



## ESCAPE GRID ACCOUNT FREQUENTLY ASKED QUESTIONS (FAQs)

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### 1. What are the steps to issue an Escape Grid Account for an individual?

- Escape Org Manager must login to Escape, navigate to **System > Setup > Users** and click the **New** button. On the **User** tab, complete the following **required fields**.
  - **User Id** – the format for this is the district number, followed by the legal last name and first initial of the legal first name (i.e., **61SMITHJ** for John Smith at SBCEO). If an individual has a hyphenated last name, there are only three choices: 1) entire legal last name, 2) first part of the legal last name, or 3) second part of the legal last name followed by the first initial of the legal first name.  
For example, John Smith-Yard could be either: 1) **61SMITHYARDJ**, 2) **61SMITHJ** or 3) **61YARDJ**
  - **First Name** – legal first name as used in payroll or vendors (no nicknames)
  - **Last Name** – legal last name as used in payroll or vendors
  - **Email** – work email address – please not if non-employee (e.g. – auditor)
  - **User Roles** – assign user roles and/or adjust activity and component permissions accordingly. Refer to the role matrix located in **Online Resources > Escape Guides > Role Matrix**.

**Note:** The field **Require Password Change (next login)** needs to remain YES upon initial setup before the request is submitted to SBAS. Also, if copying an existing user, please view the Activity Permissions tab, as **SYSMGR** level permissions will be flagged with a red x ❌ and must either be deleted or modified to a lesser role to allow for save/close.

- Escape Org Manager must login to the **Escape Help Desk** at <https://sbceo.samanage.com> and submit an incident to request a new Grid account (for **Category** choose **Escape Grid Account** and for **Subcategory** choose **Request Grid Account**). Please provide the user's legal first and last name, their email address, and their Escape user ID.

**Note:** After the Escape Grid Account has been set-up, the employee will receive an activation email with instructions to set up a Grid Pattern. (Refer to Personal Identification Pattern (PIP) instructions at [sbceo.org/SBAS/Escape](http://sbceo.org/SBAS/Escape))

### 2. What are the steps to deactivate an Escape Grid Account for an individual (e.g. – if an employee leaves their district)?

- Escape Org Manager should immediately disable the user's Escape account in order to prevent future access to the Escape system. To disable the account, navigate to the user's record and from the **User** tab, select **Yes** to disable log in.
- Escape Org Manager will subsequently need to login to Escape Help Desk <https://sbceo.samanage.com> and submit an incident to disable the Grid Account (for **Category** choose **Escape Grid Account** and for **Subcategory** choose **Deactivate Grid Account**).

**Note:** For security and cost reasons, it is important Escape Grid Accounts be timely deactivated.

### 3. Can I reassign a Grid Account?

- No, Grid Accounts cannot be reassigned because they are configured to match a user's unique profile in Escape.

### 4. Can I change my log in name?

- Create a new account per above instructions (both Escape and Grid). After the individual has successfully logged in with the new account, deactivate the previous Escape and Grid Account per above instructions.