CASE STUDY

Product: **NIM** Sector: **Education** Date: **2026**

TOOLS4EVER
IDENTITY GOVERNANCE & ADMINISTRATION



Merrill Area Public Schools Simplifies Student Account Management with Automated Overrides

Managing student accounts requires reliable automation, especially when individual circumstances call for adjustments to standard provisioning rules. Merrill Area Public Schools had already streamlined account provisioning with Tools4ever's User Management Resource Administrator (UMRA), but managing exceptions and troubleshooting account issues still required some manual intervention. By transitioning to NexGen Identity Management (NIM), the district gained greater flexibility and reduced the administrative work associated with temporary account changes.

The Challenge

Temporary student account restrictions presented an ongoing challenge for Merrill's IT team. The district uses Active Directory Organizational Units (OUs) to manage content filtering levels, moving students who require additional restrictions into restrictive OUs. Previously, administrators had to apply an infinite skip flag to prevent automation from reversing the change and manually remove it when the restriction ended. Occasionally, these flags were overlooked, leaving students in restrictive OUs longer than intended.

The Solution

One of NIM's most valuable features for Merrill is its override functionality, which allows administrators to temporarily move students into restrictive OUs and set expiration dates for those overrides. When an override expires, NIM automatically returns the student to their original OU, eliminating the need to manually track and remove restrictions. NIM also supports the district's account provisioning processes through integrations with Active Directory, Google, and Skyward.

The Results

By automating the expiration of temporary student restrictions, NIM has reduced the administrative burden on Merrill's IT team and helped prevent restrictions from remaining in place longer than intended. NIM also helps the district accommodate changing requirements and annual rollover processes while helping ensure accounts are disabled when appropriate. Along with responsive technical support, these capabilities have made NIM a dependable part of Merrill's account management operations. The district plans to continue using NIM for the foreseeable future.

Client

Merrill Area Public Schools

Challenge

Temporary student account restrictions required manual tracking and removal, sometimes leaving restrictions in place longer than intended.

Solution

NIM's automated overrides allow administrators to set expiration dates for temporary student account restrictions.

Products and Connectors

- NIM
- Active Directory
- Google
- Skyward

Result

Eliminated manual cleanup, reduced administrative work, and helped ensure student restrictions expire as intended.

"With NIM's override flags, we can now set an expiration date. NIM then automatically reverts the student to their original OU once the override flag expires, eliminating manual cleanup."

— IT Director, Merrill Area Public Schools