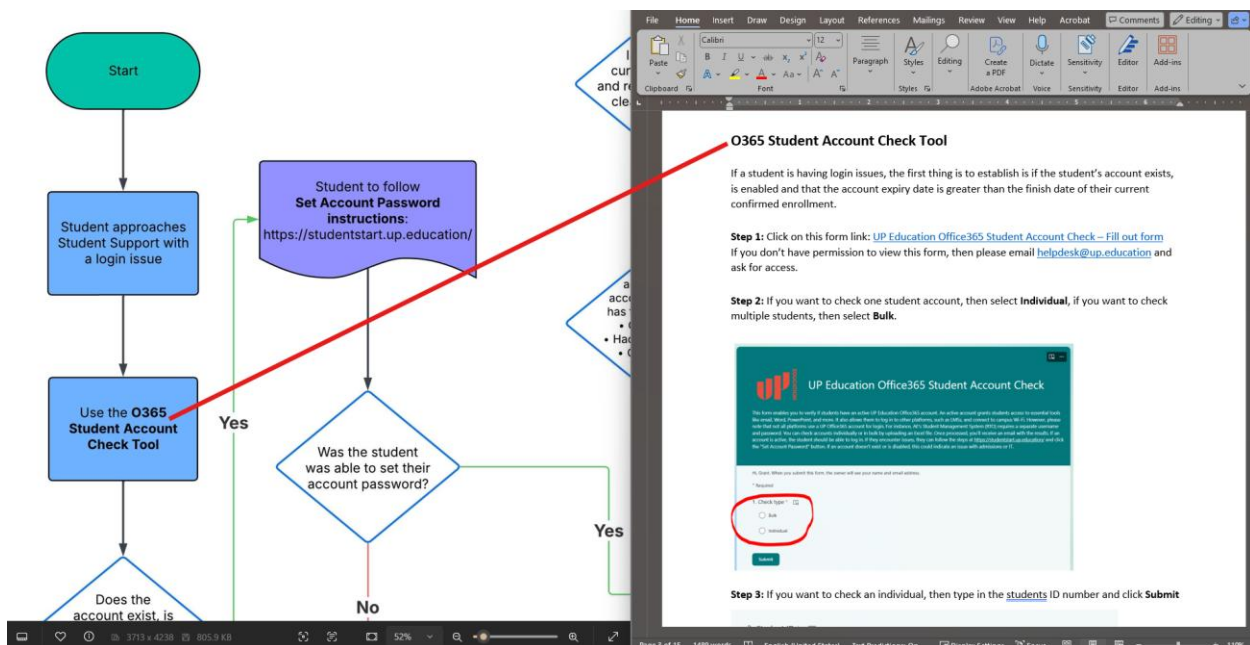
In some cases, IT is the only team that can resolve certain issues. However, in many situations, the student or Student Support teams can address the problem or implement a workaround without involving IT.

