


User accounts may occasionally require reset in order for an employee to gain access to the system. In order to reset a user account, use the screen shot and steps below.



The screenshot shows the COMPASS INFORMATION SYSTEM interface. At the top, there is a navigation bar with tabs for Template, Security, Proc Per, Waiver, Employee, VAM, Eval Cert, Eval Assign, PGP, SLT, Obsv, Eval, Report, To Do, and Links. The Security tab is selected. Below the navigation bar, there is a section for System and School District. The System is set to HCS-Human Capital Information System and the School District is set to Statewide Statistics. A table displays account statistics and user counts for various roles. Below the table, there is a section for Selection Criteria for Account List with input fields for Last Name, First, SSN, Login Code, Status, User Group, Last Successful Login Date, Successful Login Count, and Unsucc. Login Cnt., along with a Go button.

School District: Statewide Statistics		
50,175 : Active Accounts	4,222 : Active, not accessed past year	19 : HCS LDE ADMINISTRATOR
192 : De-activated Accounts	55 : De-activated, not accessed past year	25 : HCS LDE STAFF
6,200 : Unused Accounts	2,245,951 : Successful logins	452 : HCS LEA ADMINISTRATOR
56,567 : Total Accounts	636,298 : Unsuccessful logins	2,677 : HCS SUPERVISOR
	0 : Unsuccessful Registration Attempts Today	2,106 : HCS EVALUATOR
		51,290 : HCS EMPLOYEE

1. After logging in, select the Security Tab
2. To find an account, search for the user using demographic information (e.g., last name, first name, social security number).
3. Select Go to generate a list of accounts that match the criteria.
  - a. If the account is active, there will be an 'A' under the Status column indicating the user has registered that account.
  - b. If the account has been deactivated, there will be a 'D' under the status column.
  - c. The option to reset that account on the right-hand side of the table.
4. Select Reset to reset the user's account
5. Instruct the user to complete the registration process, as if for the first time