

# How do I delete a student account

Student accounts can be deleted from the Student Demographics page within the WELLA online service. Often times, however, customers find that the "Delete" button on the Student Demographics page is greyed out. This is most often due to assessment information having been keyed in for the student account in question. Student assessment information must be removed before the student account can be deleted. Assessment information that has been saved for a student account can most easily be removed by rerostering the account in question. This can be accomplished by performing the following steps:

Rerostering and deleting a student account:

1. Select "Search Students" from the Assessment Data section of the main menu.
2. From the Search Student page, key in the search criteria (Student first or last name, student ID number, or a combination of the above), select the School or Class information from the pull-down menus if applicable (not usually necessary), and click "Next".
3. From the Search Results screen, click the "Edit Student" link to the right of the name of the student whose account the customer is wanting to delete.
4. Select the new school or class from their respective pull-down menus (when deleting student accounts, it generally doesn't matter where the account is rerostered to) and click "Save".
5. You should then be prompted with a message stating "Warning! Changing this student's class will delete his/her assessment. Are you sure you want to change the class and delete the assessment?" (provided that there is assessment information stored for the CURRENT testing window). Confirm and continue.
6. Repeat steps 1-3. The customer should then be able to successfully delete the student's account from the Student Demographics page.

NOTE: If the student account is still unable to be deleted after rerostering, the account most likely has assessment information entered for a previous testing window. At this time, it is not possible to delete a student account that contains assessment information from previous testing windows.

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