To assist with this, we've developed a document that provides clear guidance on whether an issue can be resolved directly with the student or if it should be escalated to the IT Helpdesk. This document is live and will be updated regularly to ensure you have the most current information and can be used by student service teams or tutors/lecturers trying to assist their students.
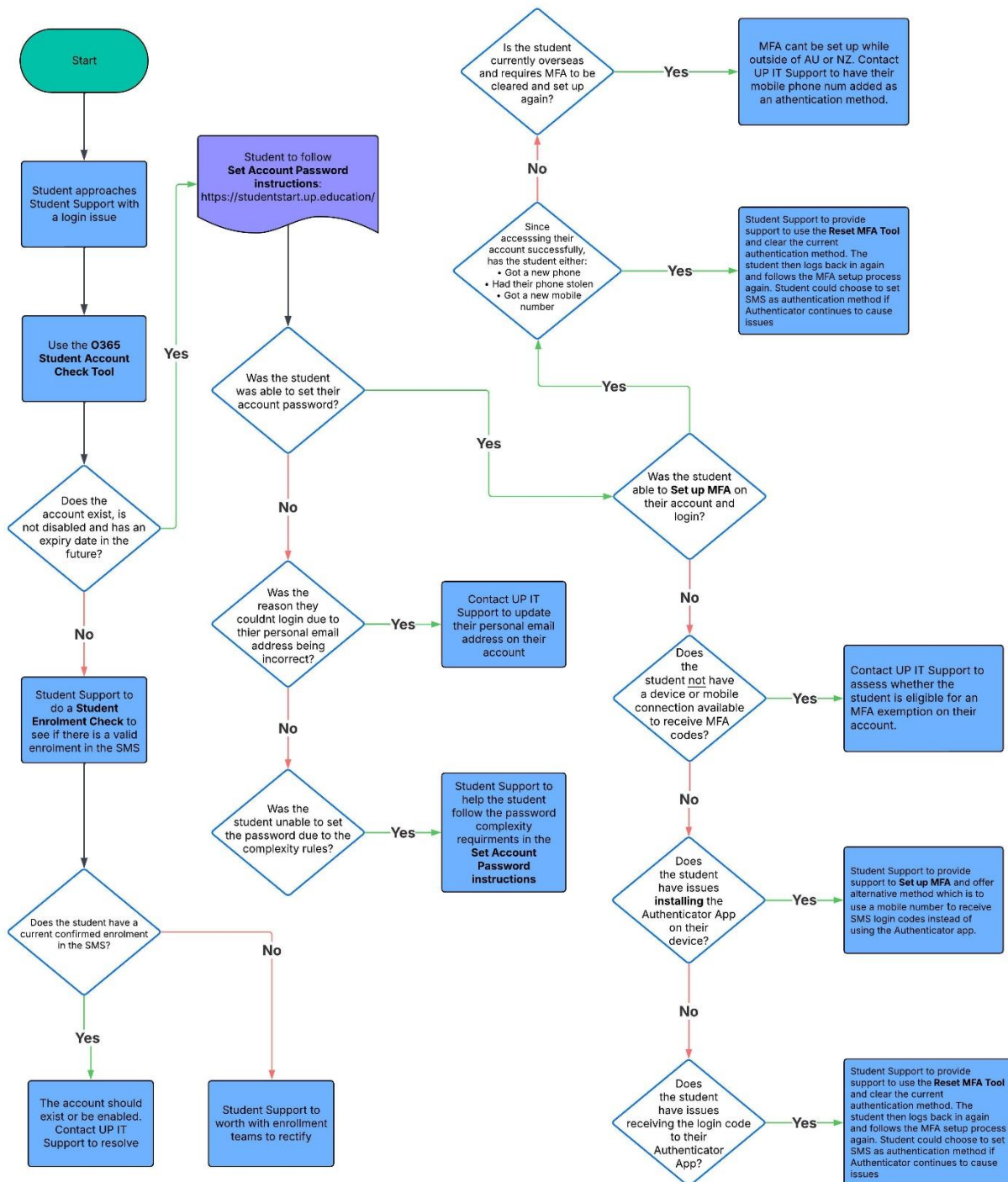
Please bookmark the link for quick and easy access.
https://onboard.up.education/Documents/studentaccountaccessguide.pdf

Please note that when following the Support Process Flow Chart in this document, anything highlighted in **BOLD** points you to certain sections of this document with the same title.
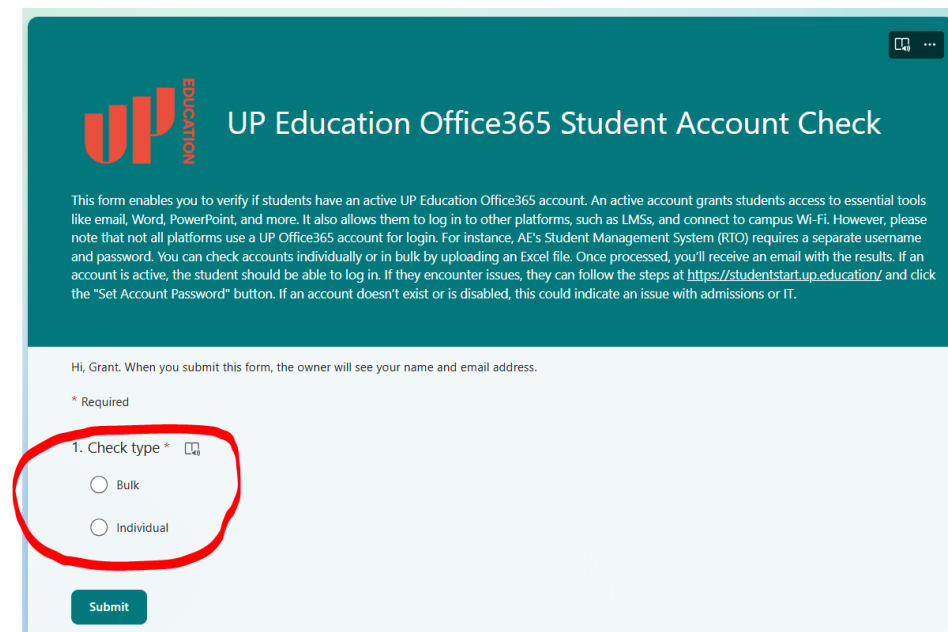
Support Process Flow Chart

Start

Student approaches Student Support with a login issue

Use the **O365 Student Account Check Tool**

Does the account exist, is not disabled and has an expiry date in the future?

