Onboarding Dashboard

Instructions on how to access and use the dashboard

Overview

The onboarding dashboard is available to student facing teams to help with onboarding queries but can be used for current students too.

It shows a student's key information, where they are in the registration process, the status of their IT account and Student Card.

When students contact or go to any student facing service, they should be able to get help or be pointed to the right team the first time around which therefore helps improve the student experience.

Getting access

Staff members can request access by filling in the access request form from the IS Service Desk.

Student Account Summary Dashboard - Access Request - Self-Service Portal (unidesk.ac.uk)

Once granted, you can access the dashboard at the below link:

Student Summary (napier.ac.uk)

How to use the dashboard

Check the student's identity

Before providing any information or resending the password email, it is important to ensure that the student is who they say they are.

<u>In person</u>

Ask for the Student Card. If a student has forgotten their card or not yet received it, ask them to confirm the following:

- Student number
- Full name
- Date of birth
- Contact address and postcode

Online/phone

Ask the student to confirm the following:

- Date of birth
- Contact address and postcode
- Personal email address they registered with (if they are not using this address to email you)

Navigating the dashboard

1. **Search** for a student

Input the **student's number** or **names** and click **Search** or press enter (it may take a few minutes).

Student Details

Please enter the students details

| Student Number | Student Number | | Pre |
| Forename | First Name | Middle Name | Middle Names |

Search

Clear Form

2. View student information and **resend** the password email

The student's information should appear and show where they are in the registration process as well as the status of their IT account and Student Card.

A green tick ✔ means the process has been successful or completed.

The grey dash ▬ means the process has still to take place.

Click on the question mark 🛈 for guidance on each section.

If the student is having issues with Registration and has not received their initial password setting email:

- Ask for the email address they are checking and crosscheck this is the same one we hold in the dashboard. If the email address we hold is incorrect, a request for it to be updated should be made to **records@napier.ac.uk** who can then resend the password email to the correct address.
- If the dashboard shows the email has already been successfully sent to the correct email address but the student has not received it, ask them to check their junk folder first.
- After completing the above checks, you can click '**Resend Password Email'** and then resend the email.
- Please note, if the student has set their password but forgotten it then they need to use Self-Service Password Reset (SSPR) service to recover their password rather than resending the initial password setting email. If they have problems with the SSPR, they should contact the IS Service Desk.

Resend email

The email will be resent to: ▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓

If this email address is incorrect, a request for it to be updated should be made to records@napier.ac.uk who can then resend the password email to the correct address.

If the dashboard shows the email has already been successfully sent but the student has not received it, ask them to check their junk folder first.

If the student has set their password but forgotten it then they need to use Self-Service Password Reset (SSPR) service to recover their password rather than resending the initial password setting email. If they have problems with the SSPR, they should contact the IS Service Desk.

[Resend Password Email] [Cancel]

Click on '**Student Card Report'** and then enter the student number to gain more information on possible issues with the Student Card.

Please Enter Student No ▓▓▓▓▓▓

|◁ < [1] of 1 > ▷| ↻   ⊕   [100% ▼]   💾 ▼   🖨   [   ] Find | Next

Student Card Possible Issues Report

Student No	Display Name	Badge Expiry Date	Issue	Suggested Action
▓▓ ▓▓	▓▓▓ ▓▓▓	Value in SITS: 29/08/2026	ERROR - SITS (SCE) - Status is not current	Contact - Student Records - Student should contact Student Administration to have this amended
▓▓ ▓▓	▓▓▓ ▓▓▓	Value in Lenel: 29/12/2026	Warning - Photo Manager - Badge already Exists in Photo Manager	Contact - Information Services - If image is incorrect - contact Information Systems Development to have this deleted

Click '**Clear Form'** to search for another student.