No → Student Support to do a **Student Enrolment Check** to see if there is a valid enrolment in the SMS

Does the student have a current confirmed enrolment in the SMS?

Yes → The account should exist or be enabled. Contact UP IT Support to resolve

No → Student Support to worth with enrollment teams to rectify

Yes → Student to follow **Set Account Password instructions**: https://studentstart.up.education/

Was the student was able to set their account password?

No → Was the reason they couldnt login due to thier personal email address being incorrect?

Yes → Contact UP IT Support to update their personal email address on their account

No → Was the student unable to set the password due to the complexity rules?

Yes → Student Support to help the student follow the password complexity requirments in the **Set Account Password instructions**

Yes → Was the student able to **Set up MFA** on their account and login?

Is the student currently overseas and requires MFA to be cleared and set up again?

Yes → MFA cant be set up while outside of AU or NZ. Contact UP IT Support to have their mobile phone num added as an athentication method.

No → Since accessing their account successfully, has the student either:
• Got a new phone
• Had their phone stolen
• Got a new mobile number

Yes → Student Support to provide support to use the **Reset MFA Tool** and clear the current authentication method. The student then logs back in again and follows the MFA setup process again. Student could choose to set SMS as authentication method if Authenticator continues to cause issues

No → Does the student not have a device or mobile connection available to receive MFA codes?

Yes → Contact UP IT Support to assess whether the student is eligible for an MFA exemption on their account.

No → Does the student have issues **installing** the Authenticator App on their device?

Yes → Student Support to provide support to **Set up MFA** and offer alternative method which is to use a mobile number to receive SMS login codes instead of using the Authenticator app.

No → Does the student have issues receiving the login code to their Authenticator App?

Yes → Student Support to provide support to use the **Reset MFA Tool** and clear the current authentication method. The student then logs back in again and follows the MFA setup process again. Student could choose to set SMS as authentication method if Authenticator continues to cause issues

O365 Student Account Check Tool

If a student is having login issues, the first thing is to establish is if the student's account exists, is enabled and that the account expiry date is greater than the finish date of their current confirmed enrollment.

Step 1: Click on this form link: UP Education Office365 Student Account Check – Fill out form
If you don't have permission to view this form, then please email helpdesk@up.education and ask for access.

Step 2: If you want to check one student account, then select **Individual**, if you want to check multiple students, then select **Bulk**.

Step 3: If you want to check an individual, then type in the students ID number and click **Submit**
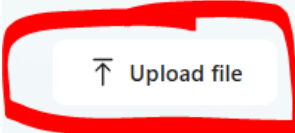
If you want to check multiple students at once, then create and save a .xlsx file with one column that has all the student IDs in it. Make sure that column is titled **ID**.
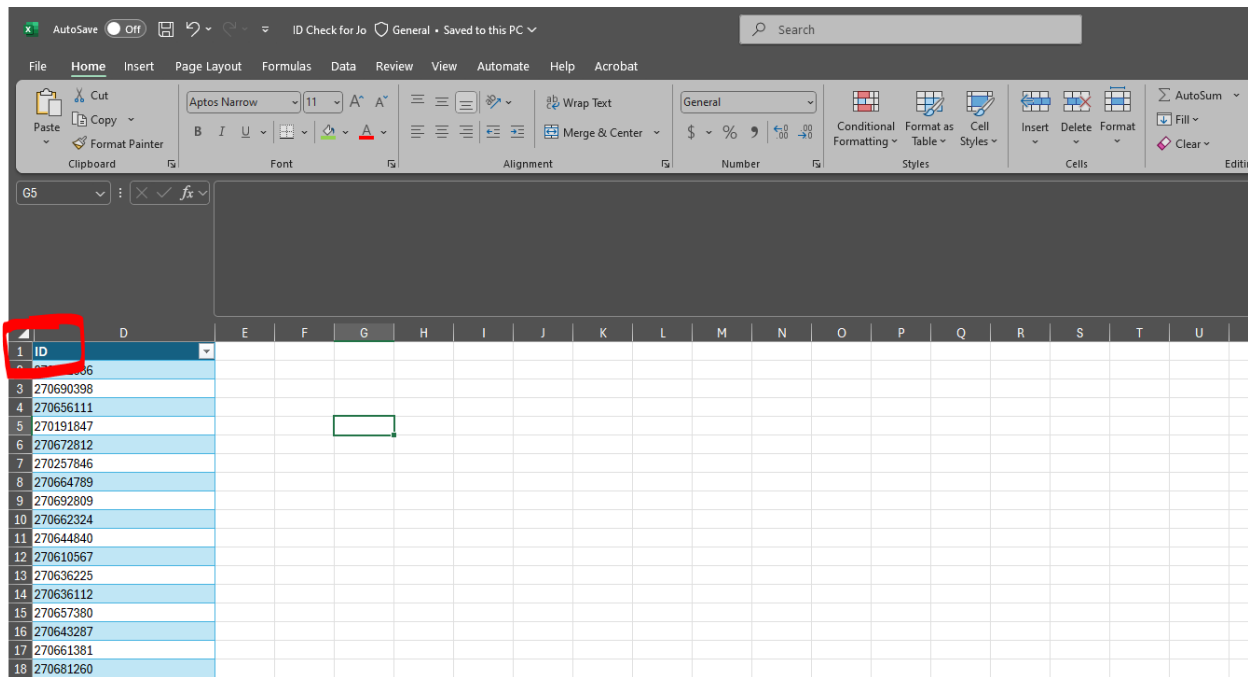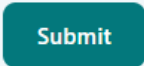
Click the Upload file button and browse to the file location to upload it and then click **Submit**.

Step 3: Whether you use the individual or bulk feature, you will receive an email with 3 possible outcomes.

- The account exists and is enabled with an expiry date in the future.
- The account exists but its disabled.
- The account doesn't exist.

Account Exists Individual Check - If you get this response, then follow **Student Self Resolve** section of this document.
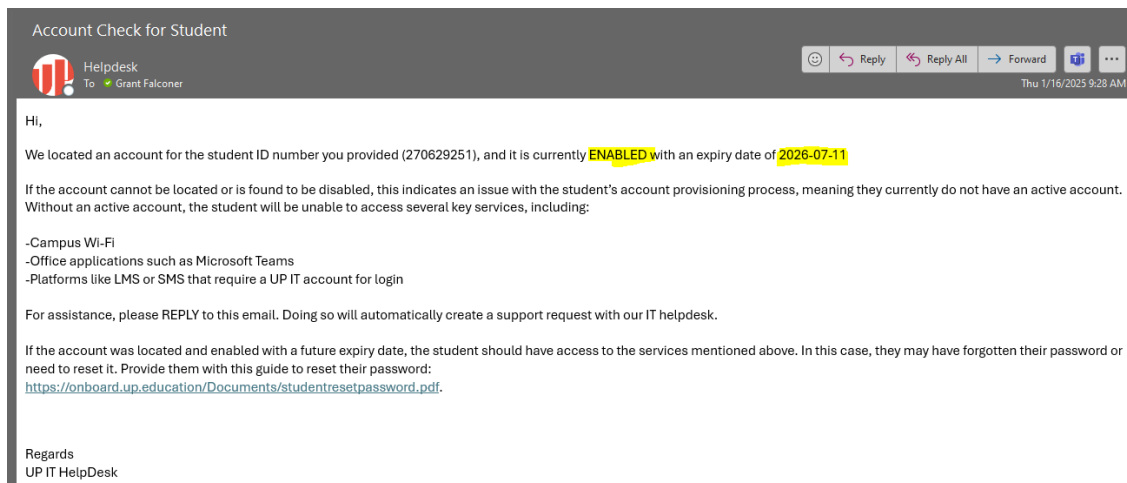
Account Exists Bulk Check - If you get this response, then follow **Student Self Resolve** section of this document.
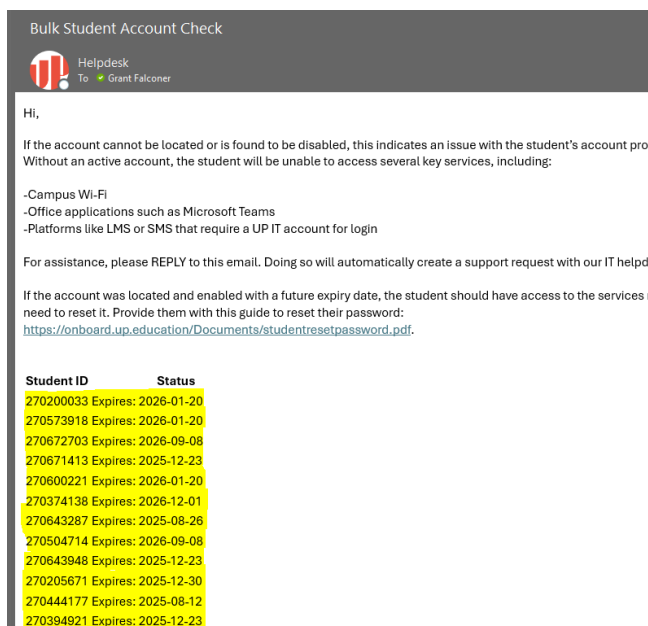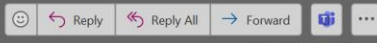
Account exists but is disabled Individual Check - If you get this response, then follow the **Student Enrolment Check** section of this document.

Account exists but is disabled Bulk Check - If you get this response, then follow the **Student Enrolment Check** section of this document.

Account doesn't exist Individual Check - If you get this response, then follow the **Student Enrolment Check** section of this document.
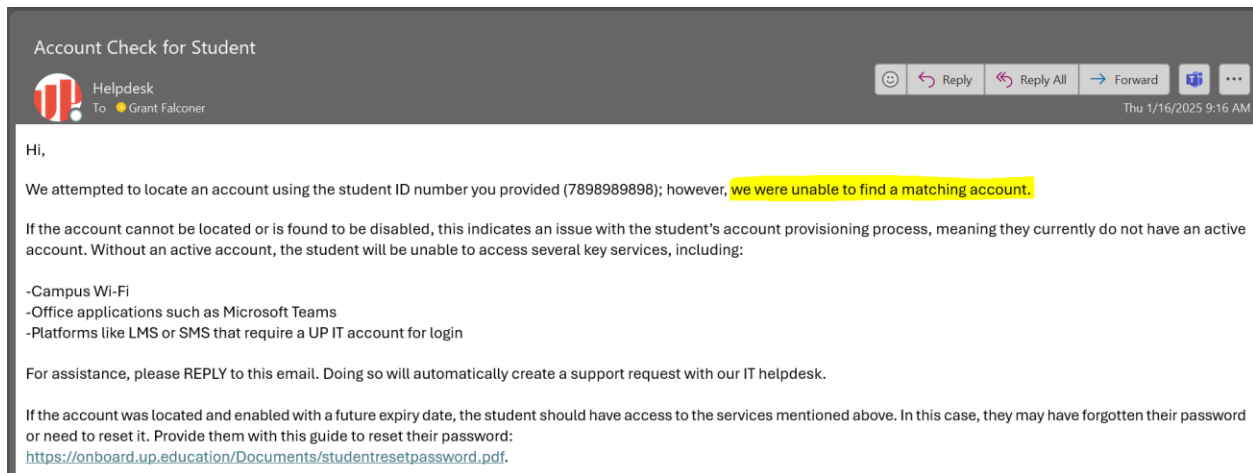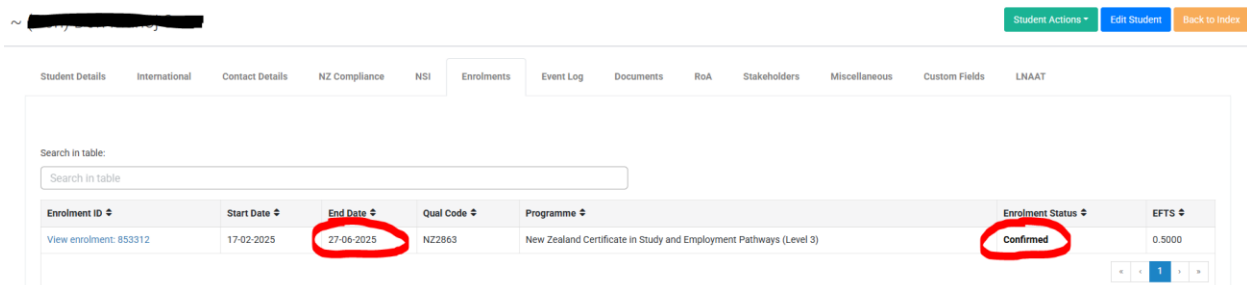

Account doesn't exist Bulk Check - If you get this response, then follow the **Student Enrolment Check** section of this document.
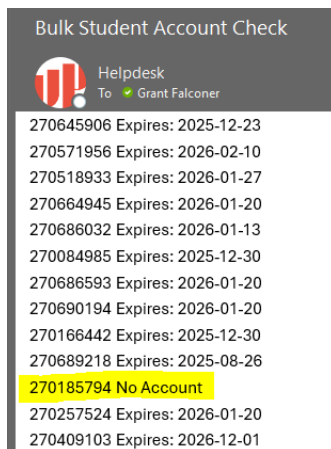
Student Enrolment Check

If you get a response from the **O365 Student Account Check Tool** that says the account exists but is disabled or that the account doesn't exist at all, then follow the steps below.

Step 1: Open the student management system used by your organization. Search for the student record and look at their enrolments. Check to see if the student has a current Confirmed enrolment. If they don't have a current confirmed enrolment, then this is not an IT issue, the issue needs to be resolved by the department that enrolls your students. Please contact the appropriate team within your business to have the enrolment processed correctly.

Example of the confirmed enrolment status and course end date in SELMA

Step 2: If they have a current **Confirmed** enrolment, and the **end date** of the current confirmed enrolment is greater than the disabled accounts expiry date then there is an IT issue with the account not updating its expiry date. Please forward the account check email to helpdesk@up.education
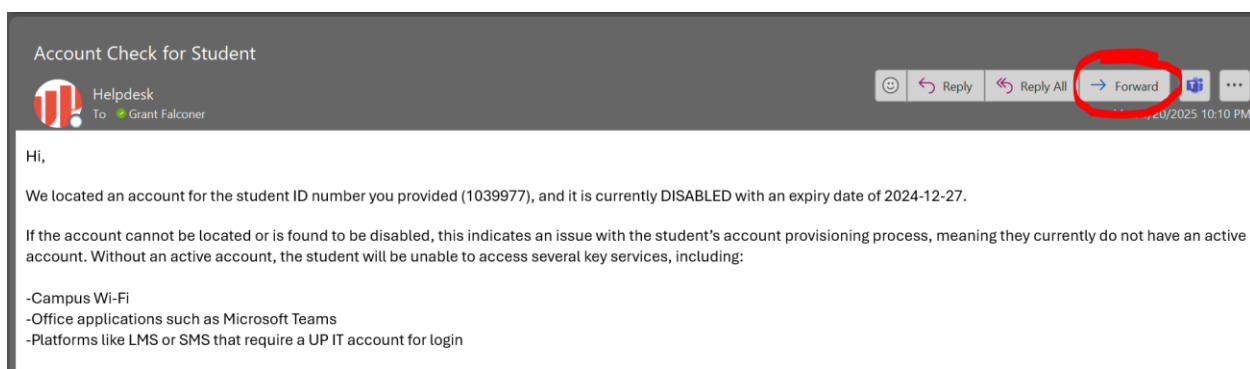
If they have a current **Confirmed** enrolment and the students account doesn't exist, then there is an IT issue with the account not being created. Please forward the account check email to helpdesk@up.education
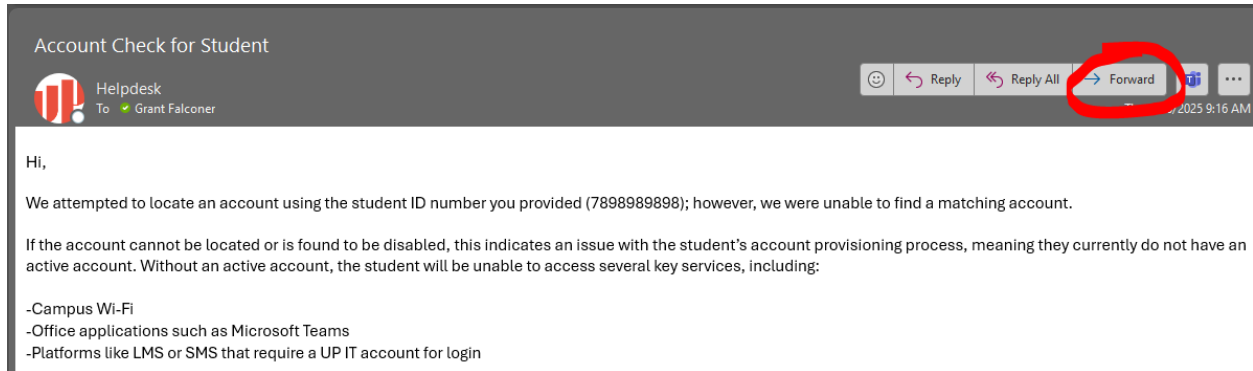
Set Account Password Instructions

If it's a student's first day studying on campus or starting an online course, they should have already received communication during the enrollment process about their login credentials and password setup. This process varies between brands, so we assume that by now, they know their login and password.

All students can access the following site to get started. Whether they already know their login credentials or not, this site can help them gain access to their account and provides essential information about the IT services available to them as part of their UP-Education student account.

If a student hasn't accessed their student account yet, it is recommended that they first use the "**Set Account Password**" link on the site to set their password. This will allow them to log in and access the other IT services available to them. If a student cannot set their password and gain access to their account after following this document, then follow the steps in the rest of this document.

Students can access this site on mobile phones, tablets and computers without having to login: https://studentstart.up.education/
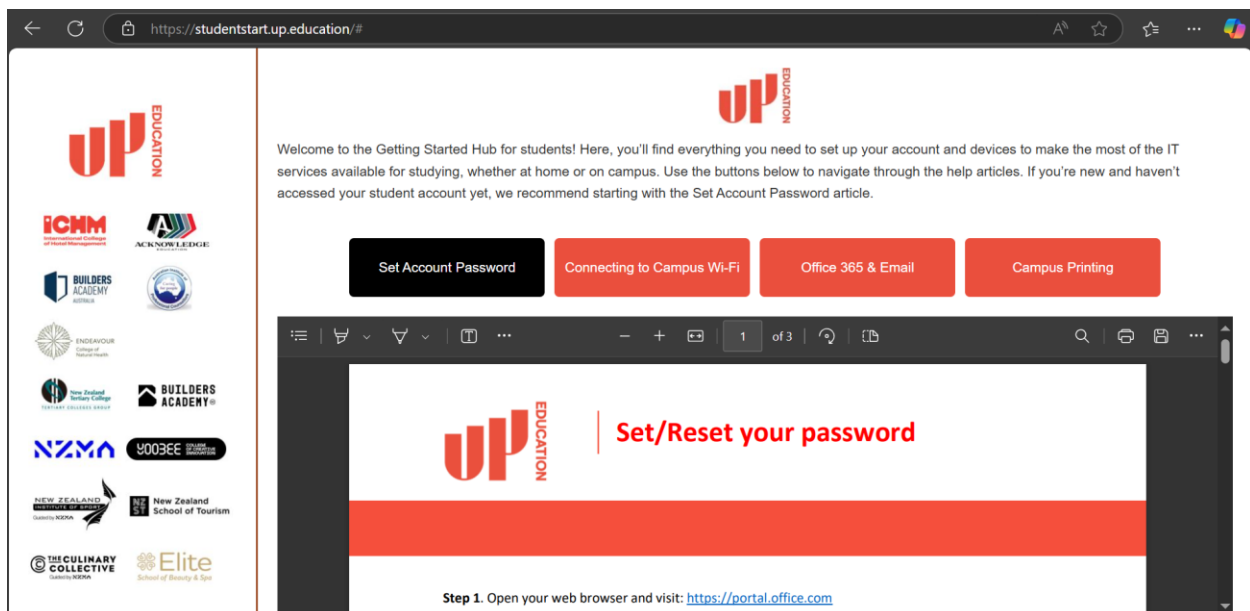
If the Account exists and is enabled with an expiry date in the future, then the student should be able to gain access to their account, **as long as their personal email address is correct on their account.**

There are two main scenarios when students may contact you raising the alarm that they have a login issue.

1. They arrived on campus for their first day
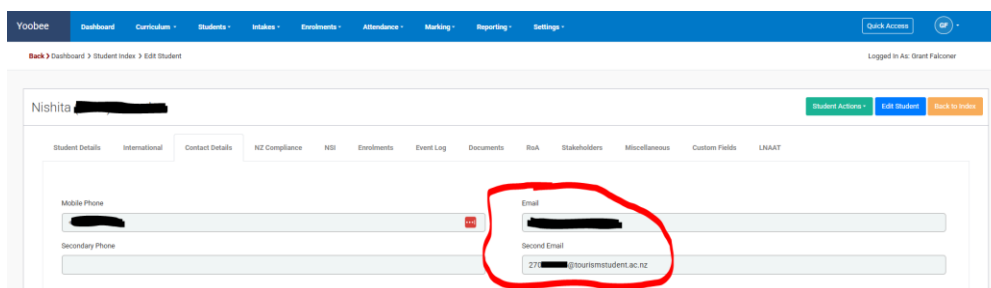2. Before they arrive on campus, and they have tried to login from home

They arrived on campus for their first day

This scenario is more challenging because if the student can't login to Wi-Fi, how can they set their password? This is why it is recommended that students login prior to arriving on campus.

Step 1: You need to find and communicate to the student their student email address and confirm their personal email address. They will need these in order to gain access to their account. The systems to obtain the email addresses can vary for our institutions but are generally found against the students record in either a CRM or SMS.
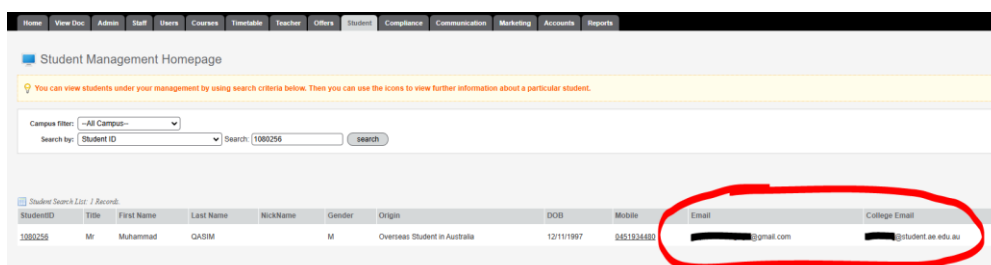
Below is an example of student's study and personal email addresses in a few of our SMS platforms used by various providers. All student email addresses follow the format <<studentID>>@<<institution email domain>>

SELMA

Meshed (RTO, HE)

Step 2: You can respond to the student with something similar shown below:

Dear <mark><<type student name>></mark>

We apologize you are having issues with your login. Please follow the steps below to gain access to your account. You will need to perform the steps below either from your home network or on a mobile device with cellular connectivity as you currently won't be able to connect to the Wi-Fi on campus until you set/reset your password.

1. Visit https://studentstart.up.education/
2. Click on **Set Account Password** and follow the steps
3. When following the steps you will need to know your student email address. Your student email address is: <mark><<type student email address>></mark>
4. An account recovery code will be sent to your personal email address. Your personal email address we currently have on record is <mark><<type personal email address>>.</mark> If this email address has been changed or is inaccurate, send an email to helpdesk@up.education and provide the following: the old email address, the new email address and your student ID number.

If you are unable to gain access to your account, please let us know.

Kind Regards

Set up MFA

If a student is unable to install the Authenticator app, for example, because their mobile phone's operating system is outdated, it is recommended that they select the **phone (call or text)** option as their MFA method instead.
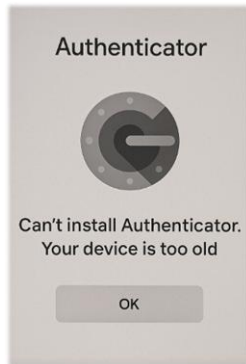

When the student logs in and starts the MFA set up process, guide them to use the **Phone** method below.

Reset Student MFA Tool

If the student isn't receiving the notification prompt on their Authenticator App when attempting to log in, it may indicate an incomplete setup or a temporary glitch. Use the MFA reset tool below to remove their registered devices so they can restart the MFA setup process.
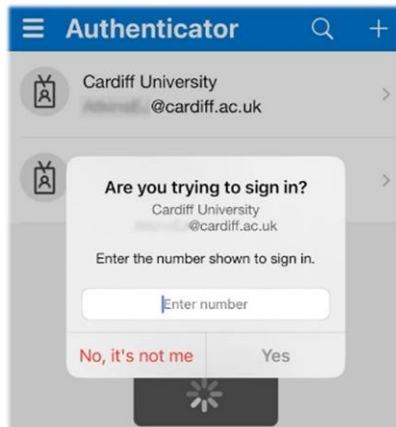
Step 1: Click on this form link: Reset student MFA – Fill out form If you don't have permission to view this form, then please email helpdesk@up.education and ask for access.

Step 2: Enter the students' study email address (not personal email address) and click submit.

Step 3: Wait 3-5 mins until you get the reset result notification email from helpdesk and then get the student to log in again.
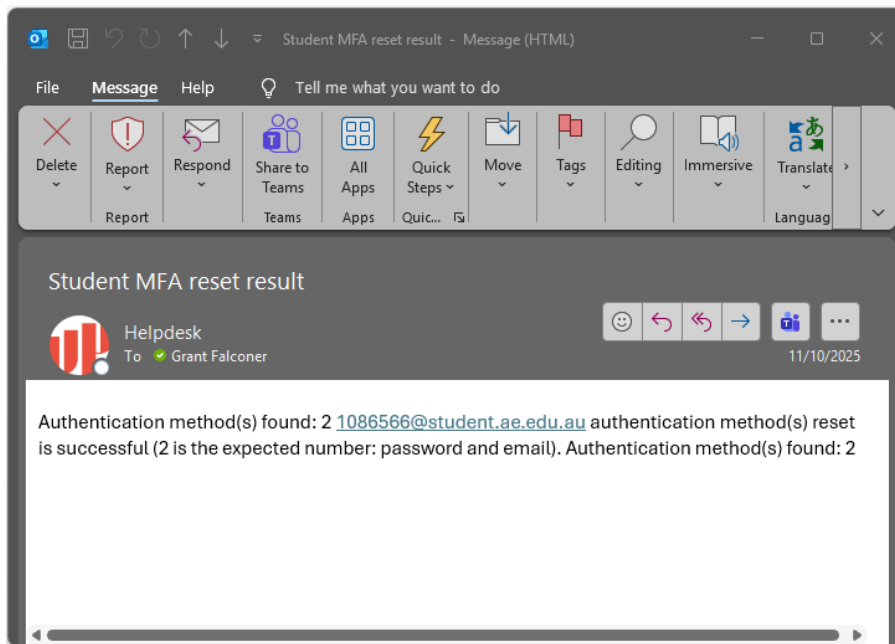
When the student logs in, they should get this screen to start the MFA set up process